

PRIVACY POLICY

Last updated: 14 July 2026

Cleveland Funerals respects your privacy and is committed to protecting the personal information we collect and hold.

This Privacy Policy explains how Cleveland Funerals collects, uses, stores and discloses personal information through our website, online services and Facebook or Meta application.

This policy is intended to comply with the New Zealand Privacy Act 2020 and the requirements applying to applications using Meta products and services.

1. WHO WE ARE

Cleveland Funerals is a funeral service provider based in Whanganui, New Zealand.

Our website is:

www.clevelandfunerals.co.nz

In this policy, "Cleveland Funerals", "we", "us" and "our" refer to Cleveland Funerals.

1. INFORMATION WE MAY COLLECT

We may collect personal information that you provide directly to us, including:

Your name.

Your email address.

Your telephone number.

Your postal or residential address.

Information submitted through our website contact forms.

Information provided when arranging or enquiring about funeral services.

Information supplied for funeral notices, service information, livestreams, tributes or related services.

Messages and other communications you send to us.

We may also collect limited technical information when you use our website, including:

Your Internet Protocol address.

Your browser type and version.

Your device type and operating system.

The pages you visit.

The date and time of your visit.

Website usage and diagnostic information.

1. FUNERAL NOTICE INFORMATION

Information contained in a funeral notice may be published publicly on our website and, where authorised, on our Facebook page or through other communication channels.

This information may include:

The deceased person's name.

Photographs.

Funeral or memorial service details.

Venue information.

Livestream information.

Family-approved messages, notices or tributes.

We publish funeral notice information only where it has been provided or approved for publication by the family, authorised representative or funeral arranger.

Because funeral notices are publicly available, they may be viewed, shared or copied by other people or online services outside our control.

1. OUR FACEBOOK AND META APPLICATION

Cleveland Funerals may use a Facebook or Meta application to manage or publish authorised content to a Facebook Page.

The application is used for business administration purposes, such as publishing funeral notices, service announcements or related Cleveland Funerals content.

Depending on the permissions granted to the application, Meta may provide us with limited information such as:

A Facebook user or administrator identifier.

The name associated with an authorised Facebook account.

Facebook Page information.

Page access tokens or other authentication credentials.

Information required to publish or manage authorised Page content.

Technical information relating to the application's connection with Meta.

We do not use the application to collect information from members of the public through Facebook Login unless this is clearly disclosed at the time.

We do not sell Facebook or Meta user information.

We use information received from Meta only to operate the application, authenticate authorised administrators, publish approved content, maintain security and troubleshoot technical issues.

Your use of Facebook and Meta services is also subject to Meta's own terms, policies and privacy practices.

1. HOW WE USE PERSONAL INFORMATION

We may use personal information to:

Provide funeral, cremation, burial, memorial and related services.

Respond to enquiries and requests.

Communicate with families, clients, suppliers and service providers.

Prepare and publish authorised funeral notices.

Arrange livestreams, service details and venue information.

Publish authorised content to our website or Facebook Page.

Manage our website and administrative systems.

Operate and secure our Facebook or Meta application.

Maintain business and service records.

Process accounts, payments and contractual obligations.

Improve our services and website.

Detect or prevent misuse, fraud or security incidents.

Meet our legal and regulatory obligations.

We will only use personal information for the purpose for which it was collected, for a directly related purpose, or where otherwise permitted or required by law.

1. COOKIES AND WEBSITE ANALYTICS

Our website may use cookies and similar technologies.

Cookies are small files stored on your device that help a website operate and remember information about your visit.

We may use cookies to:

Maintain website security.

Support administrative login sessions.

Remember website preferences.

Understand how visitors use the website.

Identify and resolve technical problems.

You can restrict or disable cookies through your browser settings. Some website functions may not work correctly when cookies are disabled.

1. DISCLOSURE OF INFORMATION

We may disclose personal information to trusted third parties where reasonably necessary to provide our services.

These parties may include:

Website hosting and technology providers.

Email and communication providers.

Payment and accounting providers.

Livestreaming and media service providers.

Facebook, Meta and other social media services.

Professional advisers.

