

ORCHARD FUNERAL SERVICES LTD

PRIVACY NOTICE

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1. About this Privacy Notice

Orchard Funeral Services Ltd ("Orchard Funeral Services", "we", "us" or "our") respects your privacy and is committed to protecting the personal information entrusted to us.

This Privacy Notice explains how we collect, use, store and protect personal information when you:

- enquire about our funeral services;
- arrange a funeral with us;
- use our funeral directing or celebrant services;
- purchase or reserve a burial plot;
- arrange a burial or ashes interment at The Orchard;
- communicate with us by telephone, email, post, website or in person;
- provide information to us on behalf of another person;
- visit our premises or burial ground;
- interact with our website or social-media channels; or
- otherwise have dealings with Orchard Funeral Services.

We aim to handle personal information respectfully, securely and only for appropriate purposes.

2. Who is responsible for your information?

The data controller responsible for your personal information is:

Orchard Funeral Services Ltd

Registered office: 31 Hawthorn Road, Cherry Willingham, Lincoln LN3 4JU

Telephone: 01522 754154

Email: orchardfuneralservices@gmail.com

Website: orchardfuneralservices.co.uk

Where appropriate, Orchard Funeral Services will determine how and why personal information is processed.

If you have questions about this Privacy Notice or the way we use your information, please contact us using the details above.

3. Information we may collect

Depending upon the services you use, we may collect:

Client and family information

- Full name
- Address
- Telephone number
- Email address
- Relationship to the deceased
- Next-of-kin information
- Details of other family members or authorised representatives
- Identification information where required
- Payment and billing information

Funeral arrangement information

- Funeral instructions
- Funeral preferences
- Burial or cremation arrangements
- Service requirements
- Minister, celebrant or officiant details
- Music selections
- Readings
- Eulogy information
- Photographs
- Orders of service
- Funeral vehicle requirements
- Floral and tribute information
- Cemetery or burial-ground information
- Information relating to the deceased and their wishes

Burial-ground information

Where a burial or ashes interment takes place at The Orchard, we may maintain:

- Plot ownership information
- Plot allocation information
- Burial records
- Interment records

- Ashes interment records
- Ash-scattering records
- Memorial permissions
- Tree-planting permissions
- Correspondence concerning a burial plot
- Information about persons entitled to exercise rights relating to a plot

Financial information

We may collect:

- Invoices
- Payment records
- Bank details where necessary
- Information concerning third-party costs
- Payment-plan information
- Refund information

We do not routinely retain unnecessary payment-card information.

Communication information

We may retain records of:

- Emails
- Letters
- Telephone calls
- Meeting notes
- Funeral arrangement discussions
- Complaints and responses
- Requests and instructions

4. Information concerning the deceased

Information relating solely to a deceased person does not constitute personal data under the UK GDPR.

However, funeral records frequently contain information about living individuals, including family members, executors, informants, plot owners and other representatives.

We therefore treat funeral records as confidential and apply appropriate security measures to them even where particular information relates to a deceased person.

5. Why do we use your information?

We may use personal information to:

- provide funeral services;
 - arrange burials and cremations;
 - arrange services and ceremonies;
 - communicate with families and authorised representatives;
 - arrange transportation;
 - arrange services with crematoria, cemeteries and burial grounds;
 - maintain burial-ground and plot records;
 - process payments;
 - issue invoices;
 - comply with legal and regulatory requirements;
 - maintain appropriate business records;
 - investigate and respond to complaints;
 - protect the security of our premises, staff, clients and records;
 - prevent fraud or misuse;
 - improve our services;
 - maintain appropriate insurance and legal records; and
 - communicate marketing information where legally permitted and, where required, with consent.
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6. Our lawful bases for processing

Depending upon the circumstances, we may rely upon one or more lawful bases under UK data-protection legislation.

These may include:

Contract

Where processing is necessary to provide services you have requested or to take steps at your request before entering into a contract.

Legal obligation

Where we are required to process or retain information to comply with a legal obligation.

Legitimate interests

Where processing is necessary for our legitimate business interests and those interests are not overridden by your rights and freedoms.

Examples may include maintaining business records, administering our services, protecting our premises and responding to enquiries.

Consent

Where consent is the appropriate lawful basis, we will request it separately and make clear what you are consenting to.

You may withdraw consent where processing is based upon consent.

Withdrawal of consent does not affect processing that was lawfully carried out before withdrawal.

7. Special category information

Some information provided during funeral arrangements may be sensitive.

Where we process special category information, we will ensure that an appropriate condition under applicable data-protection law applies.

We will only collect and use such information where there is a legitimate reason to do so.

8. Who may receive your information?

Where necessary to provide our services or comply with our obligations, information may be shared with appropriate third parties, including:

- crematoria;
- cemeteries;
- burial grounds;
- medical professionals or relevant authorities where appropriate;
- ministers and celebrants;
- clergy;
- florists;
- coffin and funeral-product suppliers;
- transport providers;
- printers;
- musicians or other funeral-service providers;
- payment providers;
- accountants;
- insurers;
- solicitors or professional advisers;
- IT and software providers;
- regulators or government bodies where legally required.

We will not sell your personal information.

We will only disclose information where there is an appropriate reason and, where applicable, a lawful basis.

9. How we protect information

We use reasonable technical, organisational and physical measures to protect information against:

- unauthorised access;
- accidental loss;
- destruction;
- alteration;
- disclosure;
- theft; and
- misuse.

Measures may include:

- controlled access to paper files;
- secure storage;
- password-protected systems;
- restricted staff access;
- secure disposal;
- staff confidentiality obligations;
- appropriate IT security;
- access controls; and
- secure backup arrangements.

10. How long do we keep information?

We retain information only for as long as reasonably necessary for the purpose for which it was collected, unless we are required or entitled to retain it for longer.

Different records may have different retention periods.

Funeral arrangement records, financial records, burial-ground records and legal records may need to be retained for significant periods because of legal, regulatory, contractual, insurance, accounting or historical requirements.

Our retention periods are set out in our Data Retention & Disposal Policy.

11. Your rights

Subject to applicable legal conditions and exemptions, you may have rights including:

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;

- the right to restrict processing;
- the right to object to certain processing;
- the right to data portability in applicable circumstances; and
- rights concerning automated decision-making where applicable.

Not every right applies in every circumstance.

For example, information may need to be retained where there is a legal obligation or legitimate requirement to retain it.

12. Making a request

If you wish to exercise a data-protection right, please contact:

Orchard Funeral Services Ltd

Email: orchardfuneralservices@gmail.com

Post: 31 Hawthorn Road, Cherry Willingham, Lincoln LN3 4JU

Please provide enough information for us to identify you and understand your request.

We may need to verify your identity before providing personal information.

We will deal with requests in accordance with applicable data-protection legislation.

The ICO states that organisations will usually have one month to respond to a valid subject access request.

13. Complaints

If you are unhappy about how we have handled your personal information, please contact us first so that we have an opportunity to investigate and resolve your concern.

You also have the right to complain to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Website: <https://ico.org.uk/>

Telephone: 0303 123 1113

14. Changes to this Privacy Notice

We may update this Privacy Notice from time to time.

The current version will be made available through our website and/or upon request.

Last reviewed: 01/06/26

Next review: 01/06/27