

**Meridian Funeral Home
155 Eaves Lane
Chorley
PR6 0TB**

Disclosure of Interests

- The ownership of Meridian Funeral Home is Carl Kenyon, Brett Kenyon, Susan Kenyon and Andrew Leaver.
- There is no business or material financial interest in a price comparison website.
- There has been no material charitable donation to a third party.
- There has been no charitable contribution or payment of gratuity to a third party.
- There has been no material form of payment to a third party that does not relate to a cost incurred or a service provided by the third party on behalf of or to Meridian Funeral Home.

STANDARDISED PRICE LIST

All funeral directors are legally required to publish this Price List for a standardised set of products and services. This is to help you think through your options and make choices, and to let you compare prices between different funeral directors (because prices can vary).

ATTENDED FUNERAL (funeral director's charges only)

This is a funeral where family and friends have a ceremony, event or service for the deceased person at the same time as they attend their burial or cremation.

Taking care of all necessary legal and administrative arrangements	£850
Collecting and transporting the deceased person from the place of death (normally within 15 miles of the funeral director's premises) into the funeral director's care	£200
Care of the deceased person before the funeral in appropriate facilities. The deceased person will be kept at [both] the funeral director's [branch premises] [and at other] [non-branch premises]	£200
Providing a suitable coffin – this will be made from [insert description of the coffin]	£400
Viewing of the deceased person for family and friends, by appointment with the funeral director (where viewing is requested by the customer)	
At a date and time you agree with the funeral director, taking the deceased person direct to the agreed cemetery or crematorium (normally within 20 miles of the funeral director's premises) in a hearse or other appropriate vehicle	£550

UNATTENDED FUNERAL

This is a funeral where family and friends may choose to have a ceremony, event or service for the deceased person, but they do not attend the burial or cremation itself.

Burial (funeral director's charges only)	£800
Cremation (funeral director's charges plus the cremation fee)²	£1200

FEES YOU MUST PAY

For an Attended or Unattended burial funeral, the burial fee . ¹	£670
In this local area, the typical cost of the burial fee for local residents is:	
For a new grave, you will also need to pay for the plot; for an existing grave with a memorial in place, you may need to pay a removal/replacement fee. In addition, the cemetery may charge a number of other fees.	
For an Attended cremation funeral, the cremation fee . ²	£999
In this local area, the typical cost of a cremation for local residents is:	

Please discuss any **specific religious, belief-based and/or cultural requirements** that you have with the funeral director.

ADDITIONAL FUNERAL DIRECTOR PRODUCTS AND SERVICES

This funeral director may be able to supply a range of optional, additional products and services, or to arrange (on your behalf) for a third party to supply them. Examples include:

Additional mileage (price per mile)	£1.00]
Additional transfers of the deceased person's body (e.g. to their home, to a place of worship etc.) (price per transfer)	No Charge
Collection and delivery of ashes	No Charge
Embalming	£120
Funeral officiant (e.g. celebrant, minister of religion etc.)	£200
Services supplied outside of normal office hours	Prices on request

The funeral director can give you a full list of what they can supply. They are likely to charge for these additional products and services, so you may choose to take care of some arrangements without their involvement, or you can use a different supplier.

¹ This fee (which is sometimes called the interment fee) is the charge made for digging and closing a new grave, or for reopening and closing an existing grave.

² In England, Wales and Northern Ireland, you will usually need to pay doctors' fees as well. This is the charge for two doctors to sign the Medical Certificates for Cremation.

Privacy Policy

1. Scope

All data subjects whose personal data is collected, in line with the requirements of the General Data Protection Regulation.

2. Responsibilities

- 2.1 Meridian Funeral Home is responsible for ensuring that this notice is made available to data subjects prior to Meridian Funeral Home collecting/processing their personal data.
- 2.2 All Employees of Meridian Funeral Home who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

3. Privacy notice

3.1 Who are we?

Meridian Funeral Home, 155 Eaves Lane, Chorley Lancashire PR6 0TB Registered in England No: 08353914. Also trading as, Meridian Funeral Homes.

