

# Restaurant Örne Privacy Policy

## **Our contact details**

Name: Restaurant Orme

Address: 218 Church Road, Urmston, Manchester, M41 9DX

Phone Number: 0161 264 0072

E-mail: hello@restaurantorme.com

## **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) when you make a reservation or make an enquiry
- Email address when you join our mailing list
- Social media details when you contact us
- Card details when you make a booking (these are securely held, we are PCI DSS compliant).

## **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:

- Making reservations at the restaurant
- Booking enquiries
- Posting on social media about your experience at Örne
- Purchasing a gift card

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

- When a gift card is purchased for you by someone else

We use the information that you have given us in order to make bookings, take payment and communicate with you about your booking.

We may share this information when legally obliged to do so.

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

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [hello@restaurantorme.com](mailto:hello@restaurantorme.com)**

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

**(d) We have a vital interest.**

**(E) We have a legitimate interest.**

## **How we store your personal information**

Your information is securely stored.

We keep your personal information for 2 years. We will then dispose your information by deleting personally identifiable information.

## **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 the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, 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 [[hello@restaurantorme.com](mailto:hello@restaurantorme.com), 0161 264 0072 and or Restaurant Orme, 218 Church Road, Urmston, Manchester, M41 9DX] 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 [hello@restaurantorme.com](mailto:hello@restaurantorme.com) for data protection queries.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>