



## GDPR POLICY

DATA PROTECTION On the 25th May 2018 new data protection rules came into effect.

The General Data Protection Regulation (GDPR) which is designed to enable individuals to better control their personal data. It is hoped that these modernised and unified rules will allow businesses to make the most of the opportunities of the Digital Single Market by reducing regulation and benefiting from reinforced consumer trust.

What is “Personal Data”? “Personal data” is defined in both the Directive and the GDPR as any information relating to a person who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person. So in many cases online identifiers including IP address, cookies and so forth will now be regarded as personal data if they can be (or are capable of being) without undue effort linked back to the data subject. To be clear there is no distinction between personal data about individuals in their private, public or work roles – the person is the person.

You have the right to request that we erase personal data about you that we hold (although this is not an absolute right). You have the right to request that we restrict processing of personal data about you that we hold in certain circumstances.

You have the right to object to processing of personal data about you on grounds relating to your particular situation (also again this right is not absolute). If you are unhappy or wish to complain about how your information is used, you should contact a member of staff in the first instance to resolve your issue. If you are still not satisfied, you can complain to the Information Commissioner’s Office. Their website address is [www.ico.org.uk](http://www.ico.org.uk).

The data protection officer Mr James Burrell is in charge of data protection duties at Good Karma Public Houses Ltd T/A The Queen Victoria.

How Good Karma Public Houses uses Data in a number of ways:

### Reservations:

When customers telephone to make reservations, a telephone number is taken in order should there be either a problem with the table reservation or a requirement to contact the customer in the event of a No-Show or for a deposit (for parties over 6 or more persons). This telephone number will be placed in the reservations diary and destroyed after 3 months. Customers who have no-showed and been unable to be contacted will have their telephone numbers placed in our phone system in order to block the number.

### Newsletters

Customers can sign up to the Newsletter which is published periodically, customer can either complete the online form in order to sign up or give details along with their reservation.

### PDQ Data

Customers have the right to have personal data removed unless it is credit card data where the business has the right to keep hold of credit card receipts (Merchant copy) for 19 months.

Staff Data such as employment details, name and address, banking and employment particulars are kept on file by Good Karma Public Houses Ltd (QV).

Each individual employee has the right to have personal data removed following termination of contract of employment/ leaving the business. Employees/Former employees should write to:

The Data controller  
The Queen Victoria Public House  
Spital Road  
Maldon  
Essex  
CM9 6ED

With a request for personal information to be removed.