



## **About This Policy**

Kysty is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This policy outlines how we aim to achieve this and includes the information collected when:

you use our website [www.kysty.co.uk](http://www.kysty.co.uk)

you make a booking on our website.

you make enquiries on our website.

someone is interested in working with us.

## **Definition of Personal Data**

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

Ensure you understand this policy in its entirety and take your time to read it.

## **Who are we?**

Kysty is a restaurant based in Ambleside.

Our business address is: 3 - 4 Cheapside, Ambleside, Cumbria, LA22 0AB

## **How do we collect information from you?**

We collect information from you: when you make a booking / when you visit a restaurant (preferences, allergies etc.) / make an enquiry / when you sign up to marketing emails.

## **What type of information is collected from you?**

You may be asked to submit personal information about yourself when you make a booking. We will collect this information so we can fulfil your booking request and you may dine at our venue.

## **When you make a booking:**

Kysty collects information such as: title / name / e-mail address (used for booking confirmation and post-dining feedback emails) / home or work address / billing information taken for deposits, ticketing, or holding credit card information for / use in the case of no-shows (where applicable) /

telephone number / company name / dietary requests / marketing preferences (whether you opt-in or opt-out)

**When you dine at Kysty:**

marketing responses (where applicable) / survey responses / current and past restaurant reservation details

**When you access our sites:**

There is “Device Information” about your computer hardware and software that is automatically collected by Kysty.

This information can include: device type (e.g. mobile, computer, laptop, tablet) / cookies / operating system / IP address / browser type / browser information (e.g., type, language, and history) / domain names / access times / settings / referring website addresses / other data about your device to provide the services as otherwise described in this policy.

**Location information:**

If you use our website, we may receive your generic location (such as city or neighbourhood).

**Careers:**

You may submit your CV if you’re interested in working for us to [kysty@outlook.com](mailto:kysty@outlook.com)

This information may include personal details / employment details / education / salary history / other relevant details

We will use this information to assess your application. We may also keep it in our records for future reference. Please get in contact if you would no longer like us to hold your records at [kysty@outlook.com](mailto:kysty@outlook.com)

**How is your information used?**

Our use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests.

We require the information outlined in the previous section to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal record keeping.

Send you service emails (booking confirmation and post-dining feedback).

Improve our products and services.

Send marketing communications if you have opted in to receive them.

We may use the information to customise the website according to your interests.

**Who has access to your information?**

We will not sell, distribute, or lease your personal information to third parties. Any personal information we request from you will be safeguarded under current legislation.

We will only share your information with companies if necessary, to deliver services on our behalf. For example, service providers (ResDiary for the provision of online bookings), third-party payment processors, and other third parties to provide our Sites and fulfil your requests, and as otherwise consented to by you or as permitted by applicable law.

Third parties (including ResDiary) whose content appears on our Site may use third-party Cookies, as detailed below. Please refer to 'Use of Cookies' for more information on controlling Cookies. Please note that we do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties.

You may choose to restrict the collection or use of your personal information at any point. Please refer to the Your Choices section of this Privacy Policy for details.

### **How and where do we store data?**

We only keep your personal data for as long as we need to in order to use it as described in this privacy policy, and/or for as long as we have your permission to keep it.

For reservations taken through ResDiary software, your data will only be stored in the UK.

ResDiary data is stored securely in data centres managed by Rackspace.

### **Profiling**

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

### **Your choices**

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not pass your details to any third parties for marketing purposes unless you have expressly permitted us to. Furthermore, you can change your marketing preferences at any time by contacting us by email at [kysty@outlook.com](mailto:kysty@outlook.com)

You have a right to request a copy of the personal information that Kysty holds about you and have any inaccuracies corrected. Any such requests should be made to this email address: [kysty@outlook.com](mailto:kysty@outlook.com)

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it. We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will, therefore, be retained for the following periods (or its retention will be determined on the following basis):

Personal data that we process for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

We will retain your personal data as follows:

(a) All personal data - obtained through the use of our website and service provision will be retained for as long as the site remains active and the information remains relevant. You are able to request removal of your data at any time.

In some cases, it is not possible for us to specify in advance the periods for which your personal data will be retained. In such cases, we will determine the period of retention based on the following criteria:

(a) the period of retention of personal data will be determined based on the information required for service provision.

(b) we may retain your personal data where such retention is necessary for compliance with a legal obligation to which we are subject, or in order to protect your vital interests or the vital interests of another natural person.

## **Security**

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our Site.

## **Use of 'cookies'**

Like many other websites, we use cookies. We use them to help you personalise your online experience.

A cookie is a text file that is placed on your hard disk by a web page server which allows the website to recognise you when you visit. Cookies only collect data about browsing actions and patterns, and do not identify you as an individual.

## **About 'cookies'**

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

## **'Cookies' that we use**

We use cookies for the following purposes:

(a) authentication – we use cookies to identify you when you visit our website and as you navigate our site.

(b) status – we use cookies to help us to determine if you are logged into our site.

(c) shopping cart – we use cookies to maintain the state of your shopping cart as you navigate our site.

(d) personalisation – we use cookies to store information about your preferences and to personalise our website for you.

(e) security – we use cookies as an element of the security measures used to protect user accounts, including preventing fraudulent use of login credentials, and to protect our website and services generally.

(g) analysis – we use cookies to help us to analyse the use and performance of our website and services; and

(h) cookie consent – we use cookies to store your preferences in relation to the use of cookies more generally.

### **‘Cookies’ used by our service providers**

Our service providers use cookies and those cookies may be stored on your computer when you visit our website.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google’s privacy policy is available at:

<https://policies.google.com/privacy>

We use ResDiary to enable booking of our restaurants online. This service uses cookies for providing a booking service. You can view the privacy policy of this service provider at:

<https://sales.resdiary.com/privacy-statement/#resdiary-consumer-privacy-policy>

### **Third Parties**

Third Party services may use cookies to help you sign into their services from our services. We also may use third-party cookies, such as Google Analytics, to assist with analysing performance. Any third-party cookie usage is governed by the privacy policy of the third party placing the cookie.

### **Opting Out**

You can set your browser to not accept cookies, but this may limit your ability to use the services.

Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

### **What happens if our business changes hands?**

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part. The new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

In the event that any of your data is to be transferred in such a manner, you will (NOT) be contacted in advance and informed of the changes. (When contacted you will (NOT, HOWEVER,) be given the choice to have your data deleted or withheld from the new owner or controller.)

### **Changes to this statement**

Kysty will occasionally update this Privacy Policy to reflect company and customer feedback. Kysty encourages you to periodically review this statement to be informed of how Kysty is protecting your information. This policy was last updated in (February 2020).

## **Contact Information**

Kysty welcomes your comments regarding this Privacy Policy.

This website is owned and operated by Kysty Ltd.

We are registered in England and Wales under registration number 10990113, and our registered office is at: 25 Main Street Staveley, Kendal, Cumbria, United Kingdom, LA8 9LU.

### **You can contact us:**

(a) by post, to the following postal address: 3 - 4 Cheapside, Ambleside, Cumbria, LA22 0AB.

(b) by telephone, on the contact number published on our website; or

(c) by email, using the email address published on our website: [kysty@outlook.com](mailto:kysty@outlook.com)

We will aim to use commercially reasonable efforts to promptly determine and remedy the problem.