

Last updated:
25th May 2018

The Riverside Theatre & Restaurant PRIVACY POLICY

Welcome to The Riverside Theatre & Restaurant's Privacy Policy.

What does this Privacy Policy Cover?

The Riverside Theatre & Restaurant respects your privacy and is committed to protecting your Personal Data. We want to be transparent with you about how we collect and use your Personal Data in making available our website (“**Site**”) and tell you about your privacy rights and how the law protects you.

With that in mind, this Privacy Policy is designed to describe:

- Who we are and how to contact us.
- Your rights relating to your Personal Data.
- Marketing communications preferences.
- What Personal Data we collect.
- How we use your Personal Data and why.
- What happens when you do not provide necessary Personal Data?
- How we use cookies and other tracking or profiling technologies.
- Who we share your Personal Data with.
- How we keep your Personal Data secure.
- How long we store your Personal Data.
- Our policy on children.
- Third party links.

This Privacy Policy aims to give you information on how The Riverside Theatre & Restaurant collects and processes your Personal Data through your use of this Site, including any data you may provide through this Site.

The Privacy Policy is intended to meet our duties of Transparency under the “**General Data Protection Regulation**” or “**GDPR**”.

We will post any modifications or changes to this Privacy Policy on this page.

Who we are and how to contact us.

Who we are.

The Riverside Theatre & Restaurant is the Controller (for the purposes of the GDPR) of your Personal Data (referred to as either [“**The Riverside**”], “**we**”, “**us**” or “**our**” in this Privacy Policy).

Our address is: Quayside, Woodbridge, Suffolk IP12 1BH.

[We will let you know which entity will be the Controller(s) (for the purposes of the GDPR) of your Personal Data if you ask us to give you this information by contacting us at the details below.]

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How to contact us.

You can contact by emailing: mail@theriverside.co.uk

Our Data Protection Officer

The GDPR requires us to appoint a “Data Protection Officer”, this is a person who is responsible for overseeing and advising us in relation to our compliance with the GDPR (including compliance with the practices described in this Privacy Policy). If you want to contact our Data Protection Officer directly, you can email: riversidewoodbridge@gmail.com

Your rights relating to your Personal Data.

By law you have the right to:

- **Request access to your Personal Data.** This enables you to receive a copy of the Personal Data we hold about you and to check that we are lawfully processing it.
- **Request correction of the Personal Data that we hold about you.** This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure of your Personal Data.** This enables you to ask us to delete or remove Personal Data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your Personal Data where you have exercised your right to object to processing (see below).
- **Object to processing of your Personal Data.** This right exists where we are relying on a Legitimate Interest as the legal basis for our processing and there is something about your particular situation, which makes you want to object to processing on this ground. You also have the right to object where we are processing your Personal Data for direct marketing purposes.
- **Request the restriction of processing of your Personal Data.** This enables you to ask us to suspend the processing of Personal Data about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer of your Personal Data.** We will provide to you, or a third party you have chosen, your Personal Data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw consent.** This right only exists where we are relying on consent to process your Personal Data (“**Consent Withdrawal**”). If you withdraw your consent, we may not be able to provide you with access to the certain specific functionalities of our Site. We will advise you if this is the case at the time you withdraw your consent.

How to exercise your rights

If you want to exercise any of the rights described above, please contact us using the contact details found under the section: “**Who We Are and How to Contact Us**”

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Typically, you will not have to pay a fee to access your Personal Data (or to exercise any of the other rights). However, except in relation to Consent Withdrawal, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive, or, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your Personal Data (or to exercise any of your other rights). This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

Complaints

If you would like to make a complaint regarding this Privacy Policy or our practices in relation to your Personal Data, please contact us at: riversidewoodbridge@gmail.com

We will reply to your complaint as soon as we can.

If you feel that your complaint has not been adequately resolved, please note that the GDPR gives you the right to contact your local data protection supervisory authority, which for the UK, is the Information Commissioner's Office.

Marketing communications preferences.

You can ask us to stop sending you marketing messages at any time contacting us at the email address found in the section "Who We Are and How to Contact Us" **AND/OR** by following the opt-out links on any marketing message sent to you.

Where you opt out of receiving these marketing messages, this will not apply to Personal Data provided to us as a result of strictly necessary "service correspondence/emails" – e.g., emails relating to purchases or subscription renewals.

What Personal Data we collect.

All the Personal Data we collect, both from you and from third parties about you, is outlined in the table below.

Before you read that table, it might be useful to explain what "**Personal Data**" is. The GDPR definition of Personal Data can be found [here](#). Essentially, it boils down to: information about an individual, from which that individual is either directly identified or can be identified.

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It does **not** include 'anonymous data' (i.e., information where the identity of individual has been permanently removed).