The personal data we would like to process on you is:

Personal data type:	Source
Name	Collated from client, held on Funeral Arrangement File, and funeral manager software system, cloud & server based and/or First Call Information sheet
Address	Collated from client, held on Funeral Arrangement File, and funeral manager software system, cloud & server based and/or First Call Information sheet
Contact email and phone number	Collated from client, held on Funeral Arrangement File, and funeral manager software system, cloud & server based and/or First Call Information sheet

The personal data we collect will be used for the following purposes:

- for the fulfilment of your funeral service

Our legal basis for processing for the personal data:

- fulfilment of a contract

Any legitimate interests pursued by us, or third parties we use, are as follows:

- Florist to fulfil floral order.
- Solicitor to fulfil legal documents which maybe required to fulfil funeral service, or with permission of client pass on details for will or probate advice.
- GP in order to complete legal cremation documentation.

Privacy Policy

- Minister, celebrant or person taking funeral service in order to fulfil obligations.
- Crematorium, cemetery, parish church office or burial authority to fulfil deceased disposal instructions.
- Department for Works and Pensions (DWP) in order to fulfil claim for help towards funeral cost.

The special categories of personal data concerned are:

- Religion or religious beliefs
- Sexual orientation
- Political beliefs
- Trade union membership
- Health/medical information

3.2 Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for Meridian Funeral Home to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by contacting us to update your preferences.

3.3 Disclosure

Meridian Funeral Home will not pass on your personal data to third parties without first obtaining your consent. The following third parties may receive your personal data for the following purpose(s):

- A local crematorium for the purpose of organizing cremation of the deceased
- A local cemetery for the purpose of organizing burial of the deceased
- A nominated celebrant or minister for the purpose of arranging details of the funeral service
- A local musician for the purpose of liaising with you for your musical choices for the funeral service
- A local doctor or GP in order to complete statutory cremation forms 4 and 5 in order for a cremation to take place
- Our accountants who process and create our financial records
- The department for works and pensions (DWP) who may ask for a copy funeral invoice for claims made for help towards funeral costs

3.4 Retention period

Meridian Funeral Home will process personal data for as long as is necessary to allow us to fulfil your funeral services and will store the personal data permanently.

3.5 Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.

Privacy Policy

- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that Meridian Funeral Home refuses your request under rights of access, we will provide you with a reason as to why. You have the right to complain as outlined in clause 3.6 below.

All of the above requests will be forwarded on should there be a third party involved (as stated in 3.3 above) in the processing of your personal data.

3.6 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Meridian Funeral Home (or third parties as described in 3.3 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and Meridian Funeral Home

The details for each of these contacts are:

	Supervisory authority contact details	Meridian Funeral Home contact details
Contact Name:	Information Commissioner's Office	Carl Kenyon
Address line 1:		155 Eaves Lane
Address line 2:		Chorley
Address line 3:		Lancashire
Address line 4:		PR6 0TB
Email:	https://ico.org.uk/global/contact-us/email	kenyonmeridian@outlook.com
Telephone:	0303 123 1113	01257 234377

3.7 Privacy statement

Read more about how and why we use your data on our website

Privacy Policy

Online privacy statement

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 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".

How we use your information

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

Why does Meridian Funeral Home need to collect and store personal data?

In order for us to provide you with a funeral service, purchase of a coffin, hire of vehicles and staff 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 Meridian Funeral Home would contact you for separate consent.

Will Organisation Name share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to Meridian Funeral Home in the course of dealing with you. 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 Meridian Funeral Home. When they no longer need your data to fulfil this service, they will dispose of the details in line with Meridian Funeral Home's 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.

How will Meridian Funeral Home use the personal data it collects about me?

Meridian Funeral Home 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 endeavor to keep your information accurate and up to date, and not keep it for longer than is necessary. Meridian Funeral Home 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.

Under what circumstances will Meridian Funeral Home contact me?

Privacy Policy

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 minimize the risk of unauthorized access or disclosure.

Can I find out the personal data that the organisation holds about me?

