

Our GDPR Promise

At the Berwick Inn we are committed to maintaining the trust of our visitors to both our pub and web site. As part of this we want you to know that The Berwick Inn 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 the pub.

The information in this policy covers the basics for personal data usage procedures and protection. The statements explain in headings how we as a company use your data in relation to GDPR regulations and your rights

We take Restaurant Bookings

When a diner books 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 and the number of guests. 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 The Berwick inn about future events news and promotions.

Diners can opt out at any time after this point via the unsubscribe on our emails or contacting us via contact@theberwickinn.com

Diner's information will be stored on the booking system with the purpose of speed/ease of bookings for return customers.

www.theberwickinn.com

When you visit www.theberwickinn.com we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to and 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 and 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.

Mailing

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 providers, fishbowl and weebly, 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.

Data Storage

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.

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>

Marketing service and storage provider : Fishbowl

<https://www.fishbowl.com/privacy/>

Emailing & website software : weebly

<https://www.weebly.com/uk/privacy>

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 us at contact@theberwickinn.com 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 use the link found on all our email marketing

Changes to the 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.