

The Boat Inn is committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998 and the Privacy and Electronic Communications (EC Directive) Regulations 2003 and 2018 GDPR.

### **1. What information do we collect?**

We may collect the following information:

- Name
- Contact information including email address
- Other information relevant to customer offers

When you visit our Website (including the mobile optimised version of the Website accessible from your portable hand-held device) you may provide us with personal information such as name, telephone number and email address. You may provide us with Information in a number of ways:

(a) by supplying us with the information as listed above, on the Contact Us online form, in which case we may retain the content of your email messages together with your email address and our responses in a secure area

(b) by signing up to our newsletter, in which case all data is held in a secure third party platform

(c) by booking online where your data will be held by a third party. Your data will be used to process and reserve your booking

(d) by making an event enquiry. Your data will be securely stored if your enquiry is successful and an event is organised, and used in organising your event. You should let us know if you would like this data to be deleted once your event has been held. For enquiries where the events does not happen or is cancelled, your information will be deleted

(e) By applying for a job. The data or CV you supply will be stored safely and will not be used for any marketing purposes or shared with any third parties without your permission. Your data or CV will be deleted once the recruitment process for your application is completed.

### Payment Card Information

To use certain services on our Sites and Applications we may require credit or debit card account information in order to:

- make reservations at the restaurant
- make payments to the restaurant
- pay a deposit to the restaurant
- to purchase gift vouchers for the restaurant

By submitting your credit or debit card account information through our site, to the extent permitted by applicable law, you expressly consent to the sharing of your information with restaurants, third-party payment processors (e.g Stripe), and other third-party service providers, and you further agree to the following terms.

When you use a credit or debit card to secure a reservation through our Sites, we provide your credit or debit card account information (including card number and expiration date, but excluding the CVV number) to our third-party payment service providers and the applicable restaurant.

When you initially provide your credit or debit card account information through our website in order to use our restaurant payment services, we provide your credit or debit card account information to our third-party payment service providers. Please visit our restaurant booking provider <https://www.opentable.com> for more information.

## 2. How we use the information

We will not disclose your information to any third parties. Our internal procedures cover the storage, access and disclosure of your information. When you agree to sign up to our news updates, we need to know your name and email address. We gather this information to allow us to provide you with regular emails containing information about offers or news we think may be of interest to you. You can unsubscribe from our contact list at any time by clicking on the unsubscribe button at the bottom of all our emails. We may also use aggregate information and statistics for the purposes of monitoring usage in order to help us develop the Website and our services and we may provide such aggregate information to third parties. These statistics will not include information that can be used to identify any individual.

## 3. Where we store the information

Storage of data is password protected and securely kept in top tier third party platform. The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## 4. Updating your information

If any of the information that you have provided to us changes, for example if you change your email address or name, please let us know by contacting [info@theboatinnlichfield.com](mailto:info@theboatinnlichfield.com)

## 5. Your consent

By submitting your information, you consent to the use of that information as set out in this policy. If we change our privacy policy we will post the changes on this page, and may place notices on other pages of the Website, so that you may be aware of the information

we collect and how we use it at all times. We will also email you should we make any changes so that you may consent to our use of your information in that way. Continued use of the service will signify that you agree to any such changes.

## 6. Marketing Permissions

The Boat Inn will send you from time to time news, offers and industry insight via email, but we will only do so if you have signed up to receive our monthly newsletter. If you do not wish to receive any further newsletters please use the unsubscribe option in the email or alternatively, contact us at [info@theboatinnlichfield.com](mailto:info@theboatinnlichfield.com)

## 7. Changes to this Policy

We reserve the right to change this Privacy Policy as we may deem necessary from time to time, or as may be required by law. Any changes will be immediately posted on the Website and you are deemed to have accepted the terms of the Policy on your first use of the Website following the alterations.

## 8. Cookies

We may obtain information about your general internet usage by using a cookie file, which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. Some of the cookies we use are essential for the site to operate.

If you register with us or if you continue to use our site, you agree to our use of cookies. Cookies are widely used in order to make Websites work, or work more efficiently, as well as to provide information to the owners of the site. Each cookie contains a unique reference number only (no personal information) which is used to confirm you are authorised to adjust/update your details.

## 9. Google Analytics

To understand how people use our site, and to discover areas on our site with issues, we use Google Analytics. Most Websites use some sort of analytics program like this. The data it collects helps us see things such as: how many people visit our site, which country they are from, how many pages they visited, how fast our site loaded, and so on. All data collected is completely anonymous, it does not identify you as an individual in any way.

## 10. Content Managed System

The Content Management System (CMS) that runs this Website is Wix and it is fully secure. It uses a cookie when logging in and out and is essential for proper Website operation. It is only set if you are a registered user, so for most people it is not set at all. User data is all anonymous.

Sharing tools in the form of Facebook and Twitter share on this site, and these third party Websites may set a cookie if you are logged in to their service. Please refer to the Facebook and Twitter cookie policies.

You block cookies by activating the setting on your browser which allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon you visit our site.

Except for essential cookies, all cookies will expire after 2 years.

For more comprehensive information on what cookies are and how they affect you please visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 11. Security

Whilst we will do our best to protect your information, we cannot ensure the security of your data transmitted to our website. Any information you submit is sent at your own risk. Once we have received your information, we will use strict procedures and security features to prevent unauthorised access. We maintain the highest standards of security, however, the transmission of information via the internet is not completely secure.