

# **Life & Death Matters Ltd – Privacy Policy**

Maintaining data privacy and data protection is a priority for Life & Death Matters Ltd.

Life & Death Matters Ltd collect and process your personal information in accordance with this privacy policy and in compliance with the relevant data protection regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations and explains how, why and when we process your personal information.

The registered office of Life & Death Matters Ltd is 1 Cricketers Green, Ecclestone, Chorley, Lancashire, PR7 5UF. We are a limited company registered in England and Wales under company number 12906750. We act as data controller when processing your data.

Our appointed Data Protection Officer is Stuart Haydock who can be contacted at 1 Cricketers Green, Ecclestone, Chorley, Lancashire, PR7 5UF or by email at [stuart@life-death.co.uk](mailto:stuart@life-death.co.uk)

## **Personal Data**

Under the EU's General Data Protection Regulation (GDPR), Personal Data is defined as "any information relating to an identified or identifiable natural person ("data subject"); an identifiable person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person."

## **How we use your information**

The information that we collect and store relating to you is primarily used to enable us to provide our services to you.

The following privacy policy will outline how Life & Death Matters Ltd will collect and use your data. This is done so that we can comply with your instructions as part of fulfilling your estate planning objectives which may include drafting your Will, Trusts, Lasting Powers of Attorney or Funeral Plans. We also collect and store your personal data as part of our legal obligation for business accounting and tax purposes.

Your data will be securely stored in either paper or electronic format and will not be transferred to any other third party without your consent, other than for the purposes specified in this notice or where there is a legal requirement for us to do so.

- **Information you give us.** You may give us information about you either via our online website contact form, via emailed enquiries, by telephone, video or face to face meetings. This includes information you provide when you register to use our site, subscribe to our service, search for a product, and when you report a problem with our site. The personal data we collect may include your name, date of birth, address, email address and phone numbers, and financial and payment information for our services.
- **Information we collect about you.** We collect information about you when you engage us for estate planning/legal services. This information will relate to your personal and financial circumstances. It may also include special categories of personal data such as data about your health, if this is necessary for the provision of our services. We may need to gather personal information about your close family members and dependants in order to provide our service to you effectively. In such cases it will be your responsibility to ensure that you have the consent of the people concerned to pass their information on to us.
- **Information we receive from other sources.** We work closely with third parties (including for example, business partners, sub-contractors in technical aspects, payments and delivery services, advertising and social networks, analytics providers, search information providers, credit reference agencies) and we may send/receive information to/from them.

## **Why do we need to collect and store personal data?**

In order for us to do any of the above, we must collect and store your data firstly for correspondence purposes. We will ensure that the information collected will only be used for its intended purpose and does not constitute an invasion of your privacy.

Life & Death Matters Ltd may wish to contact you for marketing purposes, however we would contact you for additional consent for that purpose if not already given.

## **Will we share your personal data with anyone else?**

In order to deliver our services to you effectively, we may need to pass your details onto third parties such as those that we engage for professional compliance, accountancy or legal services, who are either contracted to, or part of the Life & Death Matters Ltd group of companies. Any third parties who we do pass your details onto are obliged to store your details securely and only process them if responding to requests to administer your estate, draft wills, trusts or other ancillary documents, register a property you own with the Land Registry or arrange a funeral plan on your behalf. When the time comes that they no longer require your personal data, they will dispose of this accordingly and in line with our company policy. If we wish to pass your personal data to a third party, we will only do so with your explicit consent, unless we are legally obliged to do so otherwise.

## **How will we use the personal data we collect about you?**

Processing data constitutes as collecting, storing and using. We will process this data in accordance with the GDPR. We will do our utmost to keep your information accurate and up to date and not keep it longer than is necessary. Life & Death Matters Ltd may issue occasional reminders to all customers to keep their contact details up to date and will update them accordingly.

Please be advised that there is information that we are required to keep in accordance with the law, such as information needed for tax and audit purposes. Personal data may be held for longer than these periods, however this will depend on the individual needs of the company.

## **Under what circumstances will we contact you?**

We will only ever contact you when necessary, or when you have requested that we do so. We do not mean at any point to be intrusive or ask for unnecessary information. We will do our best to ensure that the information we hold is as secure as possible to minimise the risk of unauthorised access or disclosure.

# Can you find out about the personal data that we hold about you?

If you want to see what personal data we hold on you and how it is processed, you may contact us to request this. This is known as a Data Subject Access Request (DSAR) and you must request this in writing (either by post or email), providing the necessary identification before any information is released. If Life & Death Matters Ltd does store any of your personal data, you may request information on the following:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the GDPR owner, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of The SWW or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- If we intend to transfer the personal data to a third country or international organisation, information about how we ensure this is done securely. The EU has approved sending personal data to some countries because they meet a minimum standard of data protection. In other cases, we will ensure there are specific measures in place to secure your information.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

# What forms of ID will you need to provide in order to access this?

Life & Death Matters Ltd will accept the following forms of ID when information on your personal data is requested:

- Passport
- Photo Driving Licence
- Utility Bill (dated within the last three months)
- Notarised ID Document
- Building Society/Bank Statements (dated within the last three months).

## Contact details of the GDPR Owner

If you wish to submit a DSAR, or have any questions regarding this privacy statement, you must do so in writing by using the following information.

**Address:**

Life & Death Matters Ltd, 1 Cricketers Green, Ecclestone, Chorley, Lancashire, PR7 5UF

**Email:**

stuart@life-death.co.uk

**Telephone:**

07958 034030

## Use of cookies on this site

To make this site simpler, small data files are placed on your computer. These are known as cookies.

They improve things by:

- remembering settings, so you don't have to keep re-entering them whenever you visit a new page;
- remembering information you've given (e.g. your postcode) so you don't need to keep entering it;
- Measuring how you use the website so we can make sure it meets your needs.

Our cookies aren't used to identify you personally. They're just here to make the site work better for you. You can manage and/or delete these small files as you wish.

You can opt out of [Google Analytics cookies for all sites](#).

To learn more about cookies and how to manage them, visit [AboutCookies.org](#).

First Party Cookies that are set by this website directly.

We use Google Analytics to collect information about how people use this site. We do this to make sure it's meeting its users' needs and to understand how we could do it better. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. We do not use cookies to collect or store your personal information (e.g. your name or address) so this information cannot be used to identify who you are.

There are also cookies that store basic data on your interactions with WordPress, the CMS running this website.

## **Links to other websites**

Our website may contain links to our partners, as well as other external sites. You should note, that if you click through to any of these external sites, we do not have control over that site (unless it is a website which forms part of the Life & Death Matters Ltd Group of companies.) We cannot be responsible for the protection of any information that you provide to these other websites as they are not governed by this privacy statement. You should always exercise caution and look at the privacy statement of whichever website it is that you are visiting.

## **Policy Changes**

Life & Death Matters Ltd reserves the right to change this privacy policy and will post any revisions on this web site. Your continued use of this web site will be subject to the then-current privacy policy.