

WATFORD BOROUGH COUNCIL

Data Privacy Notice Under GDPR

The identity and contact details of the company

This Privacy Notice has been provided by Watford Borough Council, Cemeteries services who is the Data Controller

Who we are?

Watford Borough Council ('we' or 'us') are a 'data controller' for the purpose of the General Data Protection Regulations, (i.e. we are responsible for, and control the processing of, your personal information).

This notice explains why we ask for your personal information, how that information will be used and how you can access your records.

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 will we use the information we hold about you?

All information provided is used by Watford 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:

- Allow for interment (the burial of a corpse in a grave or tomb)
- be placed on record as the applicant for a burial application
- to record you are the grantee of an exclusive right of burial
- to process memorial applications and to send out subsequent memorial renewals
- 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
- To contact you concerning any of the above.
- Issuing of deeds and memorial permits

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 Watford 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 and shared with:

- Internal departments within the council
- Funeral Directors
- Memorial Masons
- Family members to establish ownership (name of owner only)
- PlotBox (burial administration system)

This is to allow for identification of grave owners; however information will be shared on a strict need to know basis. These are the agencies/ organisations we share your data

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 individual's 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.

Watford 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 it and is it secure?

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept after all action on your claim has finished and the period required by the council for legal and audit purposes has passed. All information will be held securely and destroyed under confidential conditions. Attached is the cemeteries service retention schedule.

What rights do you have?

Your duty to inform us of changes it is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes.

Your rights in connection with personal information under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Request the restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal information, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing.

DATA PROTECTION OFFICER

The Council’s Data Protection Officer (DPO) is responsible for overseeing compliance with this privacy notice. If you wish to contact Watford Borough Council’s Data controller regarding your personal data and any other concerns you may have regarding its processing you can do so by contacting our Data Protection Officer (see below for contact details)

Contact details of the Data Protection Officer

Data Protection Officer (DPO)

Legal Services, Resources

Hertfordshire County Council

County Hall, Pegs Lane, Hertford, SG13 8DE

Reviewed Nov 2019

Postal Point: CHO150

Email: watfordDP@hertfordshire.gov.uk

Tel: 01992 588099

If you are unhappy with how the data controller has processed your data, or if you feel they have acted in a way that has breached your data protection rights you have the right to complain to the information commissioner's office

The Information Commissioner's Office,
Wycliffe House, Water Lane,
Wilmslow,
Cheshire,
SK9 5AF,
Tel: 01625 545745

Or you can visit their website at www.ico.org.uk

Changes to this Privacy Notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information. This Privacy was last updated in January 2019.