



ARTISAN KITCHEN & BISTRO

### **Our contact details**

Name: Reggie's Artisan Kitchen and Bistro

Address: 45 Chester Street, Wrexham LL13 8BA

Phone Number: 01978 803003

E-mail: [info@reggieswxm.co.uk](mailto:info@reggieswxm.co.uk)

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for one of the following reasons:

1. Providing services: We collect personal information directly from individuals to provide services such as table bookings. This may include collecting names, contact details, and other necessary information to fulfil service requests.
2. Sending newsletters and offers: We collect personal information directly from individuals to send newsletters and offers about our products or services. This may include collecting email addresses and other contact details for marketing purposes.

We also receive personal information indirectly, from the following sources in the following scenarios:

Through website plugins: We use plugins on our website to analyse visitor traffic and improve user experience. Sometimes, these plugins may collect indirect personal information such as IP addresses to provide us with statistics on the number of visitors. This helps us understand how our website is being used and make improvements accordingly.

### **We use the information that you have given us in order to:**

1. Communication: Using personal information to communicate with customers regarding bookings, feedback, and any necessary correspondence.

2. Website analytics: Utilizing personal information, such as IP addresses, for website analytics to understand user behavior, improve website functionality, and optimize user experience.

3. Marketing and promotions: Collecting personal information for marketing purposes, such as sending promotional emails or newsletters about website development services and special offers.

4. Customer support: Using personal information to provide customer support and address any inquiries or issues related to website development services.

**We may share this information with:**

1. Hosting Provider: Personal information may be shared with our hosting provider for the purpose of hosting websites and ensuring their availability on the internet.

2. Analytics Services: Personal information may be shared with analytics services providers for the purpose of analysing website traffic, user behaviour, and overall website performance.

**Purpose of sharing:**

· The personal information is shared with the hosting provider and analytics services for improved website performance and for website development purposes.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

Your consent. You can remove your consent at any time. You can do this by contacting [info@reggieswxm.co.uk](mailto:info@reggieswxm.co.uk)

· Contractual obligation: Processing is necessary for the performance of a contract to which the data subject is a party. Personal information is collected and processed to fulfill contractual obligations with our clients for website development services.

**How we store your personal information**

Your information is securely stored using cloud storage.

**Retention period:**

The personal information collected during website development projects is retained for the duration necessary to fulfil the purposes outlined in our contracts with clients and to comply with legal obligations. Once the information is no longer needed, it will be securely deleted or anonymized in accordance with our data retention policies.

**Disposal process:**

When personal information is no longer required for the purposes for which it was collected, it is securely deleted from our cloud storage systems. Our disposal process includes thorough data sanitization procedures to ensure that the information is irrecoverable.

## **Your data protection rights**

Under data protection law, you have rights including:

- Your right of access – You have the right to ask us for copies of your personal information.
- Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.
- You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [info@reggieswxm.co.uk](mailto:info@reggieswxm.co.uk) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [info@reggieswxm.co.uk](mailto:info@reggieswxm.co.uk).

You can also complain to the ICO directly at [www.ico.org.uk](http://www.ico.org.uk)