

Jacqueline Wilson

Independent Funeral Services

Hill View, High Street, Clotton, Tarporley, Cheshire CW6 0EG

Telephone: 01829-781572

Email: jackie@jwifs.co.uk

Website: www.jwifs.co.uk

	Crewe Crematorium	Vale Royal Crematorium	Chester Crematorium	The Birches Crematorium	Pentrebychan Crematorium (Wrexham)
Non-Attended Crematorium (Direct Cremation)	£490.00 (8:30 & 8:50am)	£550.00	£473.00 -£571 (8:45am)	£550.00	£434.00
Attended Cremation (Reduced Fee)	£765.00 (9:15am)	£685.00 (8:30 & 9am)	Not Provided	Not Provided	Not Provided
Attended Cremation	£840.00 (10am – 1pm) £917.00 (1:45 - 2:45 1 hour slot) £890.00 (3:30pm)	£890.00	£876.00 - £963.00	£895.00	£742.00

TERMS OF BUSINESS

Terms of Business for Jacqueline Wilson Independent Funeral Services a company incorporated in England and Wales with company number 8263063 having its registered address at Hill View, High Street, Clotton, Tarporley, Cheshire, CW6 0EG.

1. Estimates and Expenses

The estimate is an indication of the charges likely to be incurred on the basis of the information and details we know at the date of estimate. While we make every effort to ensure the accuracy of the estimate, the charges are liable to alteration particularly where third parties change their rates or charges.

We may not know the amount of third-party charges in advance of the funeral, however we will give you a best estimate of such charges on the written estimate. The actual amount of the charges will be detailed and shown in the final account.

2. Payment Arrangements

We reserve the right to ask for deposit to be paid which is the total amount of third-party costs to date following the arrangements. The final balance is due for payment within 28 days of our account, unless otherwise agreed by us in writing.

The final account is sent to you one week after the funeral

3. Indemnity

You are to indemnify us in full and hold us and any other party who is to work with us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs and including legal costs on a full indemnity basis) following any breach by you of any of your obligations under these Terms

4. Data Protection

We respect the confidential nature of the information given to us, and where you provide us with personal data (“data”) we will ensure that the data will be held securely, in confidence and processed for the purpose of carrying out our services. In order to provide our services, we may need to pass such data to third parties and those third parties, who are performing some of the services for you, may contact you directly. We will not pass your details to third parties for marketing purposes whatsoever. Under the Regulations you have the right to know what data we hold on to and you can, by applying to us in writing, receive copies of that data. When you sign the acceptance, you are giving us permission to keep your details on record.

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 natural 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, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”

This privacy notice tells you how we, Jacqueline Wilson Independent Funeral Services will collect and use your personal data for provision of services, cookies, complaints etc.

In order for us to provide you with our personal, professional and dignified service we need to collect personal data for fulfilment of the contract and any related correspondence. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes Jacqueline Wilson Independent Funeral Services would contact you for separate consent.

We may pass your personal data onto third-party service providers contracted to Jacqueline Wilson Funeral Services in the course of dealing with you and your family. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide on behalf of Jacqueline Wilson Independent Funeral Services. When they no longer need your data to fulfil this service, they will dispose of the details in line with Jacqueline Wilson Independent Funeral Services procedures. If we wish to pass your sensitive personal data onto a third party, we will only do so once we have obtained your consent unless we are legally required to do otherwise.

Jacqueline Wilson independent Funeral Services will process (collect, store and use) the information you provide in a manner compatible with the EU’s General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than necessary. Jacqueline Wilson Independent Funeral Services is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Jacqueline Wilson Funeral Services at your request, can confirm what information we hold about you and how it is processed. If Jacqueline Wilson Independent Funeral Services does hold personal information about you, you can request the following information:

- 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 data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the process is based on the legitimate interests of Jacqueline Wilson Independent Funeral Services or a third-party, information about those interests.
- The categories of personal of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- 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 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.

The above statement has been written in line with the General Data Protection Regulations 2018.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 113
Email: casework@ico.org.uk
Web: <https://ico.org.uk/>

5. Termination

This agreement may also be terminated before the services are delivered: (1) by us if you fail to honour your obligations under these Terms and (2) by you communicating to us in writing, terminating your instructions. If we or you terminate your instructions you may, depending upon the reasons for terminations, be asked to pay a reasonable amount based upon the work carried out up to the time your termination is received.

6. Conduct

We are a member of The National Society of Allied & Independent Funeral Directors "SAIF" a private limited company by guarantee with registered number 2436. SAIF ensure we are kept up to date with all relevant changes within the funeral service profession and that we carry out our services to you in a courteous, dignified and professional manner, of which we strive to do. If however, you have any questions or concerns about the service we provide to you, then please raise them in the first instance with Jacqueline Wilson (Funeral Director) or any of her directing staff. If that does not resolve the problem to your satisfaction SAIF provides a dispute resolution service. They can be contacted by completing their complaints form, which is available by either visiting the SAIF website, by email to standards@saif.org.uk or by phone 0345 230 6777.

7. Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business and allow us to continue the care for you, your family and your loved one.