



THE GEORGE

• AT BURPHAM •

The George at Burpham Ltd, Privacy Policy

1. Contact Us:

Name: Andrew Parker

Address: 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ

Phone Number: 01903 883131

E-mail: enquiries@georgeatburpham.co.uk

Business Address: The George at Burpham, Main Street, Burpham, Arundel, West Sussex, BN18 9RR

Company Number: 15353939

Privacy Notice Completed March 2024

If you continue to use our website after we have changed the Privacy Policy, we will take this as indication that you accept the changes.

We take your privacy seriously and this policy sets out the principles governing our use of the personal data you provide to us. Please take your time to read this policy in full. This privacy policy, together with any other documents we refer to in it, aims to give you information on how we, collect and process your personal data through use of our website.

By contacting us, or visiting our website, which is owned and controlled by us, you are accepting and consenting to the practices described in this policy unless you inform us otherwise.

Our website is not intended for children under the age of 13 and we do not knowingly collect data relating to children.

2. The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Date of significant anniversaries (for example Birthday, Wedding Anniversary)

2.1 Website

Our website is designed and hosted securely in Wordpress.

Date: 22/03/2024



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2.2 Social Media

Our website contains links to our social media pages. Any information you provide to us via social media is controlled by the social media network. We currently use:

- (a) Instagram
- (b) Facebook

We recommend that you read their privacy notices and contact them directly if you have any concerns regarding their use of your personal information.

2.3 Cookies

A cookie is a small file that is stored on your computer, mobile phone, tablet or other device when you visit a website or use an app.

Some cookies are deleted when you close your browser, known as session cookies. Others may remain on your device until they expire or you delete them. These are known as persistent cookies and they enable us to recognise you as a unique user, allowing us to provide you with a better service whilst using and visiting our website.

Using and visiting our website means that you agree to our use of cookies and, whilst they do not harm your computer, you can choose to restrict or block them through your browser settings.

If you delete cookies relating to our website, we will not remember things about you, (including your cookie preferences), and you will be treated as a first-time visitor the next time you visit our website.

2.4 Turning Cookies Off

You can switch cookies off by adjusting your browser settings to stop it from accepting cookies. The "Help" function within your browser should tell you how. Alternatively you can visit <http://www.attacat.co.uk/resources/cookies/how-to-ban> or allaboutcookies.org, which provide general information about cookies and how you can manage cookies on your computer.

Please be aware that switching off cookies is likely to limit the functionality of our website.



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3. How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Sign Up to Marketing
- Booking a Table
- Processing of payments
- Enquiries

We use the information that you have given us in order to:

1. To provide our services to you
2. To improve and/or personalise our services
3. To respond to your enquiries
4. For marketing purposes specific to an enquiry made by you
5. Where you have agreed we may do so, to send you details of our offers and/or promotions, products, news and other services that we think may be of interest to you
6. Analysis and research purposes
7. We may also record or monitor calls, emails and other correspondence for training purposes to improve our services and to detect and prevent fraud

4. Sharing your personal data

In order to provide appropriate, timely and effective services it is sometimes necessary to share the personal information we process with selected third parties, such as:

- Suppliers and service providers assisting with business activities, customers, payment processing services, web-hosting providers, IT support providers, providers of cloud-based software based outside the UK but within the EU.
 - AirShip (Airship Services Ltd) who also store some of our mailing databases and send communications on our behalf.
 - Our payment processor(s) in respect of in-venue and online purchases.
 - Access Group who manage our online reservations system.
 - Toggle who manage our gift card software.
 - Analytic partners who assist us in improving our Website.
- We may also share your data with third parties (a) if we are under a legal or regulatory duty to do so, (b) if it is necessary to do so to enforce our terms of use or other contractual rights, (c) to lawfully assist the police or security services with the prevention and detection of crime or terrorist activity, (d) where such disclosure is necessary to protect the safety or security of any persons, and/or (e) otherwise as permitted under applicable law.
- In all instances where we disclose your information to third parties, we will ensure that your information is appropriately protected.

Date: 22/03/2024



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5. Legal Basis for processing your data

We will only process your personal data where it is, either:

- Necessary for the performance of a contract with you (or to take steps at your request prior to entering into a contract)
- Carried out for legitimate interests required by you, us or a third party
- A legal obligation
- Consented to by you

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting enquiries@georgeatburpham.co.uk

6. How we store your personal information

Your personal information will be collected, stored and used securely by us. We have implemented appropriate physical, and electronic procedures to safeguard and secure the personal information we hold.

We keep Contact information for 12 months, from the time of your last contact with us. You can unsubscribe to our mailing list at any time by choosing the 'unsubscribe' option in the footer of our email.



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Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at The George at Burpham Ltd on email – enquiries@georgeatburpham.co.uk or call 01903 883131 if you wish to make a request.



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How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at enquiries@georgeatburpham.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>