

# Boisdale Ltd and Subsidiary Companies

## Privacy and Cookie Policy

This PRIVACY & COOKIES Policy (the "Policy") has been prepared to meet the requirements of the UK's Data Protection Act 1998 and The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011, (the "Acts") and the 2018 GDPR directive. It relates to the collection, protection, disclosure and use of personal data belonging to individuals who visit [www.boisdale.co.uk](http://www.boisdale.co.uk) (our "Site") and also refers in detail to the "Cookies" we use, what they are and their purpose.

Who we are:

Boisdale operates Restaurants, Bars and Live Music Venues. The following companies are covered by this policy, and herein after are referred to as "Boisdale"

Boisdale Ltd: company registration no. 2703434

Boisdale of Bishopsgate Ltd: company registration no. 4405141

Boisdale of Mayfair Ltd: company registration no. 5168317

Boisdale of Canary Wharf Ltd: company registration no. 7108659

Boisdale International Ltd: company registration no. 6129334

Registered Offices: 15 Eccleston Street, London, SW1W 9LX

About this policy

Boisdale is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This Policy sets out how we will treat any personal information we obtain from you and it is intended to help you understand how we deal with it and how you may remove it. By providing your personal information to us, you agree that we may collect and use the personal information you provide in the ways described in this Policy. If you do not agree with the terms of this Policy after signing up you can ask for your details to be removed by writing to us at Boisdale, 13-15 Eccleston Street, London SW1W 9LX for the attention of the Data Control Manager.

We will use your personal information only for the purposes set out below.

Please note that we may need to update this Policy from time to time to reflect changes in the law. We recommend that you check this page regularly to ensure that you have read the most recent version and that you are happy with any changes.

This Policy was last revised on: 22 May 2018.

### 1. INFORMATION WE MAY COLLECT FROM YOU

- I. It is your choice to provide us with personal information. We may provide you with the option to select whether you would like to receive information from us or from trusted third parties by opting in or out of receiving promotional offers. In some circumstances, you will not have the option to opt out, for example, when we are administering a transaction requested by you, or if we are satisfying a legal requirement.

- II. Ways in which you may be providing us with personal information include, for example,
  - I. registering on our Site;
  - II. registering to receive our Newsletter;
  - III. contacting us with an enquiry;
  - IV. making a booking or reservation;
  - V. forwarding an item to another email address;
  - VI. purchasing a product;
  - VII. purchasing merchandise;
  - VIII. completing a survey which contains your personal information;
  - IX. entering a competition; and/or
  - X. reporting a problem.
- III. The information we will collect from you includes but is not limited to data concerning traffic on our Site, location data, weblogs and other communication data, (whether this is required for our billing purposes or otherwise) and the resources that you access.
- IV. By providing any personal information to us, you fully understand and clearly consent to the transfer, collection and processing of such personal information. Such transfer, collection and processing will comply with the terms of this Policy.

## 2. IP ADDRESSES AND COOKIES

- I. Like many other websites, we use "cookies" to help us gather and store information about visitors to our Site.
- II. We may collect information about your computer, including your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our Site users' browsing actions and patterns and does not identify you as an individual.
- III. A "cookie" is a small text file which is downloaded on to your computer's hard disk when you access certain websites. Cookies allow the website to recognise your computer. A cookie can identify the pages that are being viewed and this can assist us to select the pages that the visitor sees.
- IV. "Session" cookies only exist whilst visitors are online on a particular occasion. These are temporary cookies that aid your journey around the site and remember the preferences you have selected during your session.
- V. "Persistent" cookies, which are not session-based, remain on a visitor's computer, so that you can be recognised as a previous visitor when you next visit our Site. This allows us to collect information about your browsing habits whilst on our site, and this can be useful in assisting us to monitor and improve our services.

- VI. We do not store sensitive information such as account numbers or passwords in "persistent" cookies, and cookies in themselves, do not contain enough information to identify you.
- VII. In addition to using cookies, we might also use GIFs and other web tools, such as Google Analytics, to collect information about your browsing activities whilst on our site. In this respect the information that is provided is similar to the information supplied by cookies, and we use it for the same purposes.
- VIII. Any information that we acquire about you using cookies, GIFs, or other web tools is subject to the same restrictions and conditions as any other information we collect about you, as outlined in this Policy.
  
