

Doyly's Tearoom
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PRIVACY NOTICE

Doyly's Tearoom is committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules of processing of personal data are set out in the General Data Protection Regulation (the “GDPR”).

1. Definitions

Data Controller – A controller determines the purposes and means of processing personal data and is responsible for the overall processing of personal data.

Data subject – Natural person

Categories of data: Personal data and special categories of personal data

Personal Data – The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular, by reference to an identifier (as explained in Article 6 of GDPR). For example, name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

Special categories personal data – The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed uniquely identify and individual. Other examples include racial, and ethnic origin, sexual orientation, health data, trade union memberships, political opinions, religious or philosophical beliefs.

Processing – means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Third-party - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

2. Who are we?

Doyly's Tearoom is the data controller. This means we decide how your personal data is processed and for what purposes. Our contract details are: doylystearoom@gmail.com or 01904 744041. For all data matters contact Ruth Rawson.

3. The purpose(s) of processing your personal data.

We use your personal data for the following purposes:

Personal data you provide to us:

- to carry out our obligations arising from any contracts/terms of sale entered between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those you have already purchased or enquired about. If you do not want us to use your information in this way, please email doylystearoom@gmail.com with subject line OPT OUT.

- To notify you about changes to our products and service including any ingredient changes to our products.

Personal data we collect about you:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical survey purposes;
- to improve our service to ensure that content is presented in the most effective manner for you
- to allow you to participate in interactive features of our service, when available and when you chose to do so;
- as apart of our efforts to keep our site safe and secure

The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

Personal data:

- contact details such as names, titles, addresses, telephone numbers, email addresses, car registration numbers
- Bank account details**

Special categories of data:

- (at present we hold no special categories of data).

We have obtained your personal data from communications directly from you or a family member/friend. The above list of items is not exhaustive, we may hold other details. This does not affect your ability for Data Subject Access Reports.
**customer only

5. What is our legal basis for processing your personal data?

a) Personal data (article 6 of GDPR). Our lawful basis for processing your general personal data:

We need all the categories information identified above primarily to allow us to perform of sales to you (**) and to enable us to comply with legal obligations.

6. Sharing your personal data

Your personal data is treated as strictly confidential and will be shared only with management of Doily's Tearoom who require the information to carry out your requirements.

7. How long do we keep you personal data?

We keep your personal data for no longer than reasonably necessary and we only retain your data for the following purposes and use the following criteria to determine how long to retain your personal data;

- while you are an existing customer, supplier or external contact
- whilst you have your time at Doily's Tearoom
- for our accounts year end

8. Providing us with your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- the right to request a copy of the personal data of which we hold about you
- the right to request that we correct any personal data if it is found to be inaccurate or out of date
- the right to request your personal data is erased where it is no longer necessary to retain such data
- the right to withdraw your consent to the processing at any time, where consent was your lawful basis for processing the data
- the right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller (known as the right to data portability) (i.e. where the processing is based on consent or is necessary for the performance of a contract with the data subject and where the data controller processes the data by automated means)
- the right, where there is a dispute in relation to the accuracy or processing of your personal data , to request a restriction is placed on further processing
- the right to object to the processing of personal data (i.e. where processing is based on direct marketing and processing for the purpose of scientific/historical research and statistics)

10. Transfer of Data Abroad

We do not transfer data outside the EEA.

11. Automated Decision Making

We do not use any form of automated decision making in our business.

12. Further processing

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

13. Changes to our privacy policy

Any changes we make to our privacy policy in the future will be posted on this document and , where appropriate, notified to you by e-mail. Please check back frequently for updates or changes to our policy.

14. How to make a complaint

To exercise all relevant rights, queries or complaints please in the first instance contact management at Doyly's Tearoom, Bolton Percy, YORK, YO23 7AN with GDPR complaint as a heading. If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or Information Commissioner's Office, Wycliffe House, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.