

Privacy Policy

1. Who are we?

The Punch Bowl Inn and Restaurant
Crosthwaite, Lyth Valley, Kendal, Cumbria, LA8 8HR

Our website is <http://www.the-punchbowl.co.uk/>

("we" or "us")

This is our Privacy Policy explaining how we collect, use, share, secure and protect your personal data.

We are responsible for holding and managing any personal data you share with us.

We will keep your personal details safe and secure and use the personal information you provide lawfully and as explained in this Privacy Policy

2. What kind of information do we collect from you?

When you contact us to make a booking, we will collect relevant personal details relating to that booking such as your name, address, payment details and any other information needed to satisfy your booking.

We also use "cookies" on our website to monitor usage and marketing sign ups. For more information on cookies and how we use them, please check our Cookie Policy.

3. How do we use your information?

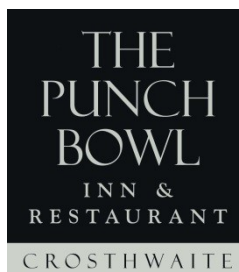
The information you provide may be used to:

- Accommodate your booking and manage your service enquiries
- To keep in touch with you to tell you about any news and information that may be of interest
- To help us contact you with any information you may request
- For evaluating our website usage

4. On what legal basis will we process your information?

We will always lawfully process your personal information. For example:

To Provide a Service



If you book through us, we will use the information you provide to confirm that booking with you. This may include using your name, address and email details, and any payment details.

Legitimate Interest

We may use your name and contact details to tell you about our own news, information and offers that may be of interest to you. In doing so, we will always respect your privacy and you can ask us to stop doing so at any time.

Legal Obligation

We may also use and disclose your personal data for legal compliance purposes or in the instance of crime prevention.

5. Who will you share my information with?

We will never share your personal information with any Third Party without your prior consent.

6. How do you manage my information?

We may occasionally work with third party service providers to help us manage efficient data protection systems within our business.

We will only transfer your personal information to service providers whom help manage our systems if we are satisfied it is lawful and sufficient levels of protection are in place to protect the security of any information being processed.

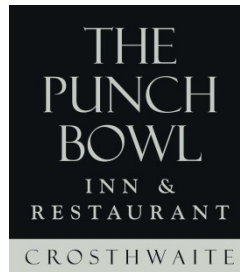
7. Updating / Changing your details?

If you would like to change any of your preferences relating to the way in which we may use your information for direct marketing, you can do so by emailing info@the-punchbowl.co.uk or contacting us at The Punch Bowl Inn and Restaurant at Crosthwaite, The Lyth Valley, Kendal, Cumbria, LA8 8HR or calling 01539568237.

8. Your rights

At any time, you have the right to ask us:

If we hold any personal information
To send you a copy of this information



To delete/ remove your personal information (unless otherwise required by law)

To add any additional personal information if we hold incomplete details

To correct any errors within your personal information

To stop sending you marketing materials

Where we process your personal information on the basis that you have given us your consent to do so then you may contact us at any time to withdraw your consent.

If you wish to receive more details on our Privacy Policy, please contact us at The Punch Bowl Inn and Restaurant at Crosthwaite, Lyth Valley, Kendal, Cumbria, LA8 8HR or email info@the-punchbowl.co.uk

If you have any concerns with our Privacy Policy, you have the right to raise these directly with the UK Information Commissioner's Office:

<https://ico.org.uk/>

9. Do you monitor telephone calls?

We may very occasionally record telephone calls purely for staff training purposes to improve the quality of our service.

10. When do we update this Privacy Policy?

We keep our Privacy Policy under regular review.
April 2019