

BELLA RESTAURANT PRIVACY POLICY

BELLA RESTAURANT is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. We take your privacy seriously and comply with the The Data Protection, Privacy and Electronic Communications (Amendments etc) (EU Exit) Regulations 2019

This policy outlines how we aim to achieve this and includes the information collected when:

- you use our website (bellarestaurant.co.uk).
- you make enquiries through our website.
- you subscribe to our website

Definition of Personal Data

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

Ensure you understand this policy in its entirety and take your time to read it.

Who are we?

BELLA RESTAURANT is an Italian Restaurant based in Wolverhampton.

Our registered address is: 82 Chapel Ash, WV3 0TY, Wolverhampton, West Midlands.

How do we collect information from you?

We collect information from you:

- when you make a booking.
- when you visit our restaurant (preferences, allergies etc.).
- make an enquiry.
- when you sign up to marketing emails.

What type of information is collected from you?

You may be asked to submit personal information about yourself when you make an order. We will collect this information so we can fulfil your request.

When you make an enquiry BELLA collects information such as:

- title name
- telephone number (used for booking confirmation)
- e-mail address (used for booking confirmation and post-dining feedback emails)
- credit/debit card information for payments over the telephone
- company name (when applicable)
- dietary requests
- marketing preferences (whether you opt-in or opt-out)

When you dine at BELLA:

- marketing responses (where applicable)
- survey responses
- current and past restaurant reservation details

When you access our site

There is "Device Information" about your computer hardware and software that is automatically collected by BELLA. This information can include:

- device type (e.g. mobile, computer, laptop, tablet)
- cookies
- operating system
- IP address
- browser type
- browser information (e.g., type, language, and history)
- domain names
- access times
- settings
- referring website addresses
- other data about your device to provide the services as otherwise described in this policy.

Location information:

If you use our website, we may receive your generic location (such as city or neighbourhood).

Careers:

You may submit your CV if you're interested in working for us to bellarestaurantlimited@gmail.com. This information may include:

- personal details
- employment details
- education
- salary history
- other relevant details

We will use this information to assess your application. We may also keep it in our records for future reference. Please get in contact if you would no longer like us to hold your records at bellarestaurantlimited@gmail.com.

How is your information used?

Our use of your personal data will always have a lawful basis, either because it is necessary to complete an order, because you have consented to our use of your personal data, or because it is in our legitimate interests.

We require the information outlined in the previous section to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- Send you service emails (confirmation and post-dining feedback).
- Improve our products and services.
- Send marketing communications if you have opted in to receive them.
- We may use the information to customise the website according to your interests.

Who has access to your information?

We will not sell, distribute, or lease your personal information to third parties. Any personal information we request from you will be safeguarded under current legislation.

We will only share your information with companies if necessary to deliver services on our behalf. For example service providers, third-party payment processors, and other third parties to provide our Sites and fulfil your requests, and as otherwise consented to by you or as permitted by applicable law.

You may choose to restrict the collection or use of your personal information at any point.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, as such sites are not governed by this Privacy Statement. You should exercise caution and look at the Privacy Statement applicable to the website in question.

How and where do we store data?

We only keep your personal data for as long as we need to in order to use it as described in this privacy policy, and/or for as long as we have your permission to keep it.

For order taken through phone, your data will only be stored on our register and deleted after your visit.

For enquiries through our website refer to Wix Terms & Conditions.

We do not hold any credit card details on site. Once payment is taken, all credit card details are destroyed and are no longer accessible to any staff member or our credit card processor.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

Your choices

What are your data protection rights?

Our Company would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request BELLA for copies of your personal data.

The right to rectification – You have the right to request that BELLA correct any information you believe is inaccurate. You also have the right BELLA to complete information you believe is incomplete.

The right to erasure – You have the right to request that BELLA erase your personal data, under certain conditions

The right to restrict processing – You have the right to request that BELLA restrict the processing of your data, under certain conditions.

The right to object to processing – You have the right to object to BELLA's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Bella transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you would like to exercise any of these rights, please contact us at our email bellarestaurantlimited@gmail.com

Call us at: 01902 427555

Or write to us: Bella Restaurant, 82 Chapel Ash, WV3 0TY, Wolverhampton

Security

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our site.

Use of 'cookies'

Like many other websites, we use cookies. We use them to help you personalise your online experience.

A cookie is a text file that is placed on your hard disk by a web page server which allows the website to recognise you when you visit. Cookies only collect data about browsing actions and patterns, and do not identify you as an individual.

We use cookies for the following purposes:

- **Authentication, personalisation and security:** cookies help us verify your account and device and determine when you log in, so we can make it easier for you to access the services and provide the appropriate experiences and features. We also use cookies to help prevent fraudulent use of login credentials.
- **Performance and analytics:** cookies help us analyse how the services are being accessed and used, and enable us to track the performance of the services. For example, we use cookies to determine if you viewed a page or opened an email. This helps us provide you with information that you find interesting. We also use cookies to provide insights regarding your End Users and your sites' performance, such as page views, conversion rates, device information, visitor IP addresses, and referral sites.
- **Third Parties:** Third Party services may use cookies to help you sign into their services from our services. We also may use third-party cookies, such as Google Analytics, to assist with analysing performance. Any third party cookie usage is governed by the privacy policy of the third party placing the cookie.
- **Opting Out:** You can set your browser to not accept cookies, but this may limit your ability to use the services.

For more info refer to Cookies Policy of Wix.

What happens if our business changes hands?

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part. The new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

In the event that any of your data is to be transferred in such a manner, you will be contacted in advance and informed of the changes. [When contacted you will be given the choice to have your data deleted or withheld from the new owner or controller.]

Changes to this statement

BELLA will occasionally update this Privacy Policy to reflect company and customer feedback. BELLA encourages you to periodically review this statement to be informed of how BELLA is protecting your information. This policy was last updated in MARCH,2020.

Contact Information

BELLA welcomes your comments regarding this Privacy Policy. If you believe that we have not adhered to this Privacy Policy, please contact us at bellarestaurantlimited@gmail.com. We will aim to use commercially reasonable efforts to promptly determine and remedy the problem.