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## TERMS AND CONDITIONS & DATA PROTECTION NOTICE

### Payment of Account

Kingfisher Independent Funeral Services Ltd operates a pricing policy in compliance with (even though we are not members of) the Codes of Practice of The National Association of Funeral Directors and The National Society of Allied and Independent Funeral Directors. Our price list provides clients with a full and detailed explanation of our charges, but further clarification of any of the charges may be requested at any time. In addition to our charges, disbursements must be paid to Crematoria, Cemeteries, Doctors, Clergy, Celebrants, Organists, Newspapers etc. **These fees are payable before the funeral takes place.**

At the time of making the funeral arrangements, or as soon as possible afterwards, you will be given a written estimate of all the charges and disbursements incurred. We ask for this estimate to be signed as consent that you accept the charges and will be liable for payment of the account when submitted.

Accounts are generally submitted to clients 7 days after the funeral, and are payable within 14 days. If an account is settled in full by BACS, debit card or cash by three days before the funeral, a discount of £75.00 may be taken on the total amount (not applicable to direct cremations). **All fixed-price funerals\* must be paid in full by three days before the funeral takes place, or the costs will revert to full bespoke prices.** We regret that we do not accept payment by credit card after the funeral has taken place.

We reserve the right to add interest at 1.5% compound per month on all accounts outstanding after the due date. All costs incurred in recovering an outstanding account are chargeable to the debtor.

### Right to Cancel

If funeral arrangements are made in a client's home, then you have the right to cancel the contract if you wish. This right can be exercised by sending or handing a letter of cancellation to us at any time within a seven day period starting on the day of the arrangement.

Where applicable, payment may be required in respect of any services carried out, or disbursements paid between the times of the contract beginning and the notice of cancellation being received. Payment for these services and/or disbursements is required before the release of the deceased from our care to a third party.

\*Funerals at Gate Lodge, Princes Street, The Eatons Centre, Basic Funerals, No-Frills Funerals, Home/DIY Funerals and Direct Cremations

## **Data Protection (Data Privacy) Notice – Kingfisher Independent Funeral Services Ltd**

### **Your personal data – what is it?**

Personal data refers to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (GDPR).

### **Who are we?**

The company director(s) of Kingfisher Independent Funeral Services Ltd (KIFS) are the data controllers. We decide how your data is processed and for what purposes. You can contact the company director(s) by calling either of our offices.

### **How do we process your data?**

KIFS complies with its obligations under the GDPR by keeping personal data up to date, by storing and destroying it securely, by not collecting or retaining excessive amounts of data and by protecting personal data from loss, misuse, unauthorised access and disclosure to the best of our ability by using appropriate technical and manual security measures.

### **For what purpose do we use your data?**

To contact you before, during and after the funeral service as necessary, and to contact you at any future date regarding any outstanding decisions that need to be made (eg collection of cremated remains or installation of memorial headstones).

### **Do we share your personal data?**

We do not share your personal details with any third party other than to ensure the smooth running of the funeral (eg crematorium, church, celebrant, council) and/or for the collection of non-payment of the funeral account (if we pass your details to a debt collection agency). If you ask us to collect and administer donations in memory of someone who has died, we share your details with the charity or beneficiary of the donations when we pass these on, so that the charity or beneficiary can contact you to acknowledge receipt.

### **How long do we keep your personal data?**

We keep your basic personal data (name, address, telephone number(s) and e-mail address(es)) on the funeral/memorial arrangement form when you instruct us. We keep this indefinitely because it is useful to refer to if/when you contact us to arrange another funeral or memorial. We store this in paper format (in a locked archive cupboard) and as a scanned document on our server, protected by password, that can only be accessed by our staff.

### **What are your rights regarding your data?**

Unless subject to an exemption under the GDPR rules you have the following rights:

- the right to request a copy of your personal data which KIFS holds about you;
- the right to request that KIFS updates/corrects any data if it is found to be inaccurate or out of date;
- the right to request that your data is deleted where it is no longer necessary for KIFS to hold such data;
- the right to request that the data be transmitted to another data controller;
- the right (where there is a dispute in relation to the accuracy or processing of your data) to request a restriction be put on further processing of your data;
- the right to lodge a complaint with the Information Commissioner's Office.

### **What if KIFS wish to use your data for other purposes?**

If KIFS wish to use your personal data for a new purpose (not covered by this notice) then we will provide you with a new notice (prior to commencing the processing) seeking your consent.