

# **Privacy Policy**

From the 21<sup>st</sup> December 2001, all companies are bound by the Commonwealth Privacy Act 1988, (Privacy Amendment Act 2000) which set out principles concerning protecting your personal information.

Below is what the Privacy Act requires Basilica Funerals to communicate with our clients.

## **Client's Personal Information**

It may be necessary to request from you and record any personal information surrounding the deceased person and other related people relating to the deceased person, in order to carry out funeral arrangements or any type of services required by Basilica Funerals.

## **Your Personal Information Collected**

Some of the personal information we collect are: names, address, dates of birth and place of birth, status, occupation, telephone numbers and email address etc. This information and / or any other information that we collect are only used to help and service our clients to arrange or pre-Arrange funerals and are only disclosed to the departments or people concerned, for example the Department of Registry of Births, Deaths & Marriages, Cemetery / Crematorium, organists, singers etc.

## **Methods Of How We Collecting Your Personal Information**

Some of the methods include:

- Details which are collected from the initial contact from Hospitals, Aged Care Facilities, client family members making an enquiry, or other related services;
- From clients making funeral arrangements, a pre-arrangement or pre-need enquiry;
- From our records, if any;
- From any third parties which may include doctors, cemetery staff, aged care facilities;
- From any person authorised to relay the information required for funeral arrangements.

## How We Use Your Personal Information

The personal information is used to provide our clients with the best service that Basilica Funerals can provide with utmost care and precision.

- Under no circumstances do we provide any information pertaining to our clients to any other person or party not relating to the funeral and any other type of service;
- All information is treated as private and will not be passed onto any person without the clear instruction of our client family member;
- All information such as names, addresses or phone numbers are not used to make contact to solicit;
- it may only be used to inform and invite clients or any other interested parties to events, such our All Souls Day Mass held in November;
- Any clients or any other person, **who do not** wish to be invited to any event or service of any kind, **can at any time request** not to be invited and have their name taken of the list of invitations.

## Access To Your Personal Information

You do have a right to access your own information that we have on file. If you wish to make any enquiries or wish to talk to any of our staff, you are free to do so. Call any of the caring staff of Basilica Funerals on our telephone number 03 9465 9491 or email us on [info@basilicafunerals.com.au](mailto:info@basilicafunerals.com.au), or write to us at 297 High Street Thomastown Vic 3074.

## More Information

For more information about the Privacy Law and the National Privacy Principles, you could obtain it from the Federal Privacy Commissioner at [www.privacy.gov.au](http://www.privacy.gov.au).