

Privacy Policy (Draft — UK GDPR)

Last updated: 27 September 2025

We respect your privacy and handle all personal data in line with the UK GDPR. This includes any details you provide for orders, subscriptions, and (where relevant) the Location Service.

What we collect:

- Your contact details (name, email, phone, address)
- Order and subscription details
- Deceased's details (name, plot number, cemetery)
- Optional documents for Location Service (copy of death certificate)
- Photo updates

What they are used for:

- To process and deliver your orders
- To manage subscriptions and payments
- To send reminders and updates
- To provide Location Services if requested
- To improve our services (with your consent for analytics)

Lawful basis: usually contract (fulfilling your order), consent (optional extras/photos), or legal obligation (records, tax).

How long we keep them: only as long as needed for your service and legal obligations. Virtual documents like death certificates copies are deleted once the service is complete.

Your rights: you can request a copy of your data, ask us to correct or delete it, or withdraw consent for use. Contact us at [your@email.address].

Security: we take appropriate steps to protect your data and use trusted providers (e.g., PayPal). We never sell your information.