Meridian Funeral Home at your request, can confirm what information we hold about you and how it is processed. If Meridian Funeral Home does hold personal data 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 processing is based on the legitimate interests of Meridian Funeral Home 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.
- 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.

Terms of Business for Meridian Funeral Home a company incorporated in *England and Wales OR Scotland OR Northern Ireland* with company number 08353914

We having its registered address at 155 Eaves Lane, Chorley PR6 0TB.

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.

If you amend your instructions, we will require your written confirmation of the changes. We may need to make an extra charge in accordance with prices published in our current price list.

We will add VAT to our charges where applicable, and at the rate applicable when we prepare the invoice.

2. Payment Arrangements

We do not require a deposit to be paid which is the total amount of third party costs to date following the arrangements. We kindly request that this payment is made 3 working days prior to the funeral to allow arrangements to proceed.

The final balance is due for payment within 30 days of our account, unless otherwise agreed by us in writing.

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

The Simple Funeral, Direct Cremation and Direct Burial options must be paid in full 3 working days before the funeral.

If you fail to pay us in full on the due date we may charge you interest;

- at a rate of 5% above our Bank's base rate from time to time in force;
- calculated (on a daily basis) from the date of our account until payment;
- compounded on the first day of each month; and
- before and after any judgment (unless a court orders otherwise).

We may recover (under clause 3) the cost of taking legal action to make you pay.

3. Indemnity

You are to indemnify us in full and hold 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.

This means that you are liable to us for losses we incur because you do not comply with these terms, for example we will charge you an administration fee where we receive a cheque from you which is subsequently not honoured or if we write to remind you that an account is overdue. If we instruct

debt collection agents we may also recover the fees we incur from you. Further details regarding these fees are available on request. We may claim those losses from you at any time and if we have to take legal action we will ask the court to make you pay our legal costs.

4. Data Protection

Words shown in italics are defined in the General Data Protection Regulations 2018 ("the Regulations").

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 unless you give us your express permission for use in our marketing. 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 you and you can, by applying to us in writing and paying a fee, receive copies of that data. When you sign the acceptance you are giving us permission to keep your details on record.

Our Privacy Policy can be found at carl-kenyons-meridianfunerals.co.uk

5. Cooling-Off Period

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 may give you the right to terminate this agreement in the cooling-off period of fourteen days. If you wish the performance of the agreement to which this right applies to commence before the end of the cooling-off period, you must sign the authority in the form which will be handed to you. In the event that you exercise the right to cancel this contract during the cooling-off period, you will be required to pay a reasonable amount for goods and services already supplied.

6. 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.

7. Conduct

We are a member of The National Society of Allied & Independent Funeral Directors "SAIF" a private limited company by guarantee with registered number 02436831, having its registered address at SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB, and subscribe to its current Code of Practice, a copy of which is available upon request. We aim to act in a professional manner and provide a courteous, sensitive, and dignified service to you.

If however, you have any questions or concerns about the service we provide to you, then please raise them in the first instance with Carl Kenyon. 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.

All dates and times provided on the estimate cannot be guaranteed until final bookings are made and confirmed. Although we endeavour to provide a prompt and efficient service for you, there maybe instances where, because of circumstances beyond our control, we are unable to fulfil our obligations to you on the date or time specified. Where this is the case we will attempt to contact you in advance, and advise you of alternative arrangements.

8. Agreement

Your continuing instructions will amount to your continuing acceptance of these Terms of Business.

Your instructions will not create any right enforceable by virtue of the *Contracts Rights of Third Parties Act 1999 OR The Contract (Third Party Rights) (Scotland) Act 2017* by any person not identified as our client.

If any of these terms are unenforceable as drafted:

- it will not affect the enforceability of any other of these Terms; and
- if it would be enforceable if amended, it will be treated as so amended. Nothing in these terms restricts or limits our liability for death or personal injury.

This agreement is subject to *English, Wales OR Scots OR Northern Irish Law*. If you decide to commence legal action, you may do so, in any appropriate *English, Wales OR Scottish or Northern Irish Court*.