



PERSONAL DATA POLICY

*Published in accordance with
the GDPR regulations
for use from 25th May 2018.*





The information contained within this document is published in accordance with the GDPR regulations *for use on or from 25th May 2018*. All information is correct at the date of publishing excluding errors and omissions. If you have any questions concerning the information contained within this document please feel free to contact us at: WH Pubs Head Office, The Little Brown Jug, Chiddingstone Causeway, Tonbridge, Kent TN11 8JJ



OUR PROMISE

WH Pubs are committed to maintaining the trust and confidence of our visitors to both our pubs and our web sites. As part of this we want you to know that: WH Pubs has never and will never sell, rent or trade personal contact details with other companies and businesses for marketing or other purposes. We securely store all data which you are free to request and remove yourself from at any time. We will only get in touch with genuine events, news and offers that directly relate to you and our pubs.



WHAT THIS DOCUMENT COVERS

The information given in this policy document covers all WH Pubs, and our individual pubs, and head office for personal data usage procedure. The statements are separated out into headings and pertain to all aspects of our company where your data may be held, transferred or used by us and how it effects you in relation to GDPR regulations and your rights.



OUR SISTER SITES

WH Pubs are a small, family run pub company and we know that many of our customers like to visit more than one of our pubs and as such they like to know what's taking place at our other sites, we do this via our monthly 'What's On' email, but in addition to this we also email our sister sites which are located close by when we have a significant event taking place.



RESTAURANT BOOKINGS

When a diner books with one of our pubs via telephone or in person, we ask for: name, contact number and email address. This information is necessary to be able to contact the diner should the need arise. The telephone number is required in the event of any changes and the email address to send a confirmation email as a record of booking details: the correct date, time, number of guests, and venue name/ location. In providing this information the diner agrees to the booking terms and conditions which they will be made aware of as part of this process. At the point of collecting information the diner will also be given the option to opt 'in' or 'out' of receiving emails from that WH Pubs establishment about future events news and promotions. Diners can opt out at anytime after this point via the unsubscribe on our marketing emails or can send an email to: georgie.douthwaite@whpubs.co.uk. Diners information will be stored on the booking system with the purpose of speed/ease of bookings for return customers. We may also send you information including; technical notices, security alerts, and support & administrative messages.



USING OUR WiFi

WiFi is provided free of charge at all of our pubs, however a condition of use is that you subscribe to our mailing list which is clearly marked as an opt-in in the terms of use before you can connect to the service. If you opt-in your information will be stored in our protected CRM database and within our email marketing partner's *Zonal. You have the option to opt out of the WH Pubs mailing list you at any time. When you use our WiFi we collect general data about your session by; access time, frequency and location, so that we can gauge popular times of day and frequency at our pubs. We do not track which websites or pages you view whilst connected to our WiFi.

* Please see Zonal's privacy notice on the 'Service Provider Partners' page for details of their data handling procedures.



VISITING OUR WEBSITES

When you visit www.whpubs.co.uk or one of our pub websites we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to various parts of a site and the time spent viewing pages. This information is processed in a way which does not identify a specific user it is measured as traffic. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. In addition to this our websites do use *Cookies at certain points to identify and store preferences so that we can customise your experience and speed up specific procedures.

** Cookies are commonly used across the internet to record information and provide a tailored experience, for example; When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/device/phone, the next time you visit that site it checks to see if it has a cookie that is relevant (that is, one containing the site name) and sends the information contained in that cookie back to the site. The site then 'knows' that you have been there before, and in some cases, tailors what you see to take account of that fact. For instance, it can be helpful to vary content according to whether this is your first ever visit to a site or your 50th.*



MAILING LISTS

As part of the registration process for our promotional emails, we collect personal information. We use that information for a couple of reasons: to tell you about things, events & offers which are relevant to you; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We use a third-party provider, Campaigns Plus, a Zonal System, to deliver our emails. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve the information you receive. For more details please see *Zonal's privacy notice, a link to this can be found on the 'Service Provider Partners' page in this document. 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 or by emailing our head office at: georgie.douthwaite@whpubs.co.uk

* Please see Zonal's privacy notice on the 'Service Provider Partners' page for details of their data handling procedures.



DATA STORAGE AND MANAGEMENT

We store your data on our secure servers for security, performance and marketing purposes where appropriate, and where consent is expressly given. Limited data may be transferred as needed to other systems managed by us to perform specific tasks such as sending marketing emails.

If you request that we delete all your data, it may be necessary for us to store a one-way cryptographically secure hash of your email address to ensure your details are fully purged. It is impossible to determine your email address from the cryptographic hash, but it makes it possible for us to verify that your details need to be removed from our systems.



SERVICE PROVIDER PARTNERS

We do not share your information with anyone, but we do work with some third parties who help us power, create and deliver our services. Their privacy policies can be found below:

Restaurant Booking Service Provider: Opentable

<https://www.opentable.com/legal/privacy-policy>

Design/Interactive/Web Service Provider: Tranzmission Design

http://assets.tranzmission.net/Data_Policy/Statement.pdf

Broadcast Email Provider: Zonal

<http://www.zonal.co.uk/privacy-policy/>



ACCESS TO YOUR PERSONAL INFORMATION

You are entitled to view, amend, or delete the personal information that we hold about you. To make a request please email our head office at: georgie.douthwaite@whpubs.co.uk we may need to validate any request before information is given.



UNSUBSCRIBING

You are entitled to unsubscribe or delete the personal information that we hold about you at any time. If you unsubscribe from any of our mailing lists it may take up to 28 days for you to be fully removed from our systems. After this point you will no longer receive marketing emails from us.

To unsubscribe you can either use the link found on all our email marketing or make a request to our head office at: georgie.douthwaite@whpubs.co.uk we may need to validate any request before information is given.



CCTV USAGE

We use CCTV across all our sites to monitor and maintain a level of safety throughout our establishments. Footage is held securely on site for a maximum of 30 days, with the only exception being if footage is required for a specific incident. Footage may be shared with the police and will be held for as long as necessary. Should you wish to view any CCTV camera footage you believe we hold on you, the full details of which must be sent in a letter requesting access. Once validated that footage will be supplied within 30 days.



CHANGES TO THIS PRIVACY POLICY

We will review our privacy policies on an annual basis every May to ensure we remain compliant and keep our customers/visitors best interests at the forefront.



GETTING IN TOUCH

EMAIL REQUESTS

WH Pubs Head Office:

Please send your email to:

georgie.douthwaite@whpubs.co.uk

POSTAL REQUESTS

WH Pubs Head Office:

The Little Brown Jug
Chiddingstone Causeway
Tonbridge, Kent
TN11 8JJ
T: 01892 871042