- IX. 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.

#### THE COOKIES USED ON OUR SITE

- I. \_epvc  
This cookie is set in order to work out whether you have seen and/ or clicked the "dismiss" button in the box that draws your attention to this Policy. This will appear the first time you enter our Site. This cookie is strictly necessary in order to enable you to provide your consent for us to set cookies on your browser.
- II. PHPSESSID, .ASPXANONYMOUS, .DOTNETNUKE, ASP.NET\_SessionId, DotNetNukeAnonymous, Authentication, rvdsfcart|0,

The purpose of these cookies is to store the information provided to us when you log in to our Site. This is strictly necessary for the full functionality and operation of the website. These cookie also stores information so as to keep track of items in your basket when you purchase anything or book any of the Activities via the Site. Without these cookies, services that you have asked for, like shopping baskets, cannot be provided.

- III. Cookies set by Google Analytics:

\_utma, \_utmb, \_utmc, \_utmz

Google Analytics is a web analytics service provided by Google, Inc. By default, Google Analytics sets four performance cookies in order to evaluate your use of the Site, including number of visits, duration of browsing and referring sites, and compiles reports for us on activity on the Site. All information these cookies collect is aggregated and therefore anonymous. Google stores the information collected by the cookie on servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google state that they will not associate your IP address with any other data held by Google. For more information about the way in which Google Analytics uses these cookies please visit the following link:

IV. CraftSessionId.

Our website uses a CMS which anonymously tracks the user's movement around the site to allow us to improve the overall experience.

V. personalization\_id, fr

We use these cookies for twitter and facebook tracking

## 2. HOW TO DISABLE/ ENABLE COOKIES

- I. You have the ability to accept or decline cookies by modifying the settings in your browser.. For example, in Internet Explorer, you can go to Tools and Internet Options, where there is the option to change your settings to disable cookies. However, you may not be able to use all the interactive features of our site if the cookies are disabled.
- II. You also have the ability to delete cookies that have been installed in the cookie folder of your browser and should search for "cookies" in your "Help" function for information on where to find your cookie folder.
- III. In order to delete the PHPSESSID cookie, you may need to contact your system administrator for assistance in re-configuring PHP on your server.
- IV. Unless you have adjusted your browser settings so that it will refuse cookies, our Site will issue cookies when you log on to our Site.
- V. To prevent Google Analytics cookies being set, you may install the Google Analytics Opt-Out Browser Add-On by clicking on this [link](http://tools.google.com/dlpage/gaoptout) - <http://tools.google.com/dlpage/gaoptout> and following the instructions.

## 3. WHAT INFORMATION DO WE COLLECT

You may be asked to submit personal information about yourself when you make a booking. We will collect this information so we can fulfill your booking request and you may dine at our venue.

When you make a booking Boisdale collects information such as:

- title
- name
- e-mail address (used for booking confirmation and post-dining feedback emails)
- home or work address
- telephone number
- company name
- dietary requests
- marketing preferences (whether you opt-in or opt-out)

When you visit at Boisdale:

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

When you visit our website:

There is "Device Information" about your computer hardware and software that is automatically collected by Boisdale. 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.
- If you use our website, we may receive your generic location (such as city or town).

#### 4. WHERE WE STORE YOUR PERSONAL DATA

- I. All information you provide to us is stored on our secure servers.
- II. Any payment transactions will be encrypted using SSL technology. Where we have given you, or where you have chosen, a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share this password with anyone.
- III. The information that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA, who work for us or for one of our suppliers. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy.
- IV. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

#### 5. HOW IS YOUR INFORMATION USED?

Our use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests.

We require the information outlined in the previous section to be collected from you to provide specific services that you request and to provide additional services that may be of interest. We may use your personal information in the following ways:

- I. Ease of Use - To ensure that content from our site is presented in the most effective manner for you and for your computer.

