

**J.PERIGOE & SON**  
FUNERAL DIRECTORS

**A.W.COURT**  
FUNERAL DIRECTORS

**TERMS & CONDITIONS**

**PRIVACY POLICY**

**GENERAL DATA PROTECTION REGULATION  
MARKETING CONSENT**

# TERMS & CONDITIONS

## Professional services

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, funeral director and embalming of deceased if required.

## Payment of account

J. Perigoe & Son and A. W. Court operate a pricing policy in compliance with the Funerals Market Authority investigation order of 2021 and the Code of Practice of the National Society of Allied and Independent Funeral Directors. Our price list provides clients with a full and detailed explanation of our charges as required by the Codes.

In addition to our charges, disbursements must be paid to Doctors, Ministers of Religion, Celebrants, Cremation or Cemetery fees and such like. After the funeral arrangements have been discussed, you will be required to pay a deposit of cleared funds, within 5 working days of the funeral arrangements taking place, and this will be calculated on the type of funeral arrangements discussed. You will then be sent a written estimate of all the charges incurred, in line with the service you have requested. Where the total estimated account is deemed excessive, you may be asked to make a further interim payment. **We need to draw to your attention that, failure to pay the deposit within the given timeframe, will result in the cancellation of all funeral arrangements.** The balance of the account will be required as laid out in the following paragraph.

By accepting our Terms & Conditions, you consent that you accept the charges and will be liable for payment of the final account when submitted. This is usually 1 week after the funeral and it is expected for payment to be made within 30 days (excluding Direct or Burial / Cremation which will be required to be paid in advance). You also accept that if no payment or contact has been made within 60 days of the funeral, the account will be forwarded to a 3<sup>rd</sup> party debt recovery company and additional recovery/legal costs will be incurred. If wished, the account may be forwarded to a solicitor or bank. If, because of your circumstances, you have to make a claim for assistance from the Department of Work and Pensions, please note that stringent rules apply as to the amount of help available. Please talk to us, in confidence, for guidance.

## Next of Kin

I confirm that, if I am not the legal Next of Kin, I have been appointed by the next of kin, family or executor to act on their behalf regarding the funeral arrangements. I also confirm that I have their approval to receive the deceased's personal possessions, including, but not limited to, their cremated remains.

## Right to cancel

You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time, within the period of 14 days starting on the day of the arrangements. The right to cancel, can be lost during the cancellation period, if the service is provided in full before the 14 days elapses.

Where applicable, payment will be required to be made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received.

# 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 J. Perigoe & Son and A. W. Court Funeral Directors are responsible for ensuring that this notice is made available to data subjects prior to J. Perigoe & Son and A. W. Court Funeral Directors collecting/processing their personal data.
- 2.2 All employees of J. Perigoe & Son and A. W. Court Funeral Directors 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?

J. Perigoe & Son and A. W. Court are trading divisions of West & Coe Ltd, Head Office, 620 Rainham Road South, Dagenham, Essex RM10 8YP. Company registration number 01663282.

J. Perigoe & Son has two offices; Bank Street, Cranbrook, Kent TN17 3EF and Dixter Road, Northiam, Rye, East Sussex TN31 6LB and A. W. Court are based at Headcorn Road, Grafty Green, Kent ME17 2AP.

J. Perigoe & Son and A. W. Court Funeral Directors are a privately owned, independent family run Funeral Directors offering the highest standard of care and facilities to those we serve in and around Kent and East Sussex.

Since 2001 J. Perigoe & Son and A. W. Court has been under the ownership of West & Coe Ltd, a fully independent family owned and managed Funeral Director business that has served the community for generations. As members of The National Society of Allied and Independent Funeral Directors (SAIF), we abide by a strict [code of practice](#) that provides further confidence in our professional service and approach.

Our premises offer full facilities for the care of your loved one, meaning they remain local to home, from the moment they come into our care until the day of the funeral. At the earliest stage possible, you will deal directly with one of our experienced Funeral Directors who,

if wished, will come to see you in the comfort of your own home and will advise and gently guide you through every aspect of the funeral arrangements, conduct the funeral on the day and assist with any further requirements.

The funerals we arrange can be personalised, to reflect the loved one that has been lost. This could be a very traditional, or an environmentally friendly funeral. The options are endless.

**The personal data we will request from you and would like to process on you is:**

Your full name, title, postal address, landline and mobile telephone numbers, an email address and your relationship to the Deceased.

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

- Fulfillment of the funeral service.
- Disclosure to third parties involved with the funeral service such as the Church Authorities, Crematoria, Doctors, Ministers, Local Authorities, Press and Printers, Nominated Charities for donations, Caterers and Stone Masons. This list is not exhaustive.

**Our legal basis for processing your personal data:**

- Fulfilment of a contract for the funeral service.

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

- Advice on pre-paid funeral plans.
- Monumental Stone Mason services.

### 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 J. Perigoe & Son and A. W. Court Funeral Directors 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**

J. Perigoe & Son and A. W. Court Funeral Directors 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 organising cremation of the deceased.
- A local cemetery for the purpose of organising burial of the deceased.
- A nominated minister/celebrant 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.
- And others, but not limited to; as noted under 3.1.

### **3.4 Retention period**

J. Perigoe & Son and A. W. Court Funeral Directors will process personal data for as long as is necessary to allow us to fulfil your funeral services and will store the personal data for an indefinite period of time in order to fulfill our legal requirements that may arise in the future and to assist with future funeral arrangements.

### **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.
- 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, J. Perigoe & Son and A. W. Court Funeral Directors 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 J. Perigoe & Son and A. W. Court Funeral Directors (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, J. Perigoe & Son or A. W. Court Funeral Directors.

The details for each of these contacts are:

	<b>Supervisory authority, contact details</b>	<b>J. Perigoe &amp; Son and A. W. Court Funeral Directors contact details</b>
Contact Name:	Information Commissioner's Office	Mr Alastair Harding
Address line 1:	Wycliff House	Bank Street
Address line 2:	Water Lane	Cranbrook
Address line 3:	Wilmslow	Kent
Address line 4:	Cheshire	TN17 3EF
Address line 5:	SK9 5AF	
Email:	<a href="https://ico.org.uk/global/contact-us/email/">https://ico.org.uk/global/contact-us/email/</a>	enquires@jperigoeandson.com
Telephone:	<b>0303 123 1113</b>	+44 (0) 1580 713636

### 3.7 Privacy statement

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

[www.jperigoeandson.com](http://www.jperigoeandson.com)

[www.awcourt.com](http://www.awcourt.com)



