



Date Created: 22/05/18
Date Published: 06/11/18
Version Number: 1.00

Service Area: Communities & Leisure
Work Area: Bereavement Services
Contact Details: 01443 811457
bereavementservices@caerphilly.gov.uk
Privacy Notice Name: Bereavements
Description of Privacy Notice: This privacy notice will explain how Caerphilly County Borough Council will use personal information in respect of Bereavement Services.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

We will use the information you provide, or is provided on your behalf by Funeral Directors or Memorial Masons, for the purposes of providing the service requested. Services may include the purchase of a lease of a burial plot or to make arrangements in relation to a burial plot that you have leased.

Legal basis for processing

There is a statutory obligation to process your information as per the Local Government Act 1972 and the Local Authorities Cemeteries Order 1977.

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1c. processing is necessary for compliance with a legal obligation to which the controller is subject;

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

The main users of your information will be the Bereavements Administration Staff. In addition:

- Arrangements in relation to a leased burial plot may be carried out by our Operations Department.
- Payments in relation to services may be processed by and recorded by our Finance Department.
- Issues in relations to claims may be dealt with by our Insurance Department.

Details of any sharing of your information with other organisations

We may confirm or provide your details as the purchaser of a lease of a burial plot where necessary to relevant:

- Funeral Directors
- Memorial Masons

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

How long Caerphilly County Borough Council retains your information is determined through statutory requirements or best practice.

Information is kept indefinitely.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

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We will use the information you provide, or is provided on your behalf by Funeral Directors or Memorial Masons, for the purposes of providing the service requested. Services may include the purchase of a lease of a burial plot or to make arrangements in relation to a burial plot that you have leased.

The processing of your personal data is necessary to comply with the Local Governments Act 1972 and the Local Authorities Cemeteries Order 1977. We may confirm or provide your details as the purchaser of a lease of a burial plot where necessary to relevant Funeral Directors and Memorial Masons. Your information will be kept indefinitely.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[Link to full Privacy Notice once published on website](#)