

The Star Inn The City,
Lendal Engine House, Museum
Street, York YO1 7DR



tel: 01904 619208
email: info@starinnthecity.co.uk
website: www.starinnthecity.co.uk

The Star Inn
THE CITY
* YORK *

The Star Inn The City Privacy Policy

We are committed to being transparent about how we collect and use the personal data of our customers, and to meeting our data protection obligations. This policy sets out the organisation's commitment to data protection, and individual rights and obligations in relation to personal data.

This policy applies to the personal data of customers or other personal data processed for business purposes. This policy does not apply to the personal data of job applicants, employees, workers, contractors, volunteers, interns, apprentices and former employees, referred to as HR-related personal data.

We may need to make changes to this privacy policy from time to time to take account of changes in law or the needs of our business. Please refer back to this page regularly to see any changes or updates to this policy.

LEGAL BASIS FOR PROCESSING PERSONAL DATA AND INFORMATION

The legal bases we principally rely upon in order to process personal data and information that:

- is necessary for the performance of a contract between us for the provision of services or in order to take steps at your request prior to entering into such a contract;
- is necessary for the purposes of the legitimate interests of pursuing and developing our business, where such interests are not overridden by your rights or interests.

Occasionally we may also rely upon the following legal bases for processing:

- it is necessary for us to comply with a legal requirement;
- it is necessary to protect your vital interests or those of another individual;
- you have given your consent to the processing.

WHAT DO WE USE OUR CUSTOMERS' PERSONAL DATA AND INFORMATION FOR?

We intend to use your personal data and information for the following purposes:

- to assist you with your enquiries;
- to fulfil your bookings and/or to provide services or facilities you request from us;
- to collect payment from you;
- to administer and manage our relationship with you;
- where you have made a reservation with us, to send you information before your visit to confirm the reservation and to provide you with other information relating to your reservation which we think you may find of interest;
- to send you marketing and promotional material where we think this may be of interest to you and to assess the success and/or effectiveness of any marketing campaigns;
- where required by law;
- where necessary to protect your health or wellbeing or that of another individual;
- such other actions as are necessary to manage our activities, and to enforce or defend our rights and/or interests.

WHAT HAPPENS IF YOU DO NOT PROVIDE US WITH THE INFORMATION WE REQUEST OR ASK THAT WE STOP PROCESSING YOUR INFORMATION?

If you do not provide the personal information necessary, or withdraw your consent for the processing of your personal information, where this information is necessary for us to provide services to you, we will not be able to provide these services to you.

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WHAT CUSTOMERS PERSONAL DATA DO WE COLLECT?

The personal data and information we collect may include:

- **Contact Details:** First and last name, phone number, email address and in some cases address, postcode;
- **Communications:** What we learn about you from communications and conversations between us including reservations and information necessary to fulfil your special requests, feedback, gift cards, a summary of any problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving an issue submitted to our customer support;
- We may also collect information about any medical or health conditions (such as disabilities, dietary or allergy information) in order to protect your wellbeing. By freely providing us with such information, you explicitly consent to us processing such information;
- **Technical:** Details on the devices and technology you use, including your location;
- **Financial:** Your credit/debit card details, billing address, and bank account information;
- **Contractual data:** Details about any products or services that we may provide for you;
- **CCTV:** Information provided through CCTV recordings at our restaurants.

If you provide the personal information of anyone other than yourself (e.g. your family members or friends), you are responsible for informing that person that we are collecting their personal information and for ensuring that you have valid permission to provide such personal information to us.

HOW IS OUR CUSTOMERS' PERSONAL DATA AND INFORMATION COLLECTED?

We may collect, use, store and transfer different kinds of personal data and information about you which you provide to us through: the online form on our website (including in relation to contacting us), booking a table, dining in our restaurant, buying a gift voucher and/or joining our marketing email list, telephone or email communication, and information we receive from other sources, including third-party platforms such as Opentable or Vouchable.

HOW LONG DO WE KEEP YOUR PERSONAL DATA AND INFORMATION FOR?

We will only retain your personal data and information for as long as necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data and information, we consider the amount, nature, and sensitivity of the personal data and information, the potential risk of harm from unauthorised use or disclosure of your personal data and information, the purposes for which we process your personal data and information and whether we can achieve those purposes through other means, and the applicable legal requirements.

DATA SECURITY

We have put in place appropriate security measures to prevent your personal data and information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data and information to those employees and other third parties who have a business need to know. They will only process your personal data and information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data and information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

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YOUR RIGHT TO ACCESS YOUR PERSONAL DATA AND INFORMATION AND YOUR OTHER RIGHTS

By law, you have a number of rights when it comes to your personal information:

1. Right to be informed; 2. Right of access; 3. Right to rectification; 4. Right to erasure; 5. Right to restrict processing; 6. Right to data portability; 7. Right to object; 8. Rights related to automated decision-making including profiling.

Further information and advice about your rights can be obtained from the UK data protection regulator, Information Commissioner's Office.

If you have any questions about this privacy policy, including any requests to exercise your legal rights, please contact us by post or email:

Address: The Star Inn The City, Lendal Engine House, Museum Street, York, YO1 7DR;

Email: managers@starinnthecity.co.uk

SHARING YOUR PERSONAL DATA AND INFORMATION WITH OTHERS

We may disclose personal data and information or information which we hold about you:

- to companies forming part of our group;
- to third parties who provide services to us (including, but not limited to our: IT service providers, booking software provider, email and marketing service providers, secure credit card processor, guest wi-fi provider);
- to professional advisers including lawyers, bankers, auditors and insurers;
- to HM Revenue & Customs, regulators and other authorities who require reporting of processing activities in certain circumstances.

In the event that we sell any business or assets, or seek investment into our business, we may disclose personal data and information we hold about you to the prospective and actual buyer of such business or assets or investors. If a change happens to our business, then the new owners may use your personal data and information in the same way as set out in this Privacy Policy. In the unlikely event of our insolvency, winding up or liquidation, we may also disclose personal data and information we hold about you to a successor in interest.

We will not disclose personal data and information we hold about you to any other third parties except where required by law, or where the disclosure is 'necessary' for purposes of national security, taxation and/or criminal investigations, or we have your consent.

We may require pre-payments (including but not limited to: set menus, large group booking, experiences and event tickets). If a pre-payment is required to secure your booking, you will need to enter your credit card details for us to charge the relevant deposit in line with our table booking cancellation policy, which will be presented to you the point of booking. Payment processing services are provided by Stripe. By inputting your email (where required) and payment card details, you are consenting to the use of such details by Stripe the operator, and us for the purpose of securing your booking and charging your card.

TRANSFERRING YOUR PERSONAL DATA AND INFORMATION OUTSIDE THE UK

We do not generally transfer any personal data and information we hold about you to a country outside the UK. However, some of our appointed third-party providers and their sub-processors (including, but not limited to: booking software provider OpenTable, and payment processor, Stripe) may be based in the US or other countries and where necessary may hold personal data and information. Where this is the case, they are obliged to ensure that there is equivalent protection for your Personal Information as would be the case within the UK.