

# LORNAR LTD PRIVACY POLICY

Lornar Ltd t/a Lorenzo restaurant is committed in protecting the privacy of our users and customers. This privacy policy ("Privacy Policy") is intended to inform you on how we gather and use your Information.

## INFORMATION WE COLLECT FROM YOU

We will collect and process the following data about you:

- Information you give us. This is information about you that you give us by filling in forms on our website [including on a hand held mobile device]
- Corresponding with us by phone [to make enquiries/book a table]
- Contacting us by e-mail or otherwise to make enquiries regarding our restaurant or to book a table at one of our restaurants
- We may store information you provide when you use our website to Contact us; this could be through; table booking enquiries, party enquiries, private hire, general enquiries, special requirements, job applications, when you report a problem with our website. The information you give us may include your name, address, e-mail address, and phone number.

All your personal Information shall be held and used in accordance with the EU General Data Protection Regulation 2016/679 ("GDPR") and national laws implementing GDPR and any legislation that replaces it in whole or in part and any other legislation relating to the protection of personal data. If you want to know what information we collect and hold about you, or to exercise any of your rights as set out, please write to us at the below address or via email at [bookings@lorenzo.uk.com](mailto:bookings@lorenzo.uk.com)

Head Office

Lorenzo

73 Westow Hill

Crystal Palace

London SE19 1TX

## WHERE WILL WE STORE YOUR INFORMATION

All information you provide to us is stored on our secure servers. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## HOW WE WILL USE YOUR INFORMATION

We do not sell customer data and will only use your personal information to contact you in response to a reservation or general enquiry.

Your information will be kept private and confidential, except where we are obliged to share it with third parties by law, e.g. law enforcement, government bodies and similar.

## WHAT INFORMATION DO WE COLLECT IN OUR RESTAURANTS?

Our site(s) is/are protected by circuit television (CCTV) systems throughout its premises as deemed necessary and customers/visitors should expect all areas (other than those where use would contravene common decency) to be visible on a television monitoring system. Any information obtained from systems will be used with strict adherence to the GDPR. Information will be used for the prevention and detection of crime and to ensure compliance with our policies and procedures and our legal obligations.

## COOKIES

We are delighted to confirm that according to our interpretation of the current guidance from the ICO (the Information Commissioners Office) & recent GDPR (General Data Protection Regulation) legislation

that all websites by Toolkit Websites LTD that do not use third party tracking or analytic services are compliant, as standard, with EU Cookie Laws.

As standard our websites only create two Cookies and these cookies are 'Absolutely Necessary' for the functioning of our website. These cookies are 'ASP.NET\_SessionId' and "JSESSIONID".

'ASP.NET\_SessionId' stores a 'Session ID' which is used by Microsoft .NET Framework to deliver the web pages to the visitor.

The New Relic JSESSIONID cookie is used to store a session identifier so that New Relic can monitor session counts for our applications. The cookie value is generated by Jetty.

We use [New Relic](#) to help us track any potential server errors and review the performance of our hosting platforms.

These cookies expire at the end of sessions which is when a visitor goes to another website or closes their browser window.

Because they do not remain on your computer it has no way of tracking your website usage or retaining any of your data post expiry. This means consent is not required.

## **CHILDREN**

In compliance with the Children's Online Privacy Protection Act, we require all children under age thirteen (13) to obtain parental consent to contact us through our website. All terms of our privacy policy apply to children under 13.

## **CHANGES TO THIS PRIVACY POLICY**

We may update this Privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on this page.