

Using Your Personal Information - GDPR

Where you provide personal data to us, we will process it in accordance with the GDPR. Only we will process your data (our contact details are above). We will process your data to inform you about Poppy's services, using the contract basis for processing. Without your data, we cannot provide you with tailored information about our services. We will only process your name and contact details, banking information where appropriate, and details relating to the person who has died. We will only keep the data in an identifiable form for 12 months after you provided it to us or, if relevant, the date of the funeral (whichever is later). Banking formation will be deleted immediately after use.

Subject to the GDPR, you have the right to access, rectify or erase the data we hold about you. You have the right to complain to the Information Commissioner's Office if you consider that we have processed your data not in accordance with the law.