

Privacy Policy

1. Privacy & Your personal Data

1.1 H & H Catering Ltd trading as The Paddock Restaurant is committed to protecting the privacy of our users and customers. This privacy policy is intended to inform you of how we gather, define and utilise your information.

1.2 It applies to information collected by us, or provided by you, whether in one of our restaurants, over our website or in any other way (for example over the telephone). It is also intended to assist you in making informed decisions when using the online booking form or when emailing us, giving us certain information about yourself. Please take a minute to read this policy.

1.3 All your personal information shall be held and used in accordance with the Data Protection Act 1998 or any legislation that replaces it in whole or part and any other legislation relating to the protection of personal data ("The Act"). If you want to know what specific information we hold about you then please write to The Paddock, Derby House, Mossy Lea Rd, Wrightington WN6 9RE. H & H Catering Ltd is the data controller of your information for the purposes of this Act.

2. What Information do we collect on our website or via telephone

2.1 When you visit our website to book a table we collect information about you such as name, telephone number, email address and you may well inform us voluntarily of more information.

2.2 When you email us you may well provide us with additional information about you or another person.

2.3 When you call us by telephone to discuss booking a table or booking an event you may provide us with further information.

3. Purposes for obtaining data

3.1 Legitimate business purposes

We collect and use personal data when it is necessary for legitimate purposes, such as to help us conduct our business more effectively and efficiently. For example, to be able to take reservations, contact customers should some further information is needed relating to the reservation.

4. Who we share your personal data with

4.1 We take care to allow access to personal data only to those who require such access to perform their tasks and duties, and to third parties who have a legitimate purpose for accessing it. Whenever we permit a third party to access personal information, we will implement appropriate measures to ensure the data is used in a manner consistent with this notice and that the security and confidentiality of the data is maintained.

4.2 Transfers to third-party service providers

In addition, we make certain personal data available to third parties who provide services to us. We do so on a "need to know basis" and in accordance with applicable data protection and data privacy laws.

For example, some personal data will be available to our service providers and third-party companies who provide us with IT services.

4.3 Transfers to other third parties

We may also disclose personal data to third parties on other lawful grounds, including:

- To comply with our legal obligations, including where necessary to abide by law, regulation or contract, or to respond to a court order, administrative or judicial process
- In response to lawful requests by public authorities (including for national security or law enforcement purposes)
- As necessary to establish, exercise or defend against potential, threatened or actual litigation
- Where necessary to protect the vital interests of our employees or another person
- In connection with the sale, assignment or other transfer of all or part of our business; or
- With your freely given and explicit consent

5. Data retention

Personal data will be stored in accordance with applicable laws and kept for as long as needed to carry out the purposes described in this notice or as otherwise required by law.

6. Your rights

6.1 You may exercise the rights available to you under data protection law as follows:

- The right to be informed.
- The right of access.
- The right to rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision making and profiling.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws. You can read more about these rights at:

<https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

To exercise any of these rights, please contact Emma Holling, Company Director. The Paddock, Mossy Lea Rd, Wrightington WN6 9RE

7. Issues and complaints

7.1 We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This notice was drafted with clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed.

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office in their capacity as the statutory body which oversees data protection law – www.ico.org.uk/concerns.

8. Updates to this notice

This notice may be updated periodically to reflect any necessary changes in our privacy practices. In such cases, we will inform you by Company wide notice on our website. We encourage you to check this notice periodically to be aware of the most recent version.

9. Contact details

Please address any questions or requests relating to this notice to Emma Holling, enquiries@hh-catering.co.uk