

Privacy Policy

Who Are We?

We are Baddick and Dymond Funeral Directors, Exeter Road, Braunton, Devon, EX332JL

And we were first established in 1984 and is owned by Philip and Michelle Baddick.

We are Registered as a data controller with the Information Commissioner with registration number
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What Information Do We Collect From You?

- * Name and Surname
- * Address
- * Phone Number(s)
- * Emails(s)
- * Relationship to Deceased
- * Date of Birth

How Do We Collect This Information?

- * Funeral Arrangements
- * Over The Telephone
- * Emails
- * Messages Received Through Our Website and Social Media Account.

Why Do We Collect This Information?

The personal data we collect will be used for the following purposes;

- * To reply to your enquiry and/ or provide funeral services and plans to our clients.
- * To reply to enquiries about our services.
- * For the professional fulfilment of the funeral service as instructed by you, including working with third parties on your behalf.
- * For the account and full payment of the funeral service.
- * For your pre-paid funeral plan if applicable and instructed by you.

To request feedback on our services and performance.

- * We keep details of funerals on file so we have a record for future reference; e.g if the family gets in touch in the future and asks for a similar funeral.

Our Legal bases for processing for the personal data are;

- * Taking steps at your request prior to entering into a contract with you.

- * Performance of the contract to provide funeral services as instructed by you.
- * Our legitimate Interests in ensuring client satisfaction and improving our services.
- * Our legitimate interests in being able to provide a similar funeral to a previous one on request by the family without having to ask too many questions at a difficult time for the family.

What Do We Do With This Information?

- * To contact you to assist with funeral enquiries and arrange the funeral.
- * To make funeral arrangements with third party suppliers
- * To arrange Funeral Plans on your behalf with Golden Charter.
- * To share your data from your original enquiry made to us either by phone, online website form, email, paper letter or in person, or a third party source, with our colleagues in order to assist you with a funeral enquiry including the removal of the deceased.
- * To store your data along with the deceased information on our in house systems indefinitely in case of future historical reference to funeral details is required such as the provision of exhumation, repeat of family services, plot information etc.
- * To contact you by phone, email and paper communications to be able to make all the necessary funeral arrangements on your behalf.
- * To visit you if you instruct us to your home address or mutually convenient place in order to make the funeral arrangements.
- * To pass on your details to our third party suppliers; including if applicable the Crematorium or Cemetery, Minister or Celebrant, Doctors, Florist, Musician, Venues, Newspapers in case of an Obituary, online memorial site in the case of an online memorial being set up, vehicle hire company, hired in bearing and temporary staff or freelancers, catering venues, etc.
- * To contact you after the funeral has taken place to ask for feedback either in the form of an online review or direct communication to one of the Funeral Directors.
- * To pass on your details to Golden Charter if you apply for a pre-paid Golden Charter Plan or make a pre-paid funeral plan enquiry.
- * To pass on your details to a debt collection agency if the payment term are not met.
- * To contact you to make arrangements for return of the deceased's cremated remains to you or as instructed by you elsewhere.

We do not use information for marketing purposes.

We only transfer your personal data outside the United Kingdom to the extent we need to make funeral arrangements with third parties in another country e.g. where the deceased or remains are to be collected from abroad or where a funeral is arranged abroad.

Who Might We Share Your Information With?

Baddick and Dymond Funeral Directors will not pass on your personal data to third parties without first obtaining your consent to our instructing them to provide the particular service required. The following third parties may receive your personal data for the following purpose(s);

- * Doctor(s) if medical certification is required/ applicable.
- * An Embalmer for the deceased if required/ applicable.
- * Local Crematorium 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 local musician for the purpose of liaising with you for your musical choices for the funeral service.
- * A Florist(s) for the purpose of arranging flowers for the funeral service.
- * A venue(s) for the purpose of holding the reception/ wake as part of the funeral service.
- * A caterer for the purpose of arranging the details of the funeral reception/ wake.
- * 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 printer or designer if creating the funeral service sheets externally to Richard Williams.
- * North Devon Gazette website if providing an online tribute Obituary for the deceased.
- * Golden Charter if an application or enquiry for a pre-paid funeral plan is made.
- * We use Dropbox to store and share information between our staff in order to plan use of our resources.

How Long Do We Keep Your Information?

Baddick and Dymond Funeral Directors will process and store the personal data indefinitely to allow us to fulfil your funeral services and we have a record of the funeral should be require it for future families. If you wish for Baddick and Dymond Funeral Directors to destroy any personal data we hold for you please let us know.

How Can I Access The Information You Hold About Me?

- * Right of Access- you have the right to request a copy of the information that we hold about you.

* Right of rectification- you have the right to correct data that we hold about you to be erased from our records.

* Right to be forgotten- In certain circumstances you can ask for the data we hold about you to be erased from our records.

* Right to restriction of processing- where certain conditions apply to have a right to restrict the processing.

* Right of portability- you have the right to have the data we hold about you transferred to another organisation.

* Right to object- you have the right to object to certain types of processing such as direct marketing.

* Right to object to automated processing, including profiling- you also have the right to object to the

legal effects of automated processing or profiling. We do not carry out automated processing or profiling.

* Right to judicial review: in the event that Baddick and Dymond Funeral Directors refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined below.

All of the above requests will be forwarded on should there be a third party involved (see "Who Might We Share Your Information With" in the processing of your personal data.

Complaints

In the event you wish to make a complaint about how your personal data is being processed by Baddick and Dymond Funeral Directors (or third parties as described above), or how your complaint has been handled, you have the right to lodge a complaint with us or directly with the supervisory authority.

The details for each of these are:

Supervisory Authority Contact Details

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Email: <https://ico.org.uk/concerns/>(for Live Chat via internet)

Telephone: 0303 123 1113

Baddick and Dymond Funeral Directors Contact Details

Philip Baddick

Baddick and Dymond Funeral Directors

Exeter Road

Devon

EX33 2JL

Email: philip@baddickanddymond.com

Telephone: 01271 812 042

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