

How we use personal information in Burials and Cremations Service

The categories of this information that we collect, process, hold and share include:

- Personal information (such as name, address, date of birth)
- Characteristics (such as gender and religion)

Why we collect and use this information

The personal information we collect will relate to:

- Complainants
- Customers
- Enquirers

We use this information to:

- Provide services for our customers
- Enable us to carry out our statutory duties
- Produce statistics required by government and other agencies

Other services within Locality Services – Provision have different powers and duties, or are governed under different legislation. These services are covered by privacy notices elsewhere.

The lawful basis on which we use this information

We collect and use this information under:

Contract: The processing is necessary for a contract with the individual, or because they have asked us to take specific steps before entering into a contract.

Protecting an individual's vital interest - where the data subject is physically or legally incapable of giving consent.

Legal obligation: The processing is necessary to comply with the law (not including contractual obligations).

Legal: Processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.

Storing this information

We hold personal data for a specified period based on our Guidelines for Retention and Disposal.

Who we share this information with

We do not share your personal data unless the law and our policies allow us to do so e.g. to prevent fraud

Requesting access to your personal data

Under data protection legislation, you have the right to request access to information that we hold. To make a request for your personal information please contact

Data Protection Officer

0345 140 0845

ino.information@sefton.gov.uk

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- lodge a complaint with the supervisory authority (the Information Commissioner's Office)

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

Further information

If you would like further information about this privacy notice, please contact:

Data Protection Officer

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