

# Privacy Notice

## Durham County Council

### Bereavement Services

#### 1. Who we are and what we do

Durham County Council  
Bereavement Services

Bereavement Services are responsible for cemeteries, closed churchyards and two crematoria in County Durham. We are also responsible for:

- headstone inspections
- grass cutting and the maintenance of the flowerbeds
- administering requests to purchase and/or transfer the Exclusive Rights for burial plots and
- requests to erect memorials.

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

#### 2. What type of personal information do we collect and how do we collect it?

We may collect the following personal information about you:

- Your name
- Your address
- Your contact details (telephone number and/or email address)
- Any other contact information that allows us to meet our organisational and statutory obligations
- Details of family members and next of kin eg. relationship to the deceased
- Payment details, where applicable

We collect information about you in a number of ways including:

- when you contact us by telephone, fax, letter or email
- face to face when you call into our office
- from completed cremation forms
- when you fill in application forms for the Book of Remembrance, wall plaques, vase blocks, niche units and seats
- from Interment forms
- from the Request to purchase Exclusive Right of Burial and to Erect a Memorial form
- when you request to transfer Exclusive Rights of Burial
- from Memorial Application forms.

#### 3. What is our power to obtain and use the personal data?

When we collect and use your personal information we rely on the following lawful basis:

- **Public task** as the processing is necessary for us to perform our official function.

#### 4. What is your personal information used for?

Bereavement Services collect information about you:

- to guide you through the cremation and burial processes
- to process a request to buy or transfer Exclusive Rights of Burial and to Erect a Memorial
- to process Memorial Applications from Monumental Masons/Funeral Directors
- to process any applicable payments

- to update the Purchased Grave Register
- to deal with any problems or complaints that arise.
- to advise our contractor undertaking the manufacturing of plaques etc.

#### **5. Will your personal information be shared?**

We may share your personal information where we have a statutory obligation to do so, such as for the purposes of the prevention or detection of crime or for legal proceedings. We do share your information with:

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- Gateshead Council in respect of Mountsett Crematorium which is managed by a joint committee
- with Spennymoor Town Council in respect of Durham Crematorium which is managed by a joint committee.

#### **6. How do we keep your personal information secure?**

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information. Access to the Burial and Cremation Administration System (BACAS) is restricted and password controlled. The datacentres processing payment information comply with ISO27001 and ISO14001 and are PCI DSS Level 1 accredited. Payment data in storage is encrypted to ensure it is secure.

#### **7. How long will we keep your personal information?**

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service will determine how long we have to keep it. Our corporate retention guidelines show how long this is for different services and ranges from months for some records to decades for more sensitive ones. For Bereavement Services this is varied eg:

- The Purchased Graves Register – indefinite.
- The Cremation Register – for 50 years beyond the closure of the site.
- BACAS – for 50 years beyond the closure of the site.
- The purchase of Exclusive Right of Burial – for 50 years beyond the closure of the site.
- Cremation papers – for 15 years plus the current year.
- Process of scattering ashes – for 15 years plus the current year.
- Process of applying and erecting a memorial – for 7 years plus the current year.

#### **8. Is your personal information processed overseas?**

We do not process your personal information outside of the EU.

#### **9. Marketing (if applicable)**

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

#### **10. What are your Information Rights?**

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right:

- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on our processing of your data;
- to object to processing;
- to request your data to be ported (data portability).

**If you wish to exercise your information rights, please contact the Data Protection Officer** at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or alternatively write to DPO, Room 143-148, Floor 4, County Hall, Durham County Council, DH1 5UF.

You also have the right to request a copy of the personal information the council holds about you. To do this, you can apply online or download an application form from the [DCC website](#) or you can contact the data protection team at [dataprotection@durham.gov.uk](mailto:dataprotection@durham.gov.uk).

To learn more about these rights please see the [ICO website](#).

If something goes wrong with your personal information, or you have questions about how we use it, please contact the Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or by calling 03000 268050.

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#)

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510