

## Website Privacy Notice

### Harold F Miles Ltd

Meadows Edge, Folly Lane, South Cadbury, Somerset BA22 7ES

info@haroldfmiles.co.uk • [www.haroldfmiles.co.uk](http://www.haroldfmiles.co.uk)

#### 1. A Gentle Introduction

At Harold F Miles Ltd, we understand that visiting our website often happens during sensitive and emotional times. We want you to feel reassured that any information you share with us is treated with care, respect, and complete confidentiality.

This notice explains how we collect, use, and protect your personal information when you visit our website or contact us online.

#### 2. The Information We Collect

We collect only the information we genuinely need to support you. This may include:

##### 2.1 Information you choose to share

- Your name
- Contact details (such as email or phone number)
- Details included in an enquiry form
- Preferences or requests relating to funeral arrangements

##### 2.2 Information collected automatically

Like most websites, we may collect basic technical information such as:

- Your IP address
- Browser type
- Pages visited
- Time spent on the site

This helps us understand how people use our website so we can make it clearer and more helpful.

##### 2.3 Cookies

Our website may use small text files called cookies to improve your browsing experience. You can adjust your browser settings at any time to refuse cookies if you prefer.

#### 3. How We Use Your Information

We use your information only for the purposes you would expect, such as:

- Responding to your enquiry with care and clarity
- Providing information about our services
- Supporting you with funeral arrangements
- Improving our website and the way we communicate
- Meeting legal or regulatory requirements

We never use your information for anything unrelated to your request.

#### 4. Our Lawful Basis for Using Your Information

We process personal data under the following lawful bases:

- **Legitimate interests:** to respond to enquiries and provide our services
- **Contract:** when you engage us to arrange a funeral
- **Legal obligation:** to meet regulatory and accounting requirements
- **Consent:** for optional communications such as newsletters (only if you choose to receive them)

You can withdraw consent at any time.

## **5. How We Store and Protect Your Information**

Your privacy matters deeply to us. We keep your information safe by:

- Using secure systems and encrypted connections
- Restricting access to authorised team members only
- Storing paper records in locked, secure locations
- Regularly reviewing our security measures

We never sell or trade your information.

## **6. Sharing Your Information**

We only share your information when it is necessary and appropriate, such as:

- With trusted partners who help us deliver our services
- With charities, but **only if you have given consent**
- With regulatory bodies when legally required

We never share your information for marketing by third parties.

## **7. How Long We Keep Your Information**

We keep your information only for as long as it is needed.

For example:

- Website enquiries: **12 months**
- Funeral-related information: **as outlined in our Data Retention Policy**
- Marketing preferences: until you withdraw consent

When information is no longer needed, we dispose of it safely and respectfully.

## **8. Your Rights**

You have the right to:

- Access the information we hold about you
- Ask us to correct or delete information
- Restrict or object to how your data is used
- Request a copy of your data
- Withdraw consent at any time

We will always respond with understanding and clarity.

## **9. Links to Other Websites**

Our website may contain links to other organisations. Please note that we cannot control how those websites handle your information. We encourage you to read their privacy notices if you visit them.

## **10. Updates to This Notice**

We review this notice regularly to ensure it remains clear, compassionate, and compliant. Any updates will be posted on this page.

## **11. Contact Us**

If you have any questions about this notice or how we look after your information, please feel welcome to contact:

**Colin Roberts, Owner**

Harold F Miles Ltd

info@haroldfmiles.co.uk • 01963 440 367