

PC Uitvaart Privacy Statement

For more than 85 years, PC Uitvaart has done everything for a good farewell. For us, consists not only of arranging a farewell as desired in the event of a death, it also includes everything associated with it. From starting to save for the last farewell (by means of a deposit account or insurance) to recording the funeral preferences in advance. And when we have taken care of the farewell, our attention shifts to, among other things, the storage of the ashes, the maintenance of the grave and the organization of memorial services and the provision of commemorative products and services. We are this involved for years before the last day and years after with organizing a beautiful farewell and creating a good memory.

For this, we need your data. We handle all the data we receive from you with care and take responsibility for the correct processing and security of your personal data. This privacy statement explains what personal data we collect and for what purposes.

This privacy statement applies to all websites of PC Uitvaart, as well as the consumer portal MijnPortal.

Collection of personal data

PC Uitvaart collects and processes the data we need to offer and provide our services and products. This applies to all components that fall under PC Uitvaart: our funeral services, insurance, deposit accounts and funeral locations. These could be personal data.

We receive data when you use our services or products. You may also provide us with personal data when you ask a question or make an appointment via a contact form on our website, by e-mail or by telephone. You choose which data you give us. Some information is mandatory via the contact form.

Processing of data

For the processing of data, we comply with the requirements set by the privacy laws. That means, among other things, that:

- we clearly state the purposes for which we process personal data. We do that by means of this privacy statement.
- we limit the personal data we collect to what is necessary for legitimate purposes, basis for a legitimate interest.
- we take appropriate security measures to protect your personal data and require the same from parties that process personal data on our behalf.
- we respect your right on request to inspect your personal data and to have it corrected or deleted.

Use of your personal data

We use the personal data we receive from you to provide the requested services and products. If you have indicated an interest in our organization, we will inform you about our products and services, and we may offer them to you by post, e-mail, telephone or via social media. For sending newsletters by e-mail or by post, we prepare a mailing list. Each newsletter contains a link or contact information with which you can unsubscribe.

Informing the press

In order to inform the media about our services, we work with different press lists. Representatives of the press are in many cases included in the press list at their own request. In other cases, the publicly available e-mail address is used. Representatives of the press can also easily unsubscribe from the mailing list at any time.

Storage of data

We only store and use the personal data you provide to us in relation to the service you request or for which it is clear that they are provided to us to process. These data will be retained for as long as necessary to properly serve you with our products and services for farewells and commemoration.

Recording telephone conversations

All telephone conversations are recorded by us to be used for the training of our employees. These conversations are stored anonymously, to safeguard your privacy, for a maximum period of 6 months.

Provision to third parties

If necessary for proper handling, we may provide your personal data to third parties. These are partners involved in the implementation of the agreement. In addition, we may provide data to third parties to comply with a legal obligation.

Cookies

Cookies are used on our websites. These ensure the site is optimally displayed and allow us to find out information about the usability of our websites. When you visit our website for the first time, a notice is shown in which we explain why we use cookies. Further use of our service is understood as consent for the placement of cookies. Of course, you are free to disable cookies through your browser.

Third-party cookies

Some cookies (the "third-party cookies") are placed by third parties with the consent of PC Uitvaart in order to give you direct access to social media or to bring certain products and services to your attention. For the cookies that these third parties place, the information they collect and the purpose for which that information is used, we refer to the privacy statements of these parties on their own websites. These statements may change regularly. PC Uitvaart has no control over this. You can delete the cookies through your browser. (Check out the handy instructions of the Consumentenbond [here](#).)

Google Analytics

We use Google Analytics to track how visitors use our service. We have signed a data processing agreement with Google as regards how our data is used. We further permit Google to use the obtained Analytics information for other Google services.



Security

We take security measures to limit abuse and unauthorised access to your personal data. In particular, we take the following measures:

Access to personal data is protected with a username and password. The data are stored after receipt in a separate, protected system.

We use secure connections that protect all information between you and our website when you enter personal data.

A processing agreement has been concluded with parties who have access to our personal data.

Inspecting and changing your data

For questions regarding our privacy policy or questions regarding insight into or changes of or deletion of your personal information, you can always contact us via the details below. To prevent abuse, we may ask you to identify yourself.

Data processing complaints

Of course, we are happy to help you if you have complaints about the processing of your personal data. On the basis of the privacy legislation, you also have the right to submit a complaint to the Dutch Data Protection Authority about these processing of personal data: www.autoriteitpersoonsgegevens.nl.

Contact details

PC Uitvaart
Ookmeerweg 273
1067 SP Amsterdam
info@pc.nl
(020) 580 5080

Changes to this privacy statement

We reserve the right to make changes to this statement from time to time. You are advised to regularly consult this privacy statement in order to be aware of these changes.

This privacy statement was last updated on: October 22, 2020.