



General Data Protection Regulation (GDPR) Privacy Notice

From May 2018, Paul J. Rowland Funeral Directors Ltd are required by law to inform all our clients of the methods and course of action taken by ourselves regarding any personal data which may be held in our records and/or passed on to third parties. This new law is called the General Data Protection Regulation (GDPR). This letter outlines our procedures and how we use your personal data.

What is this for?

All information retained by Paul J. Rowland Funeral Directors Ltd, i.e client names, addresses, email addresses etc. will be on the arrangement form and stored in a secured locked location until it is needed. The GDPR is in place to protect your identity and to ensure that the information obtained by us is not misused by any other commercial third party.

What information do we hold?

When arranging a funeral we will record your name, address, telephone numbers and email addresses if you have one. We will, of course, also request details of the deceased person. Any payment or financial details however, such as payment card details or client bank accounts, are never kept or recorded by us either physically or electronically.

How do we use the information gathered?

Once the funeral has been arranged your data is kept on file in a secured location. Confirmation letters, general notes and paperwork etc. are generated by the programme and printed. Both electronic and hard copies of our paperwork are retained for future reference only. After the funeral has taken place any printed running notes needed for the funeral day are securely shredded. They are also subject to the new GDPR rules. Under no circumstances will your details be passed to any third party company or organisation other than those listed above.

How do new GDPR affect me?

Under the new regulations you now have the right to request that we show you all of the details that we may hold about you upon request. You also have the legal right to request that any information we do hold can be edited, changed and/or deleted at any time. We can only act on instructions of that person's data by the person themselves. Should the details of a deceased person need to be edited, adjusted or erased this can only be authorised by the person acting as the informant, in the first instance, at the time of making the arrangements.

In Summary:

The new GDPR is there to protect our clients and whilst the information that we hold will be minimal, your right to confidentiality is of paramount importance to us as a company. You can be assured that any information we do hold will only be used for the purposes of funeral arrangements and that the utmost discretion and your privacy will be upheld and respected at all times.

Should you wish to discuss the matter of GDPR in more detail please feel free to contact either myself or a member of my team who will be more than happy to assist you further.

Additional information:

If you feel that your personal data has been compromised or you suspect a breach of data confidentiality there are people to whom you can address your concerns. In the first instance please contact our Data Protection Officer (DPO)

Mr Paul J. Rowland
01622 662661
hillaryroad@paulrowlandfunerals.co.uk

If this proves unsatisfactory you may then contact:
Information Commissioners Office (I.C.O) Wycliffe House
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)
or 01625 545 745 if you prefer to use a national rate number

Liza Rowland
Managing Director

Other Services

We are able to provide a complete service for you and can arrange the following upon request:

- Floral Tributes
- Obituary Notices (local and national)
- Acknowledgements (local and national)
- Order of Service Sheets printed for you
- Green Funerals

Paul J. Rowland Funeral Directors Ltd,
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Kent, ME16 OPU
• 4 Hillary Road, Penenden Heath, Maidstone, Kent, ME14 2JP