- II. Transactional Purposes - To carry out our obligations arising from any contracts entered into between you and us, to respond to your queries and requests and to maintain your accounts and manage transactions, such as credit card payments for any products or services that you order.
- III. Internal Record Keeping: To Maintain our legal obligations as required by UK Law.
- IV. Communication - To notify you about changes to our service.
- V. Provision of Information - To assess your eligibility, and if eligible, provide you with information.
- VI. Marketing Communications and Analysis - To communicate with you about our products and services if you have opted-in to receive them and for our own internal marketing analysis, for example, to measure the amount of traffic to our Site. 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.
- VII. We will retain your data for an infinite period unless you ask us to unsubscribe you.

## 6. USES MADE OF THE INFORMATION BY THIRD PARTIES

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 may also use your data or permit selected third parties or other businesses within our Group (which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006) to use your data, to provide you with data about goods and services which may be of interest to you, and we or they may contact you about these by post or e-mail.

We will only share your information with companies if necessary to deliver services on our behalf. For example service providers (e.g. Quadranet for the provision of online bookings), third-party payment processors, and other third parties to provide our website and fulfil your requests, and as otherwise consented to by you or as permitted by applicable law.

Any information or statistics relating to our business that we disclose to others will not identify you personally. We may, for example, perform statistical analyses of the behaviour of the users of our Site in order to measure interest in the various areas of our site and to inform advertisers how many consumers have "clicked" on their advertising banners. This information, and any other general information about our users that we share with advertisers and other partners, will not contain personal information about you.

## 7. LINKS TO OTHER WEBSITES

This Policy only covers this Site. If you follow a link from this Site to another website, you must refer to and read the privacy statement on that other website which you visit. Third parties (including Quadranet, Facebook, and Google) whose content appears on our Site may use third-party Cookies, If you follow a link to any of these websites, please note that these websites have their own privacy

policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## 8. DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information:

- I. To third parties to whom you have provided your consent in order that they will be able to prepare or send any communications to you, or to assist us in connection with any of our administrative or business functions, (including, but not limited to delivery, marketing and advertising and credit card and data processing) or in the provision of any of our products to you
- II. In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer.
- III. If Boisdale, or substantially all of its assets, are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- IV. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of Use or Ticket and Admission Terms and Conditions and other agreements; or to protect the rights, property, or safety of Boisdale, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## 9. INTERACTIVE AREAS OF OUR SITE/ BLOGS

- I. Information that you post via social networking (including but not limited to Facebook and Twitter) is generally accessible to, and may be collected by, others and may result in unwelcome communications. For your own safety and security, you should not provide information about yourself on the aforementioned areas of our Site or via social networking.
- II. If you disclose any information via social networking, we do not accept any responsibility or liability for any breach of privacy, loss, damage, effect on your reputation or otherwise whatsoever.

## 10. YOUR RIGHTS

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you, before collecting your data, if we intend to use your data for such purposes or if we intend to disclose your data to any third party for such purposes. You can exercise your right at any time to prevent such processing and change your marketing preferences by emailing us at [groupreservations@boisdale.co.uk](mailto:groupreservations@boisdale.co.uk). You can also contact us at Boisdale, 13-15 Eccleston Street, London SW1W 9LX for the attention of the Data Control Manager

## 11. ACCESS TO INFORMATION

The Acts give you the right to access information we hold about you. Any access request will be subject to a fee of £10 to meet our costs in providing you with such information. If you would like a copy of this information, please write to us at Boisdale, 13-15 Eccleston Street, London SW1W 9LX for the attention of the Data Control Manager

12. If you wish to complain about the use of your data or any aspect of our data management you can contact the Information Commissioners Office, website <https://ico.org.uk/>

#### Contact Information

Boisdale welcomes your comments regarding this Policy. If you believe that Boisdale has not adhered to this, please contact [grouppreservations@boisdale.co.uk](mailto:grouppreservations@boisdale.co.uk). You can also contact us at Boisdale, 13-15 Eccleston Street, London SW1W 9LX for the attention of the Data Control Manager. We will use all reasonable efforts to determine and remedy any problem.