

**THE BOARD OF CEMETERY TRUSTEES OF GREATER VICTORIA**

doing business as

**ROYAL OAK BURIAL PARK & CREMATORIUM**

4673 FALAISE DRIVE, VICTORIA B.C. V8Y 1B4

Ph. 250.658.5621 ~ Fx. 250.658.8511 ~ Em. info@robp.ca

**PRIVACY COMMITMENT: CLIENT FAMILIES**

We are committed to protecting the privacy and confidentiality of all information exchanged whether verbal, written, printed or electronically communicated.

Personal information we may request includes names, address's, relationship information, dates of birth and death, gender and age as well as financial information needed to complete a business transaction.

The Board collects and uses personal information solely for the purpose of providing clients with the products and services they request and, as required by law, to retain a permanent record of every interment, cremation or entombment that occurs at the Burial Park.

We recognize the private nature of this information and promise to limit its collection, use and disclosure solely for the appropriate use for which it is required.

In order to provide some of the products or services you select we may share some of your personal information – or the personal information about a deceased person - with selected third parties who act on our behalf as suppliers, service providers or agents.

Interment at the Burial Park implies consent for our staff to provide persons who wish to visit that site the interment location and the date the interment occurred. No other personal information will be disclosed to visitors.

Persons who erect or install memorials at the Burial Park are deemed to have provided their implied consent and acknowledgment that the Burial Park has no reasonable means to prevent, limit or restrict viewing of personal information that may be inscribed on the face of such memorials.

Disclosure of specific personal information relating to the purchase, ownership and/or exercise of interment rights in a lot or memorial site at the Burial Park is restricted to the original lot/rights holder or their legally authorized representative(s), heir(s) or successor(s).

We may, on occasion, need to disclose personal information about our customers or about those we do business with to other parties. Disclosure of this type will be done with the strict understanding it is for specific, legitimate regulatory, legal, business or accounting purposes.

If you have any questions about this policy or personal information we may have collected from you please contact the Executive Director of the Burial Park.

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**PRIVACY POLICY: VISITORS**

**IF YOU WISH TO VISIT A SPECIFIC INTERMENT OR MEMORIAL SITE OUR STAFF WILL BE PLEASED TO PROVIDE YOU WITH THE LOCATION OF THAT SITE.**

**PRIVACY LEGISLATION AND COMPANY POLICY PROHIBIT BURIAL PARK STAFF FROM PROVIDING ANY OTHER PERSONAL INFORMATION ABOUT DECEASED PERSONS INTERRED, OR LOT HOLDERS, AT THE BURIAL PARK.**

**PRIVACY STATEMENT**

We are committed to protecting the privacy and confidentiality of all information exchanged with our client families – and the deceased with whom they may be charged with making final arrangements - whether verbal, written, printed or electronically communicated.

The Board collects and uses personal information solely for the purpose of providing client families with the products and services they request and, as required by law, to retain a permanent record of every interment, cremation or entombment that occurs at the Burial Park.

We recognize the private nature of this information and have made a promise to our client families to limit its collection, use and disclosure solely for the appropriate use for which it is required.

Interment at the Burial Park does imply consent for our staff to provide persons who wish to visit that site the interment location and the date the interment occurred. No other personal information will be disclosed to visitors.

Persons who erect or install memorials at the Burial Park are deemed to have provided their implied consent and acknowledgment that the Burial Park has no reasonable means to prevent, limit or restrict viewing of personal information that may be inscribed on the face of such memorials.

Disclosure of specific personal information relating to the purchase, ownership and/or exercise of interment rights in a lot or memorial site at the Burial Park is restricted to the original lot/rights holder or their legally authorized representative(s), heir(s) or successor(s).

The Burial Park reserves the right to require proper identification and/or sworn proof of authority prior to disclosing specific personal information relating to the purchase, ownership and/or exercise of interment rights in a lot or memorial site at the Burial Park.

If you have any questions about this policy please contact the Executive Director of the Burial Park by emailing [info@robp.ca](mailto:info@robp.ca) or phone (250) 658-5621.