Funeral venues, cemeteries, crematoria, celebrants, florists and other service providers involved in funeral arrangements.

Government agencies, regulators, courts or law enforcement authorities where disclosure is required or permitted by law.

We require service providers to handle personal information appropriately and only for the services they provide to us.

We do not sell or rent personal information.

1. INFORMATION STORED OR PROCESSED OVERSEAS

Some of our technology, hosting, email, analytics, social media or cloud service providers may store or process information outside New Zealand.

This may include Meta and other international technology providers.

Where personal information is disclosed overseas, we take reasonable steps to ensure it is protected appropriately and handled consistently with applicable New Zealand privacy requirements.

1. STORAGE AND SECURITY

We take reasonable steps to protect personal information against:

Loss.

Unauthorised access.

Misuse.

Alteration.

Disclosure.

Destruction.

Our safeguards may include access controls, passwords, secure connections, software updates, backups and restrictions on administrative access.

No method of transmission or electronic storage is completely secure. While we take reasonable precautions, we cannot guarantee absolute security.

1. RETENTION OF INFORMATION

We retain personal information only for as long as reasonably necessary to:

Provide our services.

Maintain appropriate funeral and business records.

Meet legal, accounting or regulatory requirements.

Resolve disputes.

Protect our legal rights.

Maintain the security and operation of our systems.

Information that is no longer required will be securely deleted, destroyed or anonymised where reasonably practicable.

Public funeral notices may remain available as part of our historical notice records unless removal is requested and we determine that removal is appropriate.

1. ACCESSING OR CORRECTING YOUR INFORMATION

You may ask us to provide access to personal information we hold about you.

You may also ask us to correct information that is inaccurate, incomplete or out of date.

We may need to confirm your identity before processing a request.

In some circumstances, access may be refused or limited where permitted by the Privacy Act 2020. Where appropriate, we will explain the reason for the refusal.

1. FACEBOOK AND META DATA DELETION REQUESTS

You may request deletion of information obtained through our Facebook or Meta application at any time.

To request deletion:

Contact Cleveland Funerals using the contact details at the end of this policy.

State that your request relates to deletion of Facebook or Meta application data.

Provide enough information for us to identify the relevant account or application connection. This may include your name, Facebook account name, Facebook Page name or other relevant details.

Do not send your Facebook password or other sensitive login credentials.

After receiving and verifying a valid request, we will delete the relevant information from our systems unless we are required to retain it for legal, security or legitimate business reasons.

You can also remove the Cleveland Funerals application through your Facebook account settings. Removing the application may prevent further access, but you should still contact us when you want previously stored application information deleted from our systems.

We will process verified deletion requests within a reasonable period.

1. CHILDREN'S PRIVACY

Our website and Facebook or Meta application are not directed at children.

We do not knowingly collect personal information directly from children without appropriate authority or consent.

Where information about a child is required for a funeral notice or funeral arrangement, it will be handled sensitively and only for the relevant service or authorised publication purpose.

1. LINKS TO OTHER WEBSITES

Our website may contain links to third-party websites or services.

We are not responsible for the privacy, security or content practices of websites operated by other organisations.

We recommend reviewing the privacy policy of any third-party website you visit.

1. PRIVACY BREACHES

If a privacy breach occurs that is likely to cause serious harm, we will take appropriate steps in accordance with the Privacy Act 2020.

This may include notifying affected individuals and the Office of the Privacy Commissioner where required.

1. CHANGES TO THIS POLICY

We may update this Privacy Policy when our services, technology, legal obligations or privacy practices change.

The revised policy will be published on our website with an updated "Last updated" date.

We encourage you to review this policy periodically.

1. CONTACT US

Questions, privacy requests, correction requests and Facebook or Meta data-deletion requests can be directed to Cleveland Funerals.

Website:

www.clevelandfunerals.co.nz

Telephone:

(06) 345 5522

Postal address:

Cleveland Funerals 179 Ingestre Street Whanganui 4500 New Zealand

You may also contact us using the contact form available on our website.

If you are not satisfied with our response to a privacy concern, you may contact the New Zealand Office of the Privacy Commissioner.