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BOROUGH COUNCIL

Privacy Notice – Bereavement Services

Introduction	<p>The Bereavement Services Team has provided this privacy notice to help you understand how we collect, use and protect your Personal Data. When reading this document please note that we use the terms 'Personal Data' and 'Personal Information' interchangeably.</p> <p>The document below will describe how we may collect and process your personal information.</p> <p>The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the United Kingdom General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).</p> <p>For information on how we generally process and protect your personal information please view our Privacy Notice, which can be found at https://www.ipswich.gov.uk/content/privacy-policy.</p> <p>The Data Protection Officer for Ipswich Borough Council is Siobhan Martin, Head of Internal Audit. She can be contacted at dataprotection@ipswich.gov.uk</p>
Definitions used in this Notice	<p>Personal Data means any information related to an identified or identifiable living individual- known as a 'data subject'.</p> <p>An individual is regarded as identifiable if they can be identified, directly or indirectly, in particular by reference to an identifier, such as a name, an identification number, location data or an online identifier, such as an IP address or cookie identifier. Alternatively, they can also be identified by one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.</p> <p>Special Personal Data previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data (where used to identify a person), health, sex life or sexual orientation. Records of personal data relating to criminal convictions and offences and allegations must be treated in a similar way.</p> <p>Processing means any operation which is performed on information such as. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.</p> <p>Data Controller determines the purposes and means of processing personal data.</p>



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	<p>Data Processor is a third party who processes personal data on behalf of the Controller</p> <p>Third Party is someone / somebody who is not the Data Controller, the Data Processor or the Data Subject.</p>
<p>Who we are and what do we do:</p>	<p>The Bereavement Services Team is responsible for:</p> <ul style="list-style-type: none"> • arranging and administration of funerals and memorials • administration of leases and holding documentation • approval of memorial stones • arranging and administration of Public Health Funerals, and making contact with next of kin where possible for the purposes of determining eligibility for public health funeral • handling complaints <p>The Council is the 'Data Controller' for the information which is collated and processed. This means we are responsible for deciding how we can use your information. If you want more information regarding the services delivered, please go to our website, https://www.ipswich.gov.uk/.</p>
<p>How we lawfully process Personal Data</p>	<p>The Council regards the lawful and correct treatment of personal information as critical to their successful operations, maintaining confidence between the Council and those with whom they carry out business. The Council will ensure that they treat personal information correctly in accordance with the law.</p> <p>Your personal data is being processed under:</p> <ul style="list-style-type: none"> • Article 6 (b) [contract] • Article 6 (c) [legal obligation] • Article 6 (e) [public task]. <p>The legislation that allows us to process your data includes:</p> <ul style="list-style-type: none"> • The Cremation Act 1902 • Cremation (England & Wales) Regulations 2008 • Local Authorities Cemeteries Order 1977 • Public Health Act 1984
<p>How the law protects you:</p>	<p>The UK GDPR and the DPA 2018 set out how we can lawfully use personal information. Complying with the law protects individuals from harm and the Council will only ever process your information where we are legally able to.</p>
<p>Our responsibilities</p>	<p>The UK GDPR and the DPA 2018 provide us with our main responsibilities for processing personal data.</p> <p>All personal information provided by you is held securely and in confidence by us in our computerised and other records. When we</p>



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	<p>process your personal information, we do so in compliance with the UK GDPR and DPA2018.</p> <p>For further information on our responsibilities, please see https://www.ipswich.gov.uk/content/privacy-policy.</p>
Your rights:	<p>The UK GDPR and DPA 2018 provide you with the following rights:</p> <ol style="list-style-type: none">1. The right to be informed2. The right of access3. The right to rectification4. The right to erasure5. The right to restrict processing6. The right to data portability7. The right to object8. Rights in relation to automated decision making9. The right to withdraw consent10. The right to complain <p>Requests in relation to your rights should be directed to the Council. A request can be made verbally but we would prefer for you to do so in writing, by email to dataprotection@ipswich.gov.uk or (in the case of a request for a copy of your personal data) using the Subject Access Request Online Form.</p> <p>If you are requesting to view CCTV footage, please visit Making a request to view CCTV.</p> <p>For further information on your rights, please see https://www.ipswich.gov.uk/content/privacy-policy.</p> <p>If you are unhappy with the way the Council has processed your information please contact dataprotection@ipswich.gov.uk. The Council will look in to your concerns for you. If after that if you are still unhappy you may contact the Information Commissioner's Office. Their contact details are available at www.ico.gov.uk</p>
Your responsibilities	<p>You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.</p>
When do we collect information about you?	<p>The majority of the information we collect comes from you. However, we may also collect information about you from:</p> <ul style="list-style-type: none">• Online sources• LOCTA• Funeral Directors• Memorial masons
What information do we maintain?	<p>We will only collect and use the minimum information needed.</p> <p>The information about you which we will maintain may include:</p>



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	<ul style="list-style-type: none"> • Name • Address • Mobile or landline number • Email address • Relationship to the deceased • Potentially marital status • Signature • Opinions for example complaints and compliments
<p>How do we use your information?</p>	<p>We will be using your information to:</p> <ul style="list-style-type: none"> • Administration of a funeral and for all legal requirements to be fulfilled in relation to burials and funerals. • Administration of grave leases and ensure that all legal requirements are complied with • Maintenance of graves • Provide quotations for memorials • Identifying and making contact with Next of Kin in the case of public health funeral referrals • Approval of memorials • Handling complaints • Service improvement and planning <p>We will not use your personal data for other purposes other than for what it was collected unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).</p> <p>Automated processing/profiling:</p> <p>The Bereavement Services Team does not use your personal data in any automated decision-making or profiling activities.</p>
<p>How long do we keep your information?</p>	<p>We will hold your personal information in line with the Council's Retention Policy as follows:</p> <ul style="list-style-type: none"> • Cremation Particulars (manual paperwork) – 14 years from date of funeral • Cremation Particulars (electronic) – 50 years from closure of cemetery/crematorium • Interment Form (Burial) – 14 years from date of funeral • Interment Form (Burial) (electronic) – 50 years from closure of cemetery/crematorium • Grave / Urn Deeds – 75 years from closure of cemetery • Purchase Register – 75 years from closure of cemetery • Masonry Applications – 2 years from date of application • Grave renewal forms – 75 years from closure of cemetery



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	<ul style="list-style-type: none">• Memorial Scheme Leases –Lifetime of the lease, minimum of 3 years• Assignment of Rights of Burial – 75 years from closure of cemetery• Renunciation Form – 75 years from closure of cemetery• Statutory declaration – 75 years from closure of cemetery• Public Health Referrals – 7 years form date of referral• Masonry Quotes – 2 years from date of quote• Masonry Letters – 2 years from date of quote <p>You have the right to request that your personal information is deleted at any time, however whether this is possible will depend on the reasons why the data is processed. The Council will consider your request and comply where possible. If it is not possible, we will explain the reasons to you.</p>
Transferring your information overseas	Currently, we do not transfer any personal information outside of the United Kingdom
Data sharing	We may share your personal information with: <ul style="list-style-type: none">• Medical referee• Other departments within the Council• Software providers who are responsible for hosting and/or maintaining databases for the Council• Ministry of Justice• Police
National Fraud Initiative NFI	We may share information provided to us with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For further information, see https://www.ipswich.gov.uk/content/privacy-policy .