

## Privacy Notice for our website

We are dedicated to ensuring that at **F.W. Spilsbury Ltd** are compliant with the new General Data Protection Regulation (GDPR) which came into force 25 May 2018.

It is important that you know that, as a user of our services, we will handle your personal data with respect and care.

Please be assured that we do not share your personal data for marketing purposes unless we have your permission to do so.

In order to provide our services to you we will need to share your personal data with third parties, but we will tell you who they are and obtain your permission to do so.

For payment transactions and the storage of financial data we adhere to the standards set by PCI-DSS as managed by the PCI security standards council.

PCI-DSS requirements help ensure the safe handling of the credit information held by us and require us to review our compliance on a yearly basis.

Other financial records such as invoices and accounting data held on spreadsheets are when necessary, shared with our accountants and the HMRC in order to fulfil our legal obligations as a business and limited company.

Our website enables you to contact us if you give your name, address, email and phone number. These details are held electronically and also protected by GDPR. Once we have contacted you back we will delete them from our records.

We use cookies on our website to ensure we give you the best experience when navigating around our website. Cookies hold small amounts of data but not personal data.

It has proven helpful over the years, many times, to ourselves and families if we keep the records of funeral arrangements made.

In the unlikely event of an exhumation it is also important to have original records, therefore we will keep records securely for as long as our experience tells us is necessary unless otherwise instructed.

All records held electronically are password protected and paper records are held securely.

When it is no longer necessary to keep paper records we will shred them and electronic records will be deleted.

All our staff are bound by confidentiality laws and understand that disciplinary action may be taken if breaches occur.

In the rare occurrence of a data breach which could cause harm we will report it immediately to the Information commissioner's Office (ICO).

We are registered as a business which needs to hold personal data with the ICO.

You have a right to see the information we hold on you and to have it corrected or deleted.

If you would like to see the information please contact us in writing or by email.

GDPR not only applies to our customers but to the information we hold on our employees and applicants. We will look after that information with the same care and respect and only retain information that is necessary for us to do so.

If you have any concerns or a complaint about how we have handled personal data, you can contact:

The Information Commissioner's Office in their capacity as the statutory body who over sees the data protection law.

[www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).