

Privacy Policy

1. Introduction

The Old Station Tea Rooms, Holmsley is owned and operated by Perfect Day Pubs Ltd (company number 07654170). Perfect Day Pubs Ltd are committed to protecting the privacy of all customers irrespective of the relationship that you have with us. This Privacy Policy applies to the personal data that we collect and use for our customers.

By providing your personal data to us you acknowledge that it will be processed in accordance with this policy.

Personal data that is captured for our employees is covered separately in our Employee privacy policy.

2. Who is responsible for your data

Perfect Day Pubs Ltd is responsible for customer data. Our company registration number is 07654170 and our registered office is The Old Station Tea Rooms, Station Road, Holmsley, Ringwood, BH24 4HY. We can also be contacted via email at info@stationhouseholmsley.com.

3. Personal data we collect about you

We collect personal data for a variety of purposes as outlined in section 3. You will provide much of this data to us directly by completing online forms or by communicating with our employees.

Name and contact details (email address, telephone number and postal address)	<p>When you book a table.</p> <p>When you choose to receive marketing communication.</p> <p>When you provide us with feedback or submit an enquiry.</p>
Month of Birth	When you choose to provide it for marketing personalisation.
Dietary and special needs requirements	When you choose to provide it when booking a table.
Information about other guests on your booking including details of any children	When you provide them on behalf of others as part of making a table / function booking.
The correspondence that you have with us (eg emails, letters, calls)	When you contact us or we contact you.
CCTV Recording	When you visit The Old Station Tea Rooms

Special Category Personal Data

The GDPR definition of Sensitive Personal Data includes data relating to health and religious beliefs. As a result of you telling us that you have an allergy or a specific dietary requirement you may reveal medical conditions or religious beliefs. Sensitive Data will only be processed in order to deliver the service you expect for your booking.

4. How and why we use your personal data

- We use your personal data to provide the following services
- To deliver your bookings. When you book with us we will use your information to confirm your booking and any payments you have made and possibly to send a follow up email for your valued feedback.
- To keep you informed of any special events through our newsletter, offers and promotions if you have indicated that you are happy to receive these.
- To meet our legal obligations. We are required to keep certain records for legal reasons – for example invoices that we issue. We will keep and use this data in line with our legal requirements.
- We use CCTV to deter and detect crime and civil offences, to support court action and comply with our legal licensing requirements. We also use CCTV to provide a safe environment for our staff and customers. We use CCTV to facilitate entry / exist from buildings and improve customer service.

5. Sharing your personal data.

- We are reliant on a number of 3rd party providers in order to provide our services. Where this is the case we will remain in control of the data and we will ensure that the 3rd parties comply with high security standards for the protection of your personal data. Our 3rd party providers include:
 - Website management KN Media (knmedia.co.uk).
 - Online reservation diary (simpleERB.com).
 - CCTV service Central Southern Security (centralsouthernsecurity.com).
 - Customer data base management Mailchimp (mailchimp.com)
- Legal authorities and legal advisors.
- We will also share your name and address details with our delivery partners in order to transport any products that you have order from us.

6. Transfer of Data outside the EU

Due to the technical infrastructure of some of our providers data is stored in data centres outside the EU. We have sort assurance from these providers that data is stored in a manner that would meet EU requirments. We will continue to audit all of our suppliers and this policy will be updated if new information comes to light.

7. The legal basis for processing your Data

We rely on the following reasons for using your data.

- Compliance with a legal obligation / regulatory authority.
- Performance of a Contract. In order to deliver the service that we have agreed to provide you with (such as a table booking).
- Legitimate Interest. In order to improve customer experience and develop our products & services.
- Consent – where you have specifically consented to us using the data.

8. Retention and Security of your Data

- We will only retain your personal data for as long as is necessary. This duration will depend on the type of data and the reason for processing it. For example:
 - We will view consent to receive marketing communication as continuous until we receive a request to remove your details from the data base.
 - Information held for the purpose of table bookings will be held for 3 years. This information is used purely as a diary so we can understand demand for certain days.
 - We are required to keep certain invoices for 6 years.
 - We will ensure that we use appropriate technical and organisational security measures in order to ensure that your data remains secure. These measures include internal policies and staff training, appropriate contracts with 3rd party suppliers and role based access control.

9. Your Rights

You have certain rights in relation to the personal information we hold about you. Some of these rights only apply in certain circumstances. In order to exercise these rights please contact us using the contact details below. Please note that we will require proof of identity as part of this request and most rights are subject to limitations and exceptions. We will provide reasons if we are unable to comply with any request for the exercise of your rights.

- **Right of Access.** You have the right at any time to ask us for a copy of the data that we hold about you and how it is used.
- **Right of Correction or Completion.** If the data that we have collected is inaccurate you have the right to update it.
- **Right of Erasure.** In certain circumstances, you have the right to request that Information we hold about you is erased. This usually applies if the data is no longer necessary for the purpose that it was collected for, or you withdraw your consent for its processing and request its erasure.
- **Right to Object to or Restrict Processing.** If you wish to challenge our need to process your data on legitimate interest grounds or if you wish to withdraw your consent.
- **Right of Data Portability.** You have a right to request that we transfer your data to another data processor.

10. Cookies

We have decided not to use cookies within our website.

11. Updates to our Privacy Policy

We may make changes to this Privacy Policy from time to time, when we do we will publish the updated version on our website.

12. Contact Information

If you have any questions about this policy or how your data is processed, please contact; the director responsible for data control, The Old Station Tea Rooms, Station Road, Holmsley, Ringwood, BH24 4HY, via phone on 01425 402468 or via email at info@stationhouseholmsley.com.

You can unsubscribe from our marketing communication at any time by clicking the unsubscribe link at the bottom of any of our marketing communications. Alternatively you can email info@stationhouseholmsley.com.

Should you have any concerns about this policy or the way that we are processing data you have the Right to Lodge a Complaint with the Information Commissioner's Office. Please look at www.ico.org.uk for more detail.

Pivacy Policy Version 1.2 May 2018