

Privacy Policy

This Privacy Policy sets out the basis on which any personal data, including but not limited to payment details and other information we collect from you or that you provide to us (“Information”) will be handled by us in connection with your Safe Hands Funeral Plan or your possible purchase of a Safe Hands Funeral Plan. Safe Hands Plans Limited understands the importance you place on your Information, and we are committed to protecting and respecting your privacy. Please read the following to understand our practices regarding your Information. By purchasing a Safe Hands Funeral Plan or giving Information to use in relation to the possible purchase of a Safe Hands Funeral Plan, you agree to the handling of your Information in accordance with this Privacy Policy.

References in this Privacy Policy to “we”, “our”, or “us” (or similar) are references to Safe Hands Plans Limited, Registered (08869875) at 8 Peterson Road, Wakefield, West Yorkshire, WF1 4EB. References to “user”, or “you” (or similar) are references to you as an individual or legal entity as the case may be.

The controller is Safe Hands Funeral Plans Limited, registered 08869875. We are committed to complying with EU General Data Protection Regulation (GDPR) for the protection of personal data, as well as the principles of data security in the configuration of our services. We can be contacted at our registered office address 8 Peterson Road, Wakefield, West Yorkshire, WF1 4EB.

If you have any questions about this privacy notice or how we use your personal data, please contact info@safehandsplans.co.uk.

The purpose for processing your personal information is to allow us to administer your account with us and to provide the products and services you have requested from us. To enter into an agreement with Safe Hands Funeral Plans, we will collect, store and use elements of your personal data. The lawful basis for processing of this personal data is known as contractual basis and is necessary by us in order to administer your account and to provide the products and services you have requested from us. Failure to provide this personal data may mean we will be unable to execute the contract and could result in termination of our services.

WHAT INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following information about you:

Information relating to (but not limited to) the following categories of information: (1) contact data (such as your email address and phone number; (2) demographic data such as your date of birth and your postcode (or equivalent)); and (3) other identifying information that you voluntarily choose to provide to us, including without limitation unique identifiers such as passwords, and information in emails or letters that you send to us;

Information that you provide by filling in forms on our website (or the websites/platforms operated by our approved independent agents/subsidiaries/introducers);

Information you provide us, or that you we may collect from you, when you report a problem with your plan or our services generally;

Your email address from a third party if you indicate that you have consented to that third party sharing your Information with us;

When applying for our services we will require the following information to be able to successfully process your application

- title
- first name(s), surname or company name (including representation as the case may be)
- address (street, street number, postal code, city and country/region)
- email address
- telephone and mobile number
- bank details (account number, account holder and card number)
- Next of Kin name, contact details, relationship to Applicant

We will also monitor, record, store and use any telephone call, email or other electronic communications with you for training purposes so that we can check any instructions given to us and to improve the quality of our customer service.

HOW WE WILL USE YOUR INFORMATION

We may use Information held about you, in the following ways:

- To provide you with information, feedback or services that you request from us which we feel may interest you, where you have consented to be contacted for such purposes.
- To provide you with location-based services.
- Contacting you when necessary or requested to facilitate your use of our services.
- Notifying about certain resources or services we think you may be interested in learning more about.
- To improve our services and to deliver a better and more personalised service to you.
- To notify you about changes to our services.

We will also process your details through our internal systems to enable us to send you relevant communications. The lawful basis for processing this information internally will be Legitimate Interests. Any email communications we send will however comply with the Privacy and E-communications Regulation (PECR.) If you have chosen to opt-in to our direct marketing communications, we will use your information to tell you about products and services available from us which may be of interest to you. We may also use your information to tell you about products and services from our approved partners. You have a right to opt-out of our direct marketing communications at any time. You can opt-out by following the unsubscribe instructions at the bottom of the communication or by emailing compliance@safehandsplans.co.uk

If at any time we intend to further process your personal data for a reason not originally communicated, we shall provide you, prior to that processing taking place, all relevant information on the additional processing as per paragraph 2 above.

