

## About this policy

The Cliff House is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This policy outlines how we aim to achieve this and includes the information collected when:

- you use our website [www.thecliffhouse.co.uk](http://www.thecliffhouse.co.uk)
- you make a booking on our website
- you make enquiries on our website
- someone is interested in working with us

### Definition of Personal Data

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

Ensure you understand this policy in its entirety and take your time to read it.

### Who are we?

The Cliff House is an independent restaurant and hotel based in Barton-on-Sea. Our registered address is The Cliff House, Marine Drive West, Barton on Sea, BH25 7QL

How do we collect information from you?

We collect information from you:

- when you make a booking.
- when you visit our restaurant (preferences, allergies etc.).
- make an enquiry.
- when you sign up to marketing emails.

What type of information is collected from you?

You may be asked to submit personal information about yourself when you make a booking. We will collect this information so we can fulfill your booking request and you may dine and stay at our venue.

When you make a booking:

The Cliff House collects information such as:

- title
- name
- e-mail address (used for booking confirmation and post-dining feedback emails)
- home or work address
- billing information taken for deposits
- telephone number
- company name
- dietary requests
- marketing preferences (whether you opt-in or opt-out)

When you dine at The Cliff House:

- current and past restaurant reservation details

### Careers:

You may submit your CV if you're interested in working for us to [info@thecliffhouse.co.uk](mailto:info@thecliffhouse.co.uk) or [enquiries@thecliffhouse.co.uk](mailto:enquiries@thecliffhouse.co.uk). This information may include:

- personal details
- employment details
- education
- salary history
- other relevant details

We will use this information to assess your application. We may also keep it in our records for future reference. Please get in contact if you would no longer like us to hold your records at

[info@thecliffhouse.co.uk](mailto:info@thecliffhouse.co.uk)

How is your information used?

Our use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests.

We require the information outlined in the previous section to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- Send you service emails (booking confirmation and post-dining feedback).
- Improve our products and services.
- Send marketing communications if you have opted in to receive them.
- We may use the information to customise the website according to your interests.

Who has access to your information?

We will not sell, distribute, or lease your personal information to third parties. Any personal information we request from you will be safeguarded under current legislation.

We will only share your information with companies if necessary to deliver services on our behalf. For example service providers (e.g. ResDiary for the provision of online bookings).

You may choose to restrict the collection or use of your personal information at any point. Please refer to the Your Choices section of this Privacy Policy for details.

How and where do we store data?

We only keep your personal data for as long as we need to in order to use it as described in this privacy policy, and/or for as long as we have your permission to keep it.

For reservations taken through ResDiary software, your data will only be stored in the UK.

ResDiary data is stored securely in data centres managed by Rackspace.

Your choices

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not pass your details to any third parties for marketing purpose. Furthermore, you can change your marketing preferences at any time by contacting us by email at [info@thecliffhouse.co.uk](mailto:info@thecliffhouse.co.uk)

You have a right to request a copy of the personal information that The Cliff House holds about you and have any inaccuracies corrected. Any such requests should be made to this email address: [info@thecliffhouse.co.uk](mailto:info@thecliffhouse.co.uk)

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it. We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

Security

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our Site.

What happens if our business changes hands?

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part. The new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us. In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes.

Changes to this statement

The Cliff House may occasionally update this Privacy Policy to reflect company and customer feedback. The Cliff House encourages you to periodically review this statement to be informed of how The Cliff House is protecting your information. This policy was last updated in April 2018.

#### Contact Information

The Cliff House welcomes your comments regarding this Privacy Policy. If you believe that The Cliff House has not adhered to this Privacy Policy, please contact The Cliff House at [info@thecliffhouse.co.uk](mailto:info@thecliffhouse.co.uk) We will aim to use commercially reasonable efforts to promptly determine and remedy the problem.