

Bonnie Gull Ltd - Privacy Policy

At Bonnie Gull Ltd, we are committed to looking after our customers' data. We collect and process only data that is necessary to provide the best service to our guests, and never sell, rent or trade lists to other businesses. We have policies and procedures in place to maximise the security of the data, and ensure that any partners we work with to collect or process your data (for example when booking a table) do this too.

Types of data we collect

Reservations

When customers make a reservation via our online booking system (Resy), we collect basic contact details (such as name, phone number and email address) as well as additional information to support the reservation.

To view the Resy privacy policy - <https://resy.com/privacy>

Active customer data is held and processed as is required to fulfil the reservation.

Event Clients

When an individual contacts us in the course of establishing a contract for private hire we collect basic contact details (such as name, address, phone number and email address) either from the website, over the phone or via email, which enables us to fulfil the contract of service.

This data is held for three years after the event booking on the grounds of legitimate interests to deliver customer service in the case of a repeat booking.

Marketing Communications / Newsletters

Customers who have opted into receiving email communications, will be notified of upcoming offers and events in which they may be interested. We never rent or trade email lists with other organisations.

We use a third-party provider, MailChimp, to deliver our e-newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve future communications. For more information, please see [MailChimp's privacy notice here](#). You can unsubscribe from these mailings at any time by clicking the unsubscribe link at the bottom of any of our emails.

Ticketing Data

In addition to members booking tickets for paid and unpaid events, these are sometimes available for guests to book tickets for, in which case their name, address and email address may be collected. This data is not used for any purpose other than for the record of the transaction.

Website Cookies

What are cookies?

A cookie is a small text file that a website saves on your computer or mobile device when you visit the site. It enables the website to remember your actions and preferences (such as login details) over a period of time, so you don't have to keep re-entering them whenever you come back to the site or browse from one page to another.

How do we use cookies?

We may obtain information about your general internet usage by using a cookie file which contains information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- to estimate our audience size and usage pattern;
- to store information about your preferences, and so allow us to customise our site according to your individual interests;
- to recognise you when you return to our site.

How to control cookies?

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Google Analytics

When someone visits www.bonniegull.com we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone individually.

Third Parties

We never sell to, or share your information with, other organisations for them to use for their own purposes. The only organisations we share your data with are IT partners involved in hosting and support, reservation systems. All these partners have undertaken to abide by relevant data protection laws and to treat your information as carefully as we would.

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold, subject to legal and contractual constraints. Please email your request to our data protection team info@bonniegull.com.

You have the right to lodge a complaint with the Information Commissioners Office (ICO) if you believe your data has been processed in a way that does not comply with the GDPR.

You can do so by calling the ICO helpline on 0303 123 1113 or via their website, www.ico.org.uk.

Changes to this Privacy Policy

This policy may be updated from time to time. Should we make major changes to our Privacy Policy, we will post a prominent announcement on our website. The date of this privacy policy is 15th May 2018.