TO WHOM WE MAY DISCLOSE YOUR INFORMATION

We share your information only as described below:

- Other entities (specifically the funeral director nominated to the funeral plan – and if different, the funeral director that conducts the funeral) You understand it is vital that your Information is shared with the funeral director. By purchasing a Safe Hands Funeral Plan, you consent to the transfer, storage and use of your Information by the funeral director with whom we share your Information.
- Marketing. We may also use your Information to provide you with information about services provided by us in the future, which may be of interest to you. We may contact you by post, telephone, and/or email.
- Trust Fund. You understand that by purchasing a Safe Hands Funeral Plan, in the unlikely we ceased trading for any reason, it would be necessary for us (or receivers/liquidators, etc) to share your Information with the Trustees of the Safe Hands Plans Trust and any other parties that may be required to be made privy to your Information under such circumstances.

Note that our website may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies.

HOW WE STORE YOUR INFORMATION

The information that we collect from you we may store, process and transmit in Europe and around the world - including outside the United Kingdom. In the case of your use of our website and your purchase of a Safe Hands Funeral Plan directly through it, information may also be stored on the devices you use to access the website.

Where possible, Safe Hands Funeral Plans will take steps to erase any personal data that is no longer necessary for the purposes for which it is collected or otherwise processed, or if you have withdrawn consent for its processing and retention. As a general rule, if you currently have a contract or intend to enter into a contract with us, we will store the data for a period of [VALUE] years after the contract ends, for compliance with our general legal obligations and for the exercise or defence of any legal claims.

WHAT SECURITY MEASURES WE APPLY

We maintain commercially reasonable technical, administrative, and physical safeguards to ensure your Information is treated securely and in accordance with this Privacy Policy, and to protect against unauthorised access or alteration to, disclosure, or destruction of your Information. We may, for example, use encryption technology to secure your Information during transmission to our platform as well as external and on-host firewall technology to prevent network level attacks. Only those employees of ours that may ever have a need to access your Information are given the facility to do so.

YOUR RIGHTS UNDER GDPR

Under the GDPR, you have the right to 'block' or request the deletion or removal of personal data to prevent further processing. This right to erasure is also known as 'the right to be forgotten'. Specific circumstances in which you can request the deletion or removal of personal data includes:

- Where the personal data is no longer necessary for the purposes for which it is collected or otherwise processed.
- Where you withdraw consent.
- When you object to the processing and there is no overriding legitimate interest for continuing the processing.
- Where the personal data was unlawfully processed (i.e. otherwise in breach of the GDPR).
- Where the personal data has to be erased in order to comply with a legal obligation.
- In case a deletion is not possible due to legal, statutory or contractual retention periods, or if it requires disproportionate efforts or prejudices your legitimate interests, the data will be blocked instead of deleted.

You also have the right to see what personal information we are processing. This can be requested by emailing our compliance officer. There will be no charge for this service. If, however, you log multiple requests then there may be nominal charge which we will request to cover the administration of these requests.

You may also request from us a copy of the personal data which has been processed through automated means. This will be provided in a structured, commonly used, and machine-readable format (where technically feasible) which you may then transmit to another controller. You have the right to request us to send this to another controller on your behalf, but only if this is technically feasible for us to do so.

You have the right to withdraw your consent for us to collect, process and store your data at any time. If you wish to withdraw your consent, please confirm this in writing to our compliance officer.

HOW YOU CAN YOU ACCESS AND AMEND YOUR INFORMATION?

You are able to access a broad range of information about your funeral plan, by contacting us directly either by telephone, email, or post.

You have the right to access and receive a copy of information we hold about you, to rectify any personal data held about you that is inaccurate and to request the deletion of personal data held about you. You can do this by contacting us on 0800 917 7099, or by emailing info@safehandsplans.co.uk.

Also, our website uses Cookies to ensure you have an enjoyable user experience and are able to utilise all aspects of the site. You may disable Cookies by changing settings on your browser. If you disable Cookies, it **may** affect how our website works and you may not be able to access or use certain areas of it.

COMPLAINTS

If you have a complaint about any aspect of data protection or if you feel your privacy has been breached by us, we would like to hear from you. To help us investigate and resolve your concerns as quickly as possible, please contact our compliance officer.

If you are unhappy with the final response you have received from Safe Hands Funeral Plans you have the right to complain to the supervisory authority, the Information Commissioner's Office (ICO) within three months of your last meaningful contact with us. You can call the ICO on 0303 123 1113 or by visiting their website: <https://ico.org.uk/>.

WHAT IF WE CHANGE OUR PRIVACY POLICY?

Our business changes constantly, and our Privacy Policy may therefore also need to change. If so, we will post the revised Policy on our website (to replace this Policy) and each change will be effective upon the date on which the revised Policy is posted.