

About us

Dimitris Tapas Bar Tavernas Limited, “Dimitris” – Company number 05756243

We use your information as further explained in this Privacy Policy. We'll be the “controller” of the information you provide to us and that we collect about you. You have rights relating to the protection of your personal information. For more information on these, please see Your Rights below.

What information do we collect and why?

We will collect certain personal information from and about you during your relationship with us.

This information includes your name, address, age, gender, contact details, location and payment card information.

We may collect this information from you when you sign up to receive emails from us, place an order at one of our restaurants, buy a gift code or voucher, sign up to use our wi-fi service, enter competitions, make a booking at one of our restaurants (online or over the phone), redeem an offer or voucher code, or otherwise correspond with us

We also gather information relating to you and your online behaviour less directly by:

- from third parties acting on your behalf to facilitate restaurant bookings that you have made via such third parties' websites – we use this information for the purposes of providing services to you;
- by tracking you online and across devices, including using cookies (in accordance with our cookies policy available [here] – we use this to (i) provide better service to you on our websites, (ii) market our products and services where we have appropriate consents to do so, and (iii) prevent the use of our website for fraudulent transactions;
- by combining data, you provide with other data, in particular, transaction data from our till and vouchers system – we use this to help personalise the offers we provide;

We are processing your information:

- to be able to carry out our obligations arising from any contracts entered between you and us and to provide you with the information, offers, booking, products and/or services that you request from us
- for marketing purposes (where it is in our legitimate interests to promote our Services and we have balanced our legitimate interests with any potential risks to your data protection rights and consider that these are outweighed by the significant benefits in being able to provide the Services to you and to promote our business or, where we pass your information to third parties for direct marketing purposes, you have opted in to receive such marketing see *What about marketing?* below)
- as this is necessary for the performance of our website
- as this is necessary in pursuit of our legitimate interests in offering, improving and marketing the Services. We have balanced our legitimate interests with any potential risks

to your data protection rights and consider that these are outweighed by the significant benefits in being able to provide the Services to you and to improve our Services.

- to administer any competitions, you have entered

We won't use your information for any other purposes unless we are required to do so by law.

What about marketing?

Dimitris would like to contact you from time to time about our new products and promotional offers primarily by email or text.

You can unsubscribe / opt out at any time by clicking the "Unsubscribe" link in any of our communication or by contacting us using the details at the end of this Privacy Policy.

Who do we share your information with?

We may share your personal information with:

- our IT service and infrastructure providers that we use as part of our website and IT storage solutions.
- our customer information aggregator partner, Planning Inc. (including, where you have agreed that we can do so, for marketing purposes)
- any other third-party entities who perform functions on our behalf and who also provide services to us.
- any other third parties as required by law or for the purposes of crime (including fraud), to prevent or investigate breaches of, or to enforce, our Terms, to respond to or investigate security vulnerabilities, or to respond to emergencies, and to protect the rights of third parties.
- any of our group companies which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006, for internal reasons, primarily for business and operational purposes (and, where you have consented to us doing so, for direct marketing purposes)
- companies that may merge with or acquire us. If we were to reorganise or restructure our business due to financial difficulties, it is possible that your data may be considered a saleable asset and may be sold or transferred to third parties.

Any third parties with which we share your personal information have entered into a legally binding data sharing agreement with us and comply with similar and no less stringent undertakings of privacy and confidentiality to those set out in this Privacy Policy.

Will we transfer your information outside the UK?

Where possible, we try to only process your information within the UK and European Economic Area (EEA). If we or our service providers transfer personal data outside of the UK or EEA, we always require that appropriate safeguards are in place to protect the information when it is processed.

Part of our marketing system is based in the USA. We have put in place safeguards to protect personal data processed in or accessed from the USA. You can obtain a copy of the safeguards in place for such transfers by contacting us using the details at the end of this Privacy Policy.

How long will we keep your information?

How long we keep your information will depend on the purpose for which we use it.

We only keep your information for as long as is reasonably necessary for the purposes set out in this Privacy Policy and to fulfil our legal obligations.

We will keep your personal information for the period required to perform the relevant services and then for 12 months from the date you stop engaging with us.

Sometimes we de-identify your information so it can't be attributed to you individually and use this data for data analytics and product development purposes.

Otherwise, we securely erase your information once no longer needed.

Your rights

You have the following rights regarding your information:

Rights	What does this mean?
The right to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your information and your rights. Therefore, we're providing you with the information in this Privacy Policy.
The right of access	You have the right to obtain access to your information (if we're processing it), and other certain other information (like that provided in this Privacy Policy). This is so you're aware and can check that we're using your information in accordance with data protection law.
The right to rectification	You're entitled to have your information corrected if it's inaccurate or incomplete.
The right to erasure	This is also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your information where there's no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions.
The right to restrict processing	You have rights to 'block' or suppress further use of your information. When processing is restricted, we can still store your information, but may not use it further. We keep lists of people who have asked for further use of their information to be 'blocked' to make sure the restriction is respected in future.
The right to data portability	You have rights to obtain and reuse your personal data for your own purposes across different services. E.g., if you decide to switch to a new provider, this enables you to

portability	move, copy or transfer your information easily between our IT systems and theirs safely and securely, without affecting its usability.
The right to object	You have the right to object to certain types of processing, including processing for direct marketing (which we do only with your consent).
Rights in relation to automated decision making and profiling	We use technology to build profiles about you, and for you this means we may make certain assumptions about products you may be interested in and use this to send you more tailored marketing communications.

We will usually act on requests and provide information free of charge, but may charge a reasonable fee to cover our administrative costs of providing information for:

- baseless or excessive/repeated requests
- further copies of the same information.

Alternatively, we may be entitled to refuse to act on the request.

Please consider your request responsibly before submitting it. We'll respond as soon as we can. Generally, this will be within one month from the time we receive your request, but if the request would take longer than that to deal with, we will let you know.

Making a complaint

If you are unhappy with how we've handled your information, or you would like to exercise your rights, contact us directly via email at info@dimitris.co.uk

If you're not satisfied with our response to your complaint or believe our processing of your information does not comply with data protection law, you can make a complaint to the UK data protection authority, the Information Commissioner's Office (ICO).

How will you know if we amend this Privacy Policy?

We may need to make changes to this Privacy Policy at any time. If we make any material change to how we collect, use or share your personal information, we will update this Privacy Policy and inform you of these changes by posting prominent notices of the key changes on our website and/or via email.