

# Privacy Policy

## Keeping your data safe

Frutti di Bosco Ltd T/A Mora Restaurant takes your privacy seriously and is committed to being fair and transparent about how it collects and uses that data and in meeting its data protection obligations. This Privacy Notice sets out how we collect, process and store your personal data as well as your rights in relation to your personal data. If you have any queries, or would like any further information relating to this Privacy Notice or about exercising any of your rights, please contact us on [info@moraitalianrestaurant.co.uk](mailto:info@moraitalianrestaurant.co.uk)

## What personal data do we process?

We process personal data of our customers or visitors to our websites for a number of different purposes, which are explained below.

"Personal data", or "personal information", means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

## Restaurant Reservations

The following personal information is required in order for us to make a reservation at our restaurants:

- Booking Name
- Telephone Number and/or Email Address

In order to provide exceptional customer service and to improve your dining experience, we may also collect and process additional personal information, including the following:

- Special occasions - birthdays, anniversaries, etc.
- Seating preferences
- Allergies or food intolerances
- Food & beverage preferences
- Personal connections to other customers or staff
- General preferences
- Previous booking history
- Any publicly available information - ie job title, company where you work, name of spouse, photograph
- Encrypted credit card information
- Mobility requirements

## Purchase of Gift Vouchers

The following personal information is collected and processed by us in order to process Gift Voucher orders:

- Name

- Postal address and billing/delivery addresses (if different)
- Telephone number
- Email address
- Credit/Debit Card details
- Name of recipient (if a gift)
- Delivery address, telephone number and email address of recipient (if a gift and if applicable)

This personal information may be collected/shared with Paypal for online purchases. For more information, please see Paypal's privacy notice.

### **Tickets to our Events**

The following personal information is collected and processed by us or through Eventbrite in order to process ticket orders to our special events:

- Name
- Postal address and billing/delivery addresses (if different)
- Telephone number
- Email address
- Credit/Debit Card details
- Name of recipient (if a gift)
- Delivery address, telephone number and email address of recipient (if a gift and if applicable)

When you purchase a ticket through Eventbrite your details will be stored in their system. You may, of course, purchase tickets in person at our restaurant without supplying the aforementioned personal data to them. Please be assured that we do not share your personal details with any other company without your consent

### **How do we capture your personal data?**

Reservations, gift voucher and ticket orders can be made in the following ways:

- Online
- Phone
- Email
- In person
- Via a third party (person or company), such as a Eventbrite

Personal data which is collected is then stored by us and processed in the corresponding business system in order for us to be able to provide the relevant goods and services to you.

We may also use, collect and process publicly available information that we believe could be relevant to your reservations, bookings, orders or other interactions with us (like Search Engines or Social Media). In these circumstances, your Personal Information may be said to have been passively collected (that is, gathered without you actively providing the information).

We do not knowingly collect personal information from children under age 13. If we learn that we have collected personal information from a child under age 13 without parental consent, we will take steps to delete that personal information as soon as possible.

Where we need to collect personal data by law, or under the terms of a contract we have with you and you do not provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

### **What is your personal data used for?**

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- Confirm/Amend/ Cancel bookings or orders you have placed
- Tailor-make your event/order to your exact requirements, provide exceptional customer service and improve your experience
- Communicate with you in regards to future or past bookings /orders you have placed
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests
- Where we need to comply with a legal or regulatory obligation.

### **Marketing and Communications**

We would like to send you marketing communications from time to time to inform you about our events as a previous participant to other events in our restaurant, in the form of email newsletters. We gathered your details through your Eventbrite orders and feedback forms we asked you to fill out at the end of the previous events you attended.

We use a third-party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see MailChimp's privacy notice. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails.

### **Cookies**

Cookies are used on our site to measure the site activity, so we can identify which pages are visited most frequently, to improve your experience and provide the core functionality of some features. You can set your browser to stop cookies or to let you know when cookies are being sent, however this will disable the function of a lot of the site and will prevent you from making a purchase.

### **Third Party Links**

Our website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

## **External Third Parties**

Your personal data will only be accessed by those who have a genuine business need to know it. This may on occasion mean that your personal information will be shared with a trusted third party in the course of fulfilling our contractual obligations to you, for example:

- Izzette –restaurant payment processing system
- Paypal - Online payment processing
- Eventbrite – Ticket sales
- Professional advisers - acting as processors or joint controllers, including lawyers, bankers, auditors and insurers based in the UK who provide consultancy, banking, legal, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities, acting as processors or joint controllers, based in the UK

Where we engage third parties to process personal data on our behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

We do not purchase personal data from third parties.

## **How do we protect your personal data?**

The security of your data is equally as important to us as it is to you. With this in mind we will treat your data with the utmost care and take all necessary steps to protect it.

Our websites use encrypted 'https' technology and access to your personal data is password protected, and sensitive data (such as payment card information) is secured by SSL encryption and tokenisation.

Please note that the transmission of information via the internet is not completely secure. Although we do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our website; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

## **How long do we keep your personal data?**

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

Where we have identified a legitimate business interest, we will hold your personal data securely for an indefinite period in order to communicate with you regarding our products and/ or services that may be of interest to you.

You may change your preferences at any time or unsubscribe by clicking on the link provided on our communications. You may also exercise your right to unsubscribe at any time by contacting us.

## Your rights

You have various rights with respect to our use of your personal data, these include:

- access and obtain a copy of your data on request
- require the organisation to change incorrect or incomplete data
- require the organisation to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing
- object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing
- ask the organisation to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data

If you would like to exercise any of these rights, please contact us via email at [info@moraitalianrestaurant.co.uk](mailto:info@moraitalianrestaurant.co.uk).

If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

This privacy policy was last updated in May 2018.