



LOMBARD STREET

RESTAURANT · BAR · BRASSERIE

Data Privacy Notice

1 Lombard Street - Website

The purpose of this Privacy Policy is to inform you as an individual how 1 Lombard Street uses and protects any information that you give to 1 Lombard Street when you use our website.

The processing of personal data is governed by the EU General Data Protection Regulation (the “GDPR”) and national laws that supplement the GDPR in each European Economic Area (EEA) country.

1 Lombard Street is committed to ensuring that all the information you share regarding your privacy is protected. In case we ask you to provide us 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 policy statement.

We take your privacy very seriously, and this document sets out what personal information we collect from you, how we intend to use it and what your rights in respect of that information are.

What information we collect:

- Full Name and job title
- Your age and date of birth
- Contact information including email address and telephone number
- Information such as postcode, preferences and interests
- Record of correspondence between you and us
- Other information relevant to customer surveys and offers

How we collect you information:

We may collect your personal information in several ways:

- Directly from you, when you:

- create an account on our website;
- enter a competition, prize draw or promotion advertised on our website;
- sign up to receive our newsletter by email or SMS;
- report an issue with our website to us, or otherwise communicate with us;
- complete an optional survey;
- automatically using technical means as and when you use our website;
- From our trusted partners where you have expressly consented to them sharing your information with us;

Providing your personal information

You do not have to provide your personal information to us. However, should also note that some of your personal information is necessary for us to process bookings on our website.

You are not required to consent to receiving marketing content from us for us to make full use of our website – this is entirely optional.

Personal information protection

We maintain strong physical, electronic and procedural safeguards to protect the confidentiality, integrity and availability of your personal information. In particular, we have taken appropriate security measures against illegal and/or unauthorised access to your personal information, and against the accidental loss of, or damage to, it.

Sharing your personal information

Our website operator and our booking system provider will have access to your personal information. This is necessary for us to operate our website and our booking system, and to provide you with electronic receipts.

Our email solution provider may also have access to your personal information. This is necessary for us to send you news about events, activities and services at our restaurants if you have opted to receive these.

We may also need to share your personal information with the following in limited circumstances:

- IT security providers;
- Insurers;
- External advisors (for example solicitors or auditors); and
- Public authorities or law enforcement.

Your personal information may also be shared with our sponsors, partners, advertisers, advertising networks, advertising servers and analytics companies or other third parties in connection with marketing, promotional, and other offers. It may also be shared with third parties we identify at the time you provide your personal information (for example, if you were directed to our website from another site). We are not responsible for these sites or their content, products, services or privacy policies or practices.

Any time we provide access to your personal information to someone else, we will ensure that it is adequately secured to protect your privacy.

Your rights in respect of your personal information

You have rights in respect of the personal information we hold on you, including the right to ask us to:

- inform you on how we collect and use it (this Privacy Notice is designed to do that);
- provide you access to the information we hold on you;
- rectify it if you believe that it is incorrect;
- delete it (only to the extent we rely on your consent to use it);
- provide you with a copy of any information we hold on you (only to the extent we rely on your consent to use it); and
- stop processing or using it temporarily (to the extent it is practical for us to do so).

We use some of your personal information for marketing purposes. You can object to our use of your personal information for marketing purposes at any time.

Consent

Where consent is used to process your data, you have the right to withdraw your consent at any time and ask us to stop processing your data. We will tell you about the implications of doing this and follow your wishes as required.

Who controls your personal information, and how do you get in touch?

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, anytime we might use the information provided for marketing purposes will ask for your consent as an opt-in tick box before we do so
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at reception@1lombardstreet.com.

We will not share any of your information to third parties unless we have your permission or are required by law to do so. We only send you promotional information if you tell us you wish it to happen.

The controller of your personal information is Jessen and Co Ltd trading as 1 Lombard Street.

Should you have any query in respect of your personal information we hold about you under the GDPR 2018 you can contact us at the following:

Data controller 1 Lombard Street

Website <https://www.1lombardstreet.com>

Address 1 Lombard Street, London EC3V 9AA, United Kingdom

Telephone 020 79296611

Email reception@1lombardstreet.com.

How we use cookies

As you might know a cookie is a small file which ask permission to be placed on your computer hard drive. Once you agree the file is saved helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as individual. The web application can tailor its operation to your needs, things you like or you do not like by gathering and remembering information regarding your preferences.

We use traffic log cookies to identify which pages are being used. This information is only used to monitor traffic data about the page in order to improve our website. We only use this information for statistical analysis purposes and then the data is removed from the system.

To summarise the cookies are only used by us (1 Lombard Street), to provide you with a better website, enabling us to monitor which pages you find useful and which you do not. We do not get any access to your computer or personal data, only the one you agreed to share with us.

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

Credit Card details

Payments or credit card details (if taken at the time of the booking) are taken and securely saved on our Opentable server system which is password protected. All data is kept safe and shredded once the authorised payment has been processed.

Changes to this Privacy Notice

We may need to make changes to this Privacy Notice in the future (for example, to comply with new legal requirements).

Where that is the case, we will provide you with a revised Privacy Notice on our website, which you will be able to access in the same way you accessed this version.

*This privacy notice was last updated on [23rd May