



Privacy Policy

Effective Date: June 2017

CMS is committed to protecting your personal information. This privacy policy explains what data we collect, how we use it, and the steps we take to safeguard your privacy. It also outlines your rights regarding your personal information and how you can manage your preferences.

1. Information We Collect

Personal Information

When you become a member or interact with our services, we collect:

- Your name, email address, phone number, mailing address, and postal code for membership processing and communications.
- Any additional details you provide related to funeral preferences stored in our Member Registry.

Usage Data

When you visit our website, we may automatically collect:

- Your IP address, browser type, device type, operating system, and unique device identifiers.
- The pages you visit, the time spent on them, and the referring website (if applicable).
- This data helps improve website functionality but is not routinely used and never shared.

Cookies & Tracking Technologies

We use cookies to:

- Improve website functionality and user experience.
- Track website activity and understand visitor interactions.
- Support security features and authentication.

You can manage cookie settings in your browser. Disabling cookies may affect website performance.

2. How We Use Your Data

We collect and use your personal data to:

- Create and manage your CMS membership and Member Registry profile.
- Process payments securely (via a third-party processor; CMS does not store payment details).
- Communicate important updates, including newsletters, event notifications, and membership-related news.
- Respond to your inquiries and provide customer support.
- Enhance and secure our website using analytics and security tools.

You may opt out of non-essential communications at any time by clicking on the unsubscribe tab in the email.

3. How We Share Your Data

CMS does not sell your personal information. We may share your data in limited circumstances:

- With funeral service providers to fulfill your funeral preferences when needed.
- With third-party service providers for website management, email marketing, or payment processing (all providers follow strict data protection policies).
- If legally required, such as to comply with a subpoena, court order, or government request.

We never share your personal information for marketing or promotional purposes outside of CMS-related services.

4. Data Security & Retention

We implement industry-standard security measures to protect your data, including encryption and access controls. However, no online system can guarantee 100% security.

We retain your data:

- As long as you remain a CMS member.
- For legal or regulatory obligations, including financial record-keeping.

- Until you request deletion, subject to legal and operational requirements.

If you suspect a data breach, contact us immediately at admin@coopmemorial.org.

5. Your Rights & Choices

As a CMS member, you have the right to:

- Access your personal information by logging into your Member Registry profile or contacting us.
- Request corrections or updates to your information.
- Opt out of marketing communications via email unsubscribe links or by contacting us.
- Manage cookies and tracking settings in your browser.

To exercise these rights, contact us at admin@coopmemorial.org.

6. Third-Party Services & External Policies

CMS uses third-party providers for specific services:

- Google Analytics: Tracks website activity. You can opt out via Google's Privacy Policy.
- Email Marketing (Constant Contact): You can unsubscribe from emails at any time.
- Payment Processing (Bambora/First Data): Servus Credit Union handles our secure transactions; CMS does not store credit card details. For details, review their Privacy Policies.

We encourage you to review the privacy policies of these third-party providers.

7. Changes to This Policy

CMS may update this policy as needed to comply with legal requirements or improve data protection. Any significant changes will be communicated via email or website updates.

8. Contact Us

For privacy-related inquiries, corrections, or data requests, Email: admin@coopmemorial.org