

# **Privacy Policy – The Dog Inn, Old Sodbury, BS37 6LS**

Updated May 2018

This Privacy Policy explains in detail the types of personal information we may collect about you when you interact with us. It also explains how we will store and handle that personal information, how we keep it safe, how you can exercise your privacy rights and how we combine data.

If you have any questions or concerns about our use of your personal information, then please contact us using the contact details provided in the section of this Privacy Policy headed “How to contact us”.

This policy complies with the Data Protection Act 2018 (DPA 2018) and the General Data Protection Regulations (GDPR)

## **When do we collect personal information?**

We collect your personal information in a number of instances, including when you:

1. Make any kind of reservation with us, whether it be for a table or a room
2. Interact with us on social media
3. Contact us by any means with questions about a product or to raise a complaint;
4. Ask one of our colleagues to email you information about a product or service;
5. Fill in any forms, for example, if an accident happens on the premises, a colleague may collect your personal information

We also collect your personal information when our suppliers and partners – e.g. QBook or Booking.com – share information with us about the product or service you have purchased.

## **Legal basis for collecting personal data**

We will normally collect personal information from you only (i) where we need the personal information to perform a contract with you, (ii) where the processing is in our legitimate interests and not overridden by your data protection interests or fundamental rights and freedoms, or (iii) where we have your consent to do so. In some cases, we may also have a legal obligation to collect personal information from you or may otherwise need the personal information to protect your vital interests or those of another person.

If we ask you to provide personal information to comply with a legal requirement or to perform a contract with you, we will make this clear at the relevant time and advise you whether the provision of your personal information is mandatory or not (as well as of the possible consequences if you do not provide your personal information).

Similarly, if we collect and use your personal information in reliance on our legitimate interests (or those of any third party), we will make clear to you at the relevant time what those legitimate interests are.

## **How do we keep your personal information secure?**

We use appropriate technical and organisational measures to protect the personal information that we collect and process about you. The measures we use are designed to provide a level of security appropriate to the risk of processing your personal information. Specific measures we use include:

- Having in place strict security procedures for the storage of and to prevent unauthorised access to your information.
- Having in place strict security measures for the disclosure of your information.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to and/or through our Website; any transmission is at your own risk. Once we have received your information, we will use strict procedures to try to prevent unauthorised access.

To ensure that your credit, debit or charge card is not being used without your consent, we will validate name, address and other personal information supplied by you during the order process against appropriate third party databases. By accepting our terms and conditions or those of third party partners you consent to these checks being made. In performing these checks personal information provided by you may be disclosed to a registered Credit Reference Agency which may keep a record of that information. You can rest assured that this is done only to confirm your identity, that a credit check is not performed and that your credit rating will be unaffected. All information provided by you will be treated securely and strictly in accordance with this Privacy Policy.

## Data retention

We retain personal information we collect from you where we have an ongoing legitimate business need to do so (for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise it or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

## Your data protection rights

You have the following data protection rights:

- If you wish to **access, correct, update or request deletion of your personal information**, you can do so at any time by contacting us using the contact details provided under the “How to contact us” heading below.
- In addition, you can **object to processing of your personal information**, ask us to restrict processing of your personal information or request portability of your personal information. Again, you can exercise these rights by contacting us using the contact details provided under the “How to contact us” heading below.
- If we have collected and process your personal information with your consent, then you can **withdraw your consent** at any time. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your personal information conducted in reliance on lawful processing grounds other than consent.
- You have the right to complain to a data protection authority about our collection and use of your personal information. For more information, see the section headed “**contacting the regulator**” below.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws.

## Contacting the regulator

If you feel that your personal information has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal information, you have the right to raise a complaint with the Information Commissioner’s Office. You can contact them by calling 0303 123 1113 or go online to [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns) (opens in a new window; please note we cannot be responsible for the content of external websites).

## Updates to this privacy policy

We may update this Privacy Policy from time to time in response to changing legal, technical or business developments. When we update our Privacy Policy, we will take appropriate measures to inform you, consistent with the significance of the changes we make.

You can see when this Privacy Policy was last updated by checking the “last updated” date displayed at the bottom of this Privacy Policy.

## How to contact us

If you have any questions or concerns about our use of your personal information, please contact us via email at [thedoginnoldsodbury@gmail.com](mailto:thedoginnoldsodbury@gmail.com) or write to our Data Protection Officer at-The Dog Inn, Old Sodbury, South Gloucestershire, BS37 6LZ.