

RALPH & FINNS

BAR — RESTAURANT

Privacy Policy – October 2020

We endeavour to treat your privacy seriously and with respect. This privacy notice aims to give you information on how we collect & process your personal data through our website. This includes any data you may provide through our website when signing up to our mailing list to receive any news, updates, offers & promotions, including purchasing a product or service such as a gift voucher.

This website complies to the Data Protection Act 1998 and to the General Data Protection Regulation 2018.

Who is controlling your data

Ralph & Finns (clubfoodltd) are responsible for this website and for processing any data which you enter into our website.

Please contact the restaurant directly if you would like to discuss this privacy policy further:

info@ralphandfinns.co.uk – 0141 248 5636

Changes to this privacy policy

If we need to update this privacy policy, we will aim to tell you in advance by sending information to the email address you have provided us. We encourage customers to check this policy from time to time to check if any updates have been made. If you continue to use our website after any changes have been made, we will take that you have accepted these changes.

If you wish to make any changes to your personal data, please inform us of these changes so we can update our records.

Third party links

Our website uses third parties in order to process reservations and to purchase gift vouchers. By clicking in these links you may be allowing third parties to collect information about you, of which we are not responsible for and we encourage you to read their privacy policies.

The personal data we process

We may collect information about you:

Personal identity: Your name, email, marital status and any other personal information you give to us via our website

Contact data: Your billing address, email address or telephone numbers

Financial: If you enter payment card details directly to our website, this does not include any third party sites (for example the purchase of vouchers)

Profile Data: Purchases, bookings, feedback, social media content (where this is in public domain including posts and comments, pictures or videos).

Marketing & Communication: Including your preferences in receiving marketing from us. This includes click throughs and access through our marketing emails and notifications

Collection of sensitive data

We may collect data as part of any feedback/ complaints which you bring to us, for example if you suffer from a health issue whilst visiting our premises (i.e. food poisoning or a health and safety related incident). When you provide details of what happened this may include sensitive data and we can use this data to investigate, address & resolve the issues raised.

How we collect your personal data

Direct communication: By filling in forms via online forms or contacting us by post, social media, phone or email. This includes personal data you provide if you purchase any product or book a table, subscribe to our mailing list or request any marketing to be sent to you.

Social media interactions: Our website may link you to our social media pages which may allow you to interact with us. This may result in us collecting some of your social media content, but only where the content is in the public domain and where this content has been sent by you to us in a private message via a social media platform. For example; if you request for us to contact you via facebook messenger and provide a phone number or email address.

How we process your personal data

We only process your personal data when allowed to do so by law. We will only process your personal data with your consent and you have the right to withdraw your information at any time. Please do so by contacting us directly or by unsubscribing to links at the bottom of our marketing emails.

How we share your personal data

We may share your data with all companies owned by our group. This will only be for marketing purposes and only if you have signed up to our mailing list. We may on occasion send you marketing emails that we may feel will be of interest to you from our sister companies.

Service providers who help us provide our website (wix.com), payment services companies who enable you to use credit or payment cards with us (these are normally called processors)

Affiliated third parties that provide services to us such as research, table reservations, voucher supply and redemption and marketing insights.

Our professional advisors i.e. our lawyers, insurers and insurance brokers, when they need it to provide advice to help us obtain insurance

We may also share information we collect with other third parties if we are legally obliged to do so. For example: for the prevention or detection of crime or to report a serious health & safety incident

How we store your personal data securely

We take the storage of your personal data extremely seriously and have appropriate security measures in place at all times. This includes how we share your personal information and protect it from being accidentally lost.

We only keep data for as long as necessary and for the purposes we collected it for.

We will only contact you with any marketing information if you have subscribed to our mailing list or asked us directly to do so.

You have the right to remove your data at any time, please contact us as detailed to have your personal data removed or amended.

