

# CHOMP

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## Privacy and Security

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### 1 Information we use, how & why

When making a reservation by phone or online with Chomp, we ask for information such as your name, email address & telephone number in order to verify who you are and contact you if necessary.

We only rely on your consent where we wish to use your personal data to contact you for marketing purposes. We only contact you for marketing purposes where you have given us permission to do so, and you can opt-out at any time. Where you opt out, we will no longer contact you until you ask us to, and we will not prompt you to do so.

When you pay your restaurant bill we retain some of your payment card information on credit card terminal receipts. This credit card data is stored securely and automatically shredded after a maximum of 3 years, and cannot be used again without your consent.

### 2 Privacy Policy

We will never pass your e-mail address to any other organisation. If you would like to opt in or out of future mailings please let us know

### 3 Security & Data Protection

Information provided when booking online will be received at the mailbox [reservations@chompgrill.co.uk](mailto:reservations@chompgrill.co.uk). Once a booking is confirmed this information will also be transferred to our bookings management system, hosted by third party provider Touch Bistro. Once the reservation date has passed all data is considered obsolete and deleted.

We are registered with the ICO to process your personal data in the manner set out in this policy.

We process your personal data solely for legitimate business purposes and we take only the personal data you freely give to us when making a reservation, or by paying for our food and drinks at Chomp. We consider that all personal data we obtain from you in relation to your reservations and payment for our services are reasonable and necessary.

You may exercise your rights under section 4 at any time, which includes withdrawing your consent to our processing of your data. However, where this withdrawal prevents us from verifying your identity, you won't be able to make a reservation with us.

CCTV is in use at Chomp for the protection of our staff and property, and for the prevention and detection of crime.

### 4. Your rights

4.1 In relation to all of your personal data, you have the following rights (in addition to any rights you may have under the Act or the Regulation) to ask us:

4.1.1 not to process your personal data for marketing purposes;

4.1.2 to clarify what data we hold about you, how it was obtained, to whom it has been disclosed and for how long it will be stored;

4.1.3 to amend any inaccurate data we hold about you;

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4.1.4 to delete any of your data (where you no longer think we need to hold it, or you think we have obtained or processed it without your consent at any time); and

4.1.5 to only process your personal data in limited circumstances, for limited purposes.

4.2 We have the capacity to extract your personal data from our databases and provide it to you in a structured, commonly-used way (typically by .csv file).

4.3 If you wish to exercise any of your rights at any time, please contact us on the details contained at the beginning of this policy in the first instance. We will require you to verify your identity to us before we provide any personal data, and reserve the right to ask you to specify the types of personal data to which your request relates.

4.4 Where you wish to exercise any of your rights, they may be subject to payment of a nominal administration fee (to cover our costs incurred in processing your request) and any clarification we may reasonably require in relation to your request. Such fees may be charged where we consider (acting reasonably) that your request is excessive, unfounded or repetitive.

If you have any queries about the personal and account information we are holding in your name, please contact us, and we will be more than happy to review your file and update your records. You can contact us by email or telephone:

Email: [hello@chompgrill.co.uk](mailto:hello@chompgrill.co.uk)

Telephone: 07872 354375