However, it **does** include 'indirect identifiers' or 'pseudonymous data' (i.e., information which alone doesn't identify an individual but, when combined with certain additional and reasonably accessible information, could be attributed to a particular person).

Category of Personal Data collected	What this means
[Identity Data]	[First name, surname, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.]
[Contact Data]	[Your home address, work address, billing address, email address and telephone numbers.]
[Financial Data]	[Your bank account and payment card details.]
[Transaction Data]	[Any details about payments to and from you and other details of subscriptions and services you have purchased from us.]
[Marketing and Communications Data]	[Your preferences in receiving marketing from us and your communication preferences.]
[Behavioural Data]	[Inferred or assumed information relating to your behaviour and interests, based on your online activity. This is most often collated and grouped into "segments" (e.g., there may be a segment for men, living in London and aged under 25, who like sports).]
[Technical Data]	[Internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website or use our services.]

Aggregated Data

We also collect, use and share "**Aggregated Data**" such as statistical or demographic data for any purpose. Aggregated Data may be derived from your Personal Data, but once in aggregated form it will not constitute considered Personal Data for the purposes of the GDPR as this data does not directly or indirectly reveal your identity. However, if we combine or connect Aggregated Data with your Personal Data so that it can directly or indirectly identify you, we treat the combined data as Personal Data which will be used in accordance with this Privacy Policy.

No Special Categories of Personal Data

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We do not collect any “**Special Categories of Personal Data**” about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

How we use your Personal Data and why.

We will only use your Personal Data for the purposes for which we collected it as listed below, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

If we need to use your Personal Data for an unrelated purpose, we will update this Privacy Policy and we will explain the legal basis which allows us to do so.

What is our “legal basis” for processing your Personal Data?

- (1) **Contractual necessity** – this means the use of Personal Data for a Purpose is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

- (2) **Necessity to achieve legitimate interests** – this means the use of Personal Data for a purpose is: (a) necessary to achieve legitimate interest; and (b) those legitimate interests are not overridden by the relevant individual’s interests, rights and freedoms. Note: where “legitimate interests” are to be relied on, those interests themselves also need to be described in this Privacy Policy.

- (3) **Compliance with Law** – this means your use of the Personal Data for a particular purpose that is necessary to comply with either a legal or regulatory obligation. Given its limited scope, this is not likely to form the basis of many core operational / commercial functions. However, it may apply in the context of certain regulatory (eg, Tax) reporting requirements.

- (4) **Data Subject Consent** – GDPR consent is a very high bar. It requires freely-given, specific (i.e., per purpose), fully informed, unambiguous, demonstrable and withdrawable consent. Accordingly, a different legal basis should be found for processing Personal Data if possible. If you consider consent to be the most relevant legal basis for a particular purpose, we recommend you contact a member of the Cooley Data Privacy team to discuss further.

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In respect of each of the purposes for which we use your Personal Data, the GDPR requires us to ensure that we have a “legal basis” for that use. Most commonly, we will rely on one of the following legal bases:

- Where we need to perform a contract we are about to enter into or have entered into with you (“**Contractual Necessity**”).
- Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests (“**Legitimate Interests**”). More detail about the specific legitimate interests pursued in respect of each Purpose we use your Personal Data for is set out in the table below.
- Where we need to comply with a legal or regulatory obligation (“**Compliance with Law**”).
- Where we have your specific consent to carry out the processing for the Purpose in question (“**Consent**”).

Generally we do not rely on your Consent as a legal basis for using your Personal Data other than in the context of direct marketing communications.

We have set out below, in a table format, the legal bases we rely on in respect of the relevant Purposes for which we use your Personal Data.

Purpose	Category(ies) of Personal Data involved	Why do we do this	Our legal basis for this use of data
[Account Creation]	[Identity Data Contact Data]	[To register you as a new customer.]	[Contractual Necessity.]
[To process payments for subscriptions to the Sites (and their associated services and functionalities)]	[Identity Data Contact Data Finance Data Transaction Data]	[To process and deliver your order including manage payments, fees and charges.]	[Contractual Necessity.]
[Fraud Prevention]	[Identity Data Contact Data]	[To keep our website, our services and associated systems operational and secure.]	[Legitimate Interests. We have a legitimate interest in ensuring the ongoing security and proper operation of our services, website and associated IT services and networks.]
[Troubleshooting]	[Technical Data]	[To track issues that might be occurring on our systems.]	[Legitimate Interests. It is in our legitimate interests that we are able to monitor and ensure the

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			proper operation of our Sites and associated systems and services.]
[Marketing]	Identity Data Contact Data Marketing and Communications Data	To form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you.	[Legitimate Interests. We have a legitimate interest in providing you with updates on our Sites and related offers where you have purchased or shown interest in similar services from us.]

What happens when you do not provide necessary Personal Data?

