

Privacy Policy

1. Scope

All data subjects whose personal data is collected, in line with the requirements of the General Data Protection Regulation

2. Responsibilities

- 2.1 John Ross Funeral Services Ltd is responsible for ensuring that this notice is made available to data subjects prior to John Ross Funeral Services Ltd collecting/ processing their personal data.
- 2.2 All Employees of John Ross Funeral Services Ltd who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

3. Privacy notice

4. Who are we?

John Ross Funeral Services Ltd,
20 High Street,
Grantown on Spey,
PH26 3HB
Company Number SC163139 (Scotland)

John Ross Funeral Services Ltd is an independent Funeral Directors operating within the funeral industry. We serve the communities of Badenoch, Strathspey and beyond offering caring and professional funeral services to bereaved families. We offer prepaid funeral plans in association with Golden Charter Funeral Plans. We can also help with memorials, additional inscriptions, memorial cleaning and restorations.

The personal data we would like to process on you is:

Personal data type	Source
Name, address, telephone number	data subject
Email address	data subject
Funeral arrangement instructions	data subject
Payment detail	data subject

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- The personal data we collect will be used for the following purposes:
- For the fulfilment of funeral services in accordance with your instructions.
- For new memorials or additions and renovations to existing memorials.
- To enable Charities to acknowledge receipt of funeral donations where applicable.
- For the arrangement and processing of prepaid funeral plans.
- Invoicing

Our legal basis for processing for the personal data:

- Fulfilment of a contract.

The special categories of personal data concerned are:

- Religious Beliefs

4.1 Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for John Ross Funeral Services Ltd to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by contacting us to update your preferences.

4.2 Disclosure

John Ross Funeral Services Ltd will not pass on your personal data to third parties without first obtaining your consent. The following third parties may receive your personal data for the following purpose(s) for example:

- A local crematorium for the purpose of organising cremation of the deceased
- A 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 charitable organisation to enable them to acknowledge receipt directly to the family following funeral donations
- Newspapers for obituaries
- A florist for provision of floral tributes
- Establishments for provision of funeral refreshments

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- Social media and company website
- Printing companies for service sheets

4.3 Retention period

John Ross Funeral Services Ltd will process personal data as necessary to allow us to fulfil your funeral services. This data will then be stored for 7 years as is deemed necessary for income tax and audit purposes.

4.4 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- 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 be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that John Ross Funeral Services Ltd 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 in clause 3.6 below.
- All of the above requests will be forwarded on should there be a third party involved (as stated in 3.3 above) in the processing of your personal data.

4.5 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by John Ross Funeral Services Ltd (or third parties as described in 3.3 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and John Ross Funeral Services Ltd.

The details for each of these contacts are:

	Supervisory authority contact details	John Ross Funeral Services Ltd contact details
Contact Name	Information Commissioner's Office	John MacKintosh
Address line 1	Wycliffe House	20 High Street
Address line 2	Water Lane	Grantown on Spey
Address line 3	Wilmslow	
Address line 4	Cheshire	
Address line 5	SK9 5AF	PH26 3HB
Email	https://ico.org.uk/global/contact-us/email/	info@johnrossfuneralservices.com
Telephone	0303 123 1113	01479 822 222

4.6 Privacy statement

Read more about how and why we use your data on our website

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