

The Harwood Arms –privacy notice

Introduction

Welcome to The Harwood Arms' privacy notice.

The Harwood Arms respects your privacy and is committed to protecting your personal information. This privacy notice will let you know how we look after your personal information generally as well as when you visit our website and tell you about your privacy rights and how the law protects you.

This privacy notice aims to give you information on how The Harwood Arms collects and processes your personal information. It is intended to cover all of your rights and information requires under applicable data protection laws including with effect from 25th May 2018 the General Data Protection Regulation (GDPR) and, once in force, the UK Data Protection Bill. We are continually aiming to improve our systems and processes so there may be some updates to this privacy notice from time to time.

Who are we?

The Harwood Arms is a company called Trieamain Harwood Ltd that trades as the Harwood Arms.

The company is registered in England with company number 05983689 and its registered address is at 1 Vincent Square, London SW1P 2PN.

We are the data controller and legally responsible for the personal information you provide directly to us.

When we refer to "The Harwood Arms" "we", "us" or "our" in this privacy notice we are referring to the above. References to "website" or our "site" are to the sites operated by us.

What personal information do we collect about you?

We collect and process a limited amount of personal information primarily to allow us to deliver our restaurant services.

This type of information is likely to be some or all of that described below:

- contact details (for example, last name, first name, telephone number, email)
- your credit or debit card number (for transaction and reservation purposes)
- your preferences (for example, in relation to dietary requirements etc.)
- records of your e-mails or correspondence with us.

We collect contact details from our suppliers in order to enable us to place orders with them, pay them, manage our relationships with them and fulfill our contracts with them.

How do we collect your personal information?

We may collect some personal information directly from you if you telephone us to make a reservation or do so in person or if you contact us directly with a query or request.

Typically, the above personal information may be provided to us via third party sources (i.e. from someone who is not part of The Harwood Arms). Primarily, most of our reservations are made via Open Table.

Open Table will need to pass certain information to us so that we can fulfill your request. Their service provides us with access to certain other information (e.g. date of birthdays).

We recommend that that you check the privacy notices and statements of any third parties that you provide information to as we are not responsible for the way in which they use, share or make available your personal information.

How do we use your information?

We do not use your personal information of any other purpose than to deliver our restaurant services.

The law requires us to ensure we have a lawful basis for processing your personal information. We only use your personal information when we believe it is lawful to do so. This is usually because it is necessary for:

- the performance of a contract that you enter in to with us; and/or
- our legitimate interests or those of a third party; and/or
- compliance with a legal obligation.

Sometimes, we may ask you to consent to our collection and use of certain of your personal information for certain purposes. Where this is the case, you can change your mind and withdraw your consent at any time by e-mailing us at admin@harwoodarms.com.

Why do we use your details?

We use your personal information for the purposes listed below.

- delivering our services to our customers in relation to any restaurant booking, visit or event including processing bookings and payments
- managing activities related to any visit to or event at our restaurant
- fulfilling and responding to requests from you or made on your behalf
- fulfilling our business and operational requirements.

Who do we share your personal information with?

A small number of third party service providers are engaged by The Harwood Arms to assist in the provision of our services, the operation of our business and the running and

maintenance of our systems who may incidentally have access to your personal information.

For example, our website is maintained by a third party and we retain an accountancy and bookkeeping service provider.

When we use third party service providers, we disclose only the personal information that is necessary to deliver the service and ensure we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

We may release your information to third parties beyond the above only if we are required to do so by law (e.g. by a court order) or in connection with the prevention of fraud or other crime.

How do we protect the personal information you provide to us?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data.

How long will you keep my information?

We will not to keep your information in a form that allows you to be identified for any longer than is reasonably necessary for achieving the permitted purposes. This means that much information will be destroyed or erased from our systems or anonymised once you have enjoyed your meal or event at our restaurant.

By law we have to keep certain basic information about our customers and their transactions with us for certain specified periods of time.

What rights do I have in relation to my personal information?

You have the right to:

Request access to your personal data

Request correction of the personal data that we hold about you.

Request erasure of your personal data.

Object to processing of your personal data

Request restriction of processing of your personal data.

Withdraw consent at any time where we are relying on consent to process your personal data.

If you wish to make a formal request for information we hold about you or wish to raise any concerns about this privacy notice then you can contact us at admin@harwoodarms.com .

Changes to this privacy statement

This privacy notice was last updated in May 2018.

We may change or update this notice from time to time so please check this page occasionally to ensure that you're happy with any changes.

How can you contact us and/or complain?

Our full details are:

The Harwood Arms
Walham Grove
Fulham
London
SW6 1QR

Name of data privacy manager: Edwin Vaux

Email address: admin@harwoodarms.com

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us first.