



**WOKINGHAM
BOROUGH COUNCIL**

Privacy Notice Cemeteries Service

This notice, in conjunction with Wokingham Borough Councils overarching privacy statement, explains when as a service we collect personal information, what we use your data for, who has access, who we share it with, and what your rights are.

Who are we?

Environment Services (Cemeteries)
Wokingham Borough Council,
PO Box 153,
Shute End,
Wokingham,
Berkshire,
RG40 1WL

What is the lawful basis for processing the information?

The lawful basis for processing your information is the performance of a contract (deed), and as part of a legal obligation, as specified by the following legislation:

- Local Government Act 1972
- Local Authorities Cemeteries Order 1977 (LACO 1977)
- Local Authorities Cemeteries (Amendment) Order 1986
- Health & Safety at Work Act 1974

How do we collect information from you?

Information is collected from you as the service user via online web forms, hard copy documents, e-mail, by telephone or through face-to-face discussion. This information will be collected from either you directly as the data subject, or from a representative acting on your behalf. This includes personal data you provide when you purchase funeral related products or services; and through meetings with our suppliers, contractors or other employees.

We may receive personal data about you from various third parties, and public sources, such as independent funeral directors who are arranging for us to provide services to you on their behalf.

What type of information is collected from you?

The service collects and processes a range of information about you. The information is provided to enable the Cemeteries Service to comply with our statutory duties as defined in legislation, we will collect the following information: Surname, Forename, Title, Email address, Postal address, Postcode, Telephone number, Date of Birth, Date of Death, Proof of Identity, Proof of Address and Financial details.

We may also collect information in relation to other family members, or if submitting a request on behalf of another individual, we will capture both parties' details. You will be informed of any other data we collect, that is not listed above, orally or through email at the time of collection of the data.

How do we use the information you have provided?

All information provided is used by Wokingham Borough Council is necessary for us to comply with our statutory duty as set out in Local Authorities Cemeteries Order 1977 and Local Authorities Cemeteries (Amendment) Order 1986. This includes:

- Allowing for interment (the burial of a corpse in a grave or tomb)
- Corresponding with the next of kin, grave owner and funeral directors
- Responding to general enquiries and other matters
- Managing and monitoring burial plots
- Carrying out reactive maintenance
- Issuing of deeds and memorial permits
- Adding you to the registers in accordance with LACO

Who has access to the information about you?

Your information is managed by staff employed in the Cemeteries Service. Your information may also be shared with officers from other service areas for assistance with these matters. All personal data is stored securely; we have in place security which are intended to ensure, as far as possible, the security and integrity of all personally identifiable information.

Your data is stored securely on our systems and accessed only by authorised officers of Wokingham Borough Council by using their own Username and Password all created in-line with pre-defined user credentials. Personal data is also held in electronic files on the Councils network drives. These are only accessible through personal logon credentials and access privileges to specific drives.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our sites, any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access, and any exchanges of information carried out once we are in receipt of your data will be done securely.

Any personal data held in paper format is held in lockable filing storage, and accessed only by authorised officers, as is data held on audio or CD/DVD media. Data may be stored in paper form and is always secured in lockable cabinets when not in use. Access to Council sites is also secure requiring a person electronic pass (lanyard) to access staff only areas.

Who we may share your information with?

Personal details may be passed on to independent funeral directors and other third parties to allow for identification of grave owners; however information will be shared on a strict need to know basis.

To ensure that information is held continued to be held securely and that accuracy is maintained, there will also be instances where our system suppliers will need to access individuals personal information. This will be on a strict need to know basis and all contracts have confidentiality clauses built in.

Where the Council engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality, and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

The Council will not transfer your information to countries outside the European Economic Area (EEA) unless this is necessary, and only to countries which have sufficient safeguards in place to protect information.

Information will be shared internally if required for better performance and efficiency of Council services and the welfare of individuals.

Wokingham Borough Council may also share personal information with the police and other local authorities under Article 23 of the General Data Protection Regulations in order to prevent or detect crime.

How long do we store your information?

The duration that the Council will hold information, and what happens at the end of that period, are as described within the Councils corporate retention schedule available on our website: www.wokingham.gov.uk/council-and-meetings/information-and-data-protection/privacy-statement

Does the service utilise automated decision-making?

The Cemeteries service does not utilise automated decision-making in the services that it provides.