Privacy Policy

Yvette Cowderoy | Funeral Celebrant
Last updated: 20 November 2026

Your privacy matters

I understand that arranging a funeral is a deeply personal experience. Families often share treasured memories, private stories and sensitive information with me, and I treat that trust with the utmost care and respect.

This Privacy Policy explains how I collect, use and protect personal information in connection with my funeral celebrancy services and website.

1. Who I am

I am **Yvette Cowderoy**, an independent funeral celebrant based in East Sussex.

Website: www.yvettecowderoy.com
Email: yvette@yvettecowderoy.com
Telephone: 07703 331330

I am the data controller responsible for the personal information I collect and use in running my celebrancy business, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information I may collect

When you contact me or engage my services, I may collect:

- Your name, telephone number and email address.
- Contact details for family members and other people involved in arranging a ceremony.
- Information about the person who has died, including their life story, photographs and personal memories.
- Notes, correspondence, audio recordings, transcripts and summaries of our conversations, where applicable and with your permission where required.
- Information necessary to organise, prepare and deliver a ceremony.
- Information needed for invoicing and business records.

Some of this information may concern living individuals and may be particularly sensitive. I aim to collect only what is necessary for the services I provide.

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3. How I use your information

I use personal information to:

- Respond to enquiries.
- Communicate with families and funeral directors.
- Plan, write and deliver personalised funeral ceremonies.
- Prepare tributes, readings and other ceremony materials.
- Maintain appropriate business and financial records.

I process personal information where necessary to provide requested services or take steps towards an agreement, comply with legal obligations, or pursue legitimate business interests such as responding to enquiries and managing my work.

Where particularly sensitive information about living individuals requires additional protection under data protection law, I will ensure that an appropriate legal condition applies.

Where I rely on your consent, including permission to record conversations or publish testimonials, you may withdraw that consent at any time. Withdrawal of consent does not affect the lawfulness of processing undertaken before consent was withdrawn.

4. Confidentiality and sharing information

I treat the information families share with me confidentially.

Where necessary to arrange or deliver a ceremony, I may share relevant details with funeral directors, ceremony venues or other people involved, taking care to share only what is needed.

I may use external service providers to support the delivery of my celebrancy services, including website hosting, email, secure document storage, audio recording, transcription, AI-assisted preparation of ceremony materials and business administration.

Where personal information is processed by external service providers, I take appropriate steps to assess their data protection and security arrangements.

Personal information may also be disclosed where I am legally required to do so.

I will not sell your personal information.

I will not publish personal stories, photographs or testimonials on my website or in promotional materials without appropriate permission.

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5. Recording, transcription and AI-assisted preparation

To enable me to give families my full attention and accurately capture the memories, stories and personal details shared during our conversations, I may, with your permission, audio-record our meetings.

I use Plaud, a digital recording and AI-assisted transcription service, to help produce written transcripts and summaries of these conversations.

I may also use AI-assisted tools to help organise information, identify important themes and support the preparation of personalised ceremony materials. All ceremony content is personally reviewed and refined by me.

Recording is entirely optional. If you would prefer not to be recorded, I will take written notes instead. You may also ask me to stop recording at any time.

Recordings, transcripts and associated materials are treated confidentially and will not be published or used for promotional purposes without separate permission.

Where practicable, personal information will be anonymised or minimised before being processed by additional AI-assisted tools.

Recordings and transcripts will be retained only for as long as reasonably necessary to prepare and deliver your ceremony and complete any agreed follow-up work.

6. How long I keep information

I retain personal information only for as long as reasonably necessary for the purposes for which it was collected, taking into account my professional responsibilities and any applicable legal, contractual, accounting or record-keeping requirements.

Audio recordings, transcripts, interview notes and working drafts are retained for a limited period following the ceremony to allow for any necessary amendments or agreed follow-up work.

Final ceremony scripts and relevant correspondence may be retained securely for a longer period where there is a legitimate reason to do so.

Financial and accounting records are retained in accordance with applicable HMRC and statutory requirements.

Where information is required in connection with a legal obligation, complaint or dispute, it may be retained for longer where necessary.

When personal information is no longer required, it will be securely deleted or disposed of.

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7. Keeping your information safe

I take reasonable steps to protect personal information against unauthorised access, loss or misuse.

This includes using appropriate security measures for electronic records and taking care with any paper documents, recordings or ceremony notes.

8. Your rights

Under UK data protection law, you may have rights to:

- Request access to personal information I hold about you.
- Ask for inaccurate information to be corrected.
- Request deletion of your information in certain circumstances.
- Ask me to restrict how your information is used.
- Object to certain uses of your information.
- Request a copy of certain information in a portable format.
- Withdraw consent where consent is the legal basis for processing.

These rights are subject to applicable legal conditions and exceptions.

If you have a question or wish to exercise your rights, please contact me at yvette@yvettecowderoy.com.

You also have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.

9. Website cookies

My website is hosted using Wix. It may use cookies and similar technologies to support website functionality, security and, where enabled, analytics.

Further information about cookies and any choices available to visitors will be provided through the website's cookie settings or notice, as appropriate.

10. Changes to this policy

I may update this Privacy Policy occasionally to reflect changes to my services, working practices or legal requirements.

The latest version will be available on my website.

Every life has a story worth telling.

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