



Kingsley Tresidder Funeral Service

Privacy Policy

Kingsley Tresidder Funeral Service understands that your privacy is important to you. We value the privacy of all our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our legal obligations and your statutory rights. Your information will be filed securely both on our computers and paper records.

Company Information

Kingsley Tresidder Funeral Service Ltd
Limited Company registered in England under company number 13360170.
Main trading address: Mill Stream Funeral Home, Mill Yard, Ponsanooth, TR3 7EF

The personal data we hold

We may collect some, or all of the following personal data:

- Name
- Date of Birth
- Gender
- Address
- Email Address
- Telephone Number
- Profession
- Payment Information

Your personal data is also obtained from the following third parties:

- Our third party suppliers; e.g. the crematorium or cemetery, minister or celebrant, doctors, florist.
- Golden Charter to arrange a funeral plan.

The recipients of your personal data

We may sometimes contract with the following third parties to supply products and/or services to you on our behalf. In some cases, those third parties may require access to some or all of your personal data that we hold.

- Doctor(s) if medical certification is required/applicable
- Local crematoria for the purpose of organising cremation of the deceased.
- Local cemetery for the purpose of organising burial of the deceased.
- A nominated minister or celebrant for the purpose of arranging details of the funeral service.
- A florist(s) for the purpose of arranging the flowers for the funeral service.
- A vehicle hire company or transportation agency including the provision of horses for the purpose of transport of the deceased and cortege at the funeral.
- A newspaper in order to place a Funeral Announcement.
- Our printer, Headland Printers, Penzance, if organising the funeral service sheets.
- Golden Charter Funeral Plans if an application or enquiry for a pre-paid funeral plan is made.
- Department For Works and Pensions if you have made a claim for payment towards the funeral costs.
- To pass your details to our Debt Agencies for collection of outstanding Funeral Account if our terms are not met.

If any of your personal data is required by a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law. In some limited circumstances, we may be legally required to share certain personal data.

How long we keep personal data

We will process personal data for up to three months after you contact us or the date of the funeral/for as long as is necessary to allow us to fulfil your funeral services and will securely store the personal data indefinitely so we have a record of the funeral in order that we can respond to future enquiries from the family regarding the funeral, burial plots etc.

Your rights

Under governing data protection legislation, you have the following rights, which we will always work to uphold:

1. The right to be informed about our or collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more.
2. The right to access the personal data we hold about you.
3. The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
4. The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have.
5. The right to restrict (i.e. prevent) the processing of your personal data.
6. The right to object to us using your personal data for a particular purpose or purposes.

If you would like to know what personal data we have for you, you can ask us for details of that data and for a copy of it. All such requests should be made in writing using the contact details below. Further information about your rights, including your right to complain about our use of your personal data, can be obtained from the Information Commissioner's Office (ICO).

How to contact us

If you have any enquires relating to your personal data and data protection, please contact Julie Burley at:

Email : kingsleytresidder@icloud.com

Telephone number: 01872 863607

Postal Address: Mill Stream Funeral Home, Mill Yard, Ponsanooth, Cornwall, TR3 7EF

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website: kingsleytresidderfuneralservices.co.uk

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