

Privacy Notice

Who We Are

Far & Beyond Group LTD ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Far & Beyond Group's registered office is at **Far & Beyond Funeral Services, 53 Greek Street, Stockport, SK3 8AX** and we are a company registered in England and Wales under company number **09668352**. We are registered on the Information Commissioner's Office Register; registration number **ZA151930**, and act as the **data controller** when processing your data. Our designated Data Protection Officer/Appointed Person is **Lewis McMorrow**, who can be contacted at **53 Greek Street, Stockport, SK3 8AX. 0161 250 5222 EXT 301**.

Information That We Collect

Far & Beyond Group LTD processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from is: -

- Name
- Date of Birth
- Home Address
- Personal Email
- Business Email
- Home Telephone Number
- Mobile Telephone Number
- National Insurance Number
- Next of Kin Details
- GP Details
- Occupation Information
- Gender
- Relationship Status
- Employment History
- Banking Information
- Employer Information

We collect information in the below ways: -

Internal systems whereby you have provided this information to us by the telephone. We also collect some of the above information by means of application forms, both online and offline, and via our website.

How We Use Your Personal Data (Legal Basis for Processing)

Far & Beyond Group LTD takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice. Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. ***The purposes and reasons for processing your personal data are detailed below: -***

- *We collect and store your personal data in order to provide you with products and/or services*
- *We collect and store your personal data as part of our legal obligation for business accounting and tax purposes*
- *We may share your information with approved third parties such as Experian credit reference agency's, in order to confirm your affordability*
- *We may share your information with Home Office Departments, including but not limited to; HMRC, Department for Work & Pensions, Police Coroners and Local Authorities. This allows us to provide our products and/or services to you.*
- *We will occasionally send you marketing information where we have assessed that it is beneficial to you as a customer and in our interests. Such information will be non-intrusive and is processed on the grounds of legitimate interests*

Your Rights

You have the right to access any personal information that **Far & Beyond Group LTD** processes about you and to request information about: -

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable*) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and Disclosing Your Personal Information

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. **Far & Beyond Group LTD** uses **Third Parties** to provide the below services and business functions; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Frontline Communications

We use Frontline Communications to assist our team with overflow call volume. Frontline will only have access to information for which you provide them with via the telephone. Frontline will then pass this information over to us by means telephone or secure email.

For further information on Frontline, and to view their Privacy Notice, please visit www.wearefrontline.co.uk/privacy-policy/

Scott Roberts Taylor & Co

We use Scott Roberts Taylor & Co to do our bookkeeping and tax related services, for which they act in the capacity of a processor on our behalf. The information we provide them with is your name, address, order details alongside your payment history.

For further information on Scott Roberts Taylor & Co, and to view their Privacy Notice, please visit www.scpttrobertyaylor.co.uk

Safeguarding Measures

Far & Beyond Group LTD takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, **including:** -

SSL, TLS, encryptions, pseudonymisation, restricted access, IT authentication, firewalls, anti-virus/malware on all internal systems/servers.

Far & Beyond Group LTD utilise some products or services (*or parts of them*) that may be hosted/stored in **the USA**, which means that we may transfer any information which is submitted by you through the website outside the European Economic Area ("EEA") for the below purposes: - **Emailing Hosting, Telephone Hosting, Website Hosting, Mailchimp Hosting, Payment Processing.**

Therefore, when you **use our website/send us an email/sign up to our newsletter, or telephone us**, the personal information you submit may be stored on servers which are hosted in **the USA** Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and abide by strict agreements and measures set out by **Far & Beyond Group LTD** to protect your data and comply with the relevant data protection laws.

Consequences of Not Providing Your Data *[if relying on statutory/contractual requirement basis]*

You are not obligated to provide your personal information to **[Insert Organisation Name]**, however, as this information is required for **[us to provide you with our services/deliver your products/legitimate interests]**, we will not be able to offer some/all our services without it.

How Long We Keep Your Data

Far & Beyond Group LTD only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required under UK tax law to keep your basic personal data (*name, address, contact details*) for a minimum of 6 years after which time it will be destroyed. **Funeral Records will be retained indefinitely for the purpose of allowing distance family members to chase the history of the funerals that have taken place.**

Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Special Categories Data

Owing to the products, services or treatments that we offer, **Far & Beyond Group LTD** sometimes needs to process sensitive personal information (*known as special category data*) about you, to **provide you with our products and/or services**. Where we collect such information, we will only request and process the minimum necessary for the specified purpose and identify a compliant legal basis for doing so.

Where we rely on your consent for processing special category data, we will obtain your explicit consent through a signature. You can modify or withdraw consent at any time, which we will act on immediately, unless there is a legitimate or legal reason for not doing so.

If you consent to us collecting and using your **Health History, Medical Records, Banking Information** for the purposes stated above, please sign below and print your name: -

Signature _____

Print Name: _____

Marketing

CONSENT EXAMPLE

Occasionally, **Far & Beyond Group LTD** would like to contact you with the **relevant services** that we provide. If you consent to us using your contact details for this purpose, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options or by contacting **Far & Beyond Group LTD** directly.

If you **consent** to us contacting you with the above-mentioned marketing and offers, please tick to say how you would like to be contacted: -

Post Email Telephone Text Message (SMS) Automated Call

LEGITMIATE INTERESTS EXAMPLE

Far & Beyond Group LTD will occasionally send you **relevant services** by **[email/SMS/post]** that have been identified as being beneficial to our customers and in our interests. Such information will be relevant to you as a customer and is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

If you would prefer **not** to receive above-mentioned marketing and offers, please tick below: -

I wish to opt-out of marketing

Lodging A Complaint

Far & Beyond Group LTD only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

Far & Beyond Group LTD
Mr Lewis McMorrow
53 Greek Street, Stockport, SK3 8AX
0161 250 5222