Where we ***need*** to process your Personal Data either to comply with law, or to perform the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with the functionalities of the Site).

In this case, we may have to stop you using our Site have with us but we will notify you if this is the case at the time.

How we use cookies & other tracking or profiling technologies.

Cookies.

What are cookies?

We may collect information using “cookies”. Cookies are small data files stored on the hard drive of your computer or mobile device by a website. We may use both session cookies (which expire once you close your web browser) and persistent cookies (which stay on your computer or mobile device until you delete them) to provide you with a more personal and interactive experience on our Site.

We use two broad categories of cookies:

- first party cookies, served directly by us to your computer or mobile device; and
- third party cookies, which are served by our partners or service providers on our Site.

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Cookies we use

Our Site uses the following types of cookies for the purposes set out below:

Type of cookie	Purpose
<i>[Essential Cookies]</i>	These cookies are essential to provide you with services available through our Site and to enable you to use some of its features. [For example, they allow you to log in to secure areas of our Site and help the content of the pages you request to load quickly.] Without these cookies, the services that you have asked for cannot be provided, and we only use these cookies to provide you with those services.
<i>[Functionality Cookies]</i>	These cookies allow our Site to remember choices you make when you use our Site, [such as remembering your language preferences, remembering your login details and remembering the changes you make to other parts of our Site which you can customise] The purpose of these cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you visit our Site.
<i>[Analytics and Performance Cookies]</i>	These cookies are used to collect information about traffic to our Site and how users use our Site. The information gathered via these cookies does not “directly” identify any individual visitor. However, it may render such visitors “indirectly identifiable”. This is because the information collected is typically linked to a pseudonymous identifier associated with the device you use to access our Site. The information collected is aggregated and anonymous. [It includes the number of visitors to our Site, the websites that referred them to our Site, the pages they visited on our Site, what time of day they visited our Site, whether they have visited our Site before, and other similar information.] [We use this information to help operate our Site more efficiently, to gather broad demographic information and to monitor the level of activity on our Site.]
<i>[Social Media Cookies]</i>	[These cookies are used when you share information using a social media sharing button or “like” button on our Site or you link your account or engage with our content on or through a social networking website such as Facebook, Twitter or Google+. The social network will record that you have done this.]

Disabling cookies

You can typically remove or reject cookies via your browser settings. In order to do this, follow the instructions provided by your browser (usually located within the “settings”, “help” “tools” or “edit” facility). Many browsers are set to accept cookies until you change your settings.

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If you do not accept our cookies, you may experience some inconvenience in your use of our Site. For example, we may not be able to recognise your computer or mobile device and you may need to log in every time you visit our Site.

Further information about cookies, including how to see what cookies have been set on your computer or mobile device and how to manage and delete them, visit www.allaboutcookies.org and www.youronlinechoices.com.uk.

Who we share your Personal Data with.

The table below describes who we share your Personal Data with, what we share and why we share it.

Recipients	Category(ies) of Personal Data we share.	Why we share it	Location(s)
[Our Affiliates]	[Identity Data Contact Data]	[Our affiliates help us provide our service and help manage our customer relationships (including providing customer support, customer liaison etc).]	[Within Europe]
[Government departments, regulators and other authorities]	[Identity Data Contact Data]	[Authorities may require reporting of processing activities in certain circumstances]	[Within Europe]

Data transfers

As you can see from the above, we do not transfer your Personal Data to any parties located outside the European Economic Area. This includes our staff, representatives and advisors.

How we keep your Personal Data secure.

We have put in place appropriate security measures to prevent your Personal Data from being accidentally lost, used or accessed in an unauthorized way, altered or disclosed.

We limit access to your Personal Data to those employees and other staff who have a business need to have such access. All such people are subject to a contractual duty of confidentiality.

We have put in place procedures to deal with any actual or suspected Personal Data breach. In the event of any such breach, we have systems in place to work with applicable regulators. In addition, in certain circumstances (e.g., where we are legally required to do so) we may notify you of breaches affecting your Personal Data.

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How long we store your Personal Data.

We will only retain your Personal Data for so long as we reasonably need to use it for the purposes set out above [please see section “**How we use your Personal Data and why.**”], unless a longer retention period is required by law (for example for regulatory purposes).

The table below shows our standard retention practices:

Category of Personal Data	Retention period
[Behavioural Data]	[Two months from the date on which we collected or received it.]
[Marketing and Communications Data]	[One year from the date on which we collected or received it.] OR [For so long as you remain a customer of ours.]
[Contact Data]	[For so long as retention is necessary to fulfil the Purposes/Use for which it is used (see “ How we use your Personal Data and why. ”)]

Our policy on children.

This Site is not intended for children below 16 and we do not knowingly collect data relating to such children.

Third party links.

This Site may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share your Personal Data. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our Site, we encourage you to read the privacy policy of every site you visit.