

The Last Hurrah Funerals Privacy Policy

Purpose and Scope

This Privacy Policy applies to client dealings with The Last Hurrah Funerals Pty Ltd, ABN 78 641 764 310.

We are committed to protecting the privacy of our clients. In collecting and handling personal information (including sensitive information), we are bound by the Privacy Act 1988 including the Australian Privacy Principles (APPs) and Privacy Regulations.

This Privacy Policy explains the type of information we collect and how we manage this information. It also provides information about rights and choices, including the right for an individual to request access to their personal information and seek correction to it.

Acceptance of Privacy Policy

By engaging with us and providing personal information clients confirm their acceptance of the terms of this Privacy Policy and consent to the use of their personal information in the manner set out in this Privacy Policy.

What information do we collect?

We collect a range of personal information from clients to allow us to provide our services effectively. This includes, but is not limited to, contact information such as names, addresses, phone numbers, and email addresses. Information may also include dates of birth, gender, credit card details, other relevant payment or billing information, next of kin information, and information about products and services received.

We collect personal information using various mechanisms, including when clients complete an application, enter into an agreement with us, contact us by phone, send us a letter, visit one of our websites, or visit in person.

Whilst a client may choose how much personal information to disclosed to us, is left, if a client does not provide us with certain personal information, it may preclude us from fulfilling certain services or providing some products to the client.

Why do we gather the information and how do we use it?

We collect personal information to provide our clients with the products and services that they request. Without specific information, we are limited to the services and products we are able to provide. We also need certain information to properly administer and manage these products and services for our clients.

We may also use or disclose personal information for servicing and managing our relationship with clients, for our internal accounting or business management processes, and to comply with our regulatory reporting and legal obligations.

To conduct our business, we rely on third party service providers, agents, suppliers, and contractors to provide some of our services. An example of this is providing necessary personal information to the company taking care of bringing a person into our care. Any personal information provided to third parties is to assist in performing their agreed tasks, or as authorised or required under law.

Direct Marketing

We send each client an email to check in following a service, asking for feedback, to offer grief support resources, and to inform clients of future events we offer. We will also send out an annual invite to our tree planting day.

A client may choose to opt out by emailing admin@lasthurrahfunerals.com.au

Security

We take all reasonable measures to ensure that information provided to us remains private. We take steps to protect such information and to securely store information against unauthorised access, use, modification, or disclosure. Client information will be recorded, amended, and used only by our team members, who are instructed to keep client information confidential.

The systems we use to digitally store, and process personal information have electronic security systems in place, including the use of firewalls, user identifiers, passwords, and other access codes.

Should there be a suspected breach of data containing personal information, we will, consistent with our obligations under the Notifiable Data Breaches Scheme set out in the Privacy Act 1988, immediately conduct an assessment to determine whether the breach is likely to result in serious harm to any individual affected. If there is a likelihood of serious harm, we will notify affected individuals and include recommendations on what steps individuals can take in response to the breach. We will also notify the Australian Information Commissioner.

Access and correcting personal information

We do all we can to ensure that the personal information we collect, hold, use and disclose about our clients is accurate, complete, and up to date. However, the accuracy of the personal information is largely reliant on the quality of personal information that our clients provide to us, so errors may occur.

Individuals have the right to request access to the personal information that we hold about them and update this information if necessary. To request access to personal information or seek correction of it, individuals can contact us at admin@lasthurrahfunerals.com.au. We will consider any requests for access or correction and respond promptly.

Privacy Complaints

If you have any concerns, complaints, or queries about our privacy policy, or how we collect or manage personal information, feel free to contact us and we will endeavour to respond to your query promptly.

If, after receiving our response, there are still concerns that the privacy complaint remains unresolved, the complaint may be taken to the Office of the Australian Information Commissioner at:

Mail: GPO Box 5218 Sydney NSW 2001

Telephone: 1300 363 992

Email: enquiries@oaic.gov.au

Website: www.oaic.gov.au

Changes to this Privacy Policy

We may make changes to this Privacy Policy when required. The most current iteration of this policy will always be available on our website, www.lasthurrahfunerals.com.au

How to contact us about this Privacy Policy

If there are any complaints about privacy, or questions about this Privacy Policy, contact us at admin@lasthurrahfunerals.com.au.