

## BRON LAR PRIVACY POLICY

This privacy policy sets out how Bron Lar uses and protects any information that you give us when you make a booking with us or when you use our website.

Bron Lar is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Bron Lar may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1 January 2023.

### **Who is the Data Controller?**

Rian Torres

Bron Lar LLP

Pengar End

Coombe Hill Road

Kingston Upon Thames

England

KT2 7DY

[rian@bronlar.com](mailto:rian@bronlar.com)

+44 7963 692 441

### **What personal data is being processed, for what purpose and on what legal basis?**

When you make a booking with Bron Lar, we collect the following information to enable us to process your booking:

- Name
- Address
- Date of birth
- Email address
- Telephone number
- Debit/Credit card details
- Whether you have any allergies
- Past medical history

Online we collect the following information for marketing purposes including re-marketing and the sending of relevant emails for offers/promotions that may be of interest to you.

- Name
- IP address
- Email address
- Telephone number

Your personal data is being processed under the legal basis of 'legitimate interest'.

The personal data that we collect from you for a booking is for a compelling reason for processing and used only in ways that you would expect; to confirm your contact details and process payment and will have minimal privacy impact.

The data we collect from you for marketing purposes is used to periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided. Your IP address is collected for re-marketing purposes.

We may share limited information that we hold about you (for example, your email address) with third parties that also hold your information or have an existing online relationship with you in order to identify you as our customer and to enable us (or third parties on our behalf) to provide you with relevant Bron Lar marketing online. For instance, we may share your information with social networking sites so that they can identify you as a Bron Lar customer and can tailor the Bron Lar marketing you receive via their sites and products.

Your data will not be subjected to automated decision making.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added, and the cookie helps analyse web traffic or lets you know when you visit a site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in-order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Who is the personal data going to be shared with?**

#### **Third parties**

Booking payments are processed by Revolut, Registered Office Address; 7 Westferry Circus, Canary Warf, London E14 4HD. As part of the booking process Revolut will have access to your debit/credit card details.

Your data will not be shared with any other third parties or transferred outside of the EU.

### **How long is your personal data going to be held?**

If you have 'opted in' to receive our marketing, we will keep your data until you specify that you would like to 'unsubscribe'. You can do this at any point of receiving an email by clicking the 'unsubscribe' link, updating your preferences or emailing us to let us know.

## **What rights do you have in respect of the personal data we hold about you?**

- You have the right to have your personal data rectified, restricted or erased.
- You have the right to have your personal data transferred (ported) to another controller.
- You have the right to access the personal data held about you please contact our Data Controller.

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to our Data Controller.

### **You have the right to object to processing.**

Bron Lar will stop processing personal data for direct marketing purposes as soon as we receive an objection. We will deal with an objection 'Free of Charge'.

### **What happens if I don't provide my information?**

The personal information that we take to confirm a booking (Name, Address, Debit/Credit card details) are a statutory/contractual requirement to secure and make payment for a booking. Failure to provide this data will mean that a booking cannot be made.

If you fail to provide an email address and/or telephone number we will be unable to send the relevant booking confirmation information, we will be unable to contact you should there be an issue with your booking or to make you aware of our company's news or special offers via our marketing.

### **Who you can complain to if you feel your rights are being violated?**

Please send any complaints to our Data Controller.

If you are not satisfied with how Bron Lar has processed your complaint you can report your complaint to the Information Commissioners Office (ICO) on 0303 123 1113.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **Links to other websites**

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

The contents of this statement may be altered at any time, at our discretion. If you have any questions regarding our Privacy Policy please contact us.