



Privacy Policy

Effective Date: July 1st 2025

At Willow Cremations (“we”, “our”, or “us”), your privacy is important to us. This Privacy Policy explains how we collect, use, store, and protect your personal data when you use our website, coopprobate.co.uk.

1. Who We Are

Willow Cremations is a trading name of Southern Co-operative Funerals, registered under Firm reference number: 965280.

2. Data We Collect

We may collect and process the following types of personal data:

- Name and contact details (e.g. email, phone, postal address)
- Information submitted through contact forms
- Details relating to probate and estate planning
- Website usage data (via cookies)

3. How We Use Your Data

Your information may be used to:

- Respond to your queries or service requests
- Provide legal or probate services
- Manage appointments or communications
- Improve our website and customer experience
- Comply with legal obligations

4. Legal Basis for Processing

We rely on the following legal bases under the UK GDPR:

- Performance of a contract
- Consent
- Legal obligation
- Legitimate interests (e.g. improving services)

5. Sharing Your Data

We may share your data with:

- Our legal and professional advisers
- IT and web service providers
- Regulatory bodies where required

We will never sell your data to third parties.

6. Data Retention

We retain personal data only as long as necessary for the purpose collected, or as required by law (e.g. for financial or legal recordkeeping).

7. Your Rights

Under UK data protection law, you have the right to:

- Access your data
- Correct inaccurate data
- Request deletion
- Restrict processing
- Object to processing
- Data portability (where applicable)

You can exercise your rights by contacting us at info@willowcremations.co.uk.

If you are unhappy with how we handle your data, you can contact the Information Commissioner's Office (ICO) at www.ico.org.uk.

8. Contact us

Data Controller:

Willow Cremations
Southern Co-op,
1000 Lakeside North Harbour
Cosham, Portsmouth PO6 3EN
Email: info@willowcremations.co.uk