

# Privacy Policy

Our Privacy Policy applies to clients of Syd Peek & Son Pty Ltd ABN 33 007 200 786.

## PRIVACY POLICY ACCEPTANCE

By engaging with us and providing personal information, clients confirm acceptance of the terms of this Privacy Policy and consent to the use of their personal information set out in the Privacy Policy.

## INFORMATION COLLECTED

We collect personal information from clients to enable us to provide quotations, Funeral Services and other related client needs. Information collected could include names, addresses, phone numbers & email addresses, bank and insurance details. We collect next of kin, children and dates of birth. We may also collect but not keep credit card details.

Once consent is given verbally face to face, by phone, in writing, via email or a written contract or agreement, we require the information collected to carry out the instructions requested by our client families. This information may also be used by third party service providers.

Without the information we collect, we may not be able to provide the necessary services required.

Our third party service providers include cemeteries and crematoriums, Registry of Births, Deaths & Marriages, transfer service contractors, medical practitioners, hospitals and the coroner.

## DIGITAL SECURITY

We shred all expired hardcopy paperwork. However, information we have collected and store on computer is protected to the best of our ability from unauthorised access, use, disclosure & modification.

We will carry out all necessary requirements within our obligations should there be a serious notifiable data breach. We limit information stored and backup to exterior devices.

## COOKIES

We may use cookies on our website.

If you refuse the use of cookies by selecting the appropriate settings on your browser, you may not be able to fully use the functions on our website.

## PERSONAL INFORMATION COPY and or COMPLAINTS

You may request a summary of the information we have collected and or kept on file and who it was used with. We may charge a fee to update, correct or provide the information we have collected and stored.

Simply contact us by phone: (03) 9859 6513 between 10am-4pm any day of the week. Once your identity has been verified, we will action your request as promptly as possible.

Alternatively write to: Patsy Peek, Syd Peek & Daughter Funerals 435 Dorset Road, Croydon Vic. 3136.

This information was prepared in April 2019.