

HERITAGE CREMATIONS (PTY) LTD

COMBINED PRIVACY PACK Registration Number: 2026/302410/07 Address: 46 Joe Slovo Street, Modimolle, Limpopo, 0510
Email: admin@heritagecremations.co.za Website: www.heritagecremations.co.za

1. EXTERNAL PRIVACY NOTICE

1. Introduction

Heritage Cremations (Pty) Ltd (“Heritage Cremations”, “we”, “us”, “our”) is committed to protecting personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (“POPIA”). This Privacy Notice explains how we collect, use, store, share, and protect personal information when providing cremation and related services.

2. What Is Personal Information

Personal information includes any information that identifies or can reasonably be linked to a natural or juristic person, such as names, ID numbers, contact details, financial information, and information relating to a deceased person.

3. Where and When We Collect Personal Information

We collect information:

- Directly from clients, next-of-kin, or authorised representatives
- Through our website, email, and online forms
- From funeral homes, hospitals, medical practitioners, and government departments
- Through CCTV systems
- From service providers assisting in cremation operations

4. When We Process Personal Information

We process information when:

- Providing cremation or related services
- Required by law
- You provide consent
- Necessary to protect legitimate interests
- Required for contractual performance

5. When We Process Special Personal Information

Special personal information includes health data, biometric data, and information relating to a deceased person. We process this only when:

- Required for cremation services
- Required by law
- You or your representative consent
- Necessary for legal claims or obligations

6. What Information We Collect & How We Use It

We collect:

- Client and next-of-kin details
- Deceased person’s details
- Medical certificates
- Billing and financial information
- CCTV footage
- Email and website interaction data

We use this information to:

- Provide cremation services
- Verify identity
- Comply with legal requirements
- Communicate with clients
- Maintain internal records
- Ensure safety and security

7. How We Share Your Information

We may share information with:

- Funeral homes and service partners
- Medical practitioners
- Government departments
- Regulatory bodies
- Law enforcement
- Service providers under operator agreements

We do **not** sell personal information.

8. Your Rights and Obligations

You have the right to:

- Access your information
- Request correction or deletion
- Object to processing
- Withdraw consent
- Lodge a complaint with the Information Regulator

You must ensure information provided is accurate and authorised.

9. Changes to This Policy

We may update this policy periodically. The latest version will be available on request or on our website.

10. Other Important Information

We implement appropriate security safeguards and retain information only as long as necessary for legal and operational purposes.

11. Contact Information

Information Officer: Dewi Long Email: admin@heritagecremations.co.za Website: www.heritagecremations.co.za

2. CCTV PRIVACY NOTICE

Purpose of CCTV Monitoring

Heritage Cremations uses CCTV to:

- Protect staff, clients, and visitors
- Safeguard property
- Monitor operational areas
- Assist in investigations
- Comply with legal obligations

Areas Under Surveillance

- Entrances and exits
- Parking areas
- Reception and public areas
- Operational zones
- Perimeter areas

No CCTV is used in private areas.

Information Collected

- Video footage
- Date/time stamps
- Vehicle details (where applicable)

Retention Period

Footage is retained for **30–90 days**, unless required for investigation or legal purposes.

Access to Footage

Access is restricted to:

- Information Officer
- Authorised management
- Security personnel
- Law enforcement (with lawful request)

3. COOKIE POLICY

What Are Cookies

Cookies are small files stored on your device to improve website functionality and user experience.

Types of Cookies Used

Essential Cookies

Required for website operation.

Performance & Analytics Cookies

Used to understand visitor behaviour and improve performance.

Functionality Cookies

Remember user preferences.

Third-Party Cookies

Used by trusted service providers (e.g., analytics tools).

Why We Use Cookies

- Improve website performance
- Analyse visitor behaviour
- Enhance user experience
- Maintain security

Managing Cookies

You may disable cookies in your browser settings, but this may affect website functionality.

4. DATA RETENTION & DESTRUCTION SCHEDULE

Retention Periods

Record Type	Retention Period	Legal Basis / Reason
Cremation Registers	Permanent	Health Act
Client Files	5–7 years	POPIA / Contract
Next-of-Kin Information	5–7 years	POPIA
Deceased Documentation	5–7 years	Health Act
Financial Records	7 years	SARS
Invoices & Statements	7 years	Tax Act
HR & Employee Records	5 years	BCEA
Payroll Records	5 years	BCEA
CCTV Footage	30–90 days	POPIA
Incident Reports	3–5 years	OHSA
Supplier Contracts	Contract duration + 5 years	Contract law
Email Correspondence	1–3 years	Operational need
Website Analytics Data	12–24 months	Performance monitoring

Destruction Methods

- Shredding of physical documents
- Secure deletion of electronic files
- Overwriting or wiping digital storage
- Certified destruction by approved providers

Security Measures

- Access controls
- Encryption
- Secure storage
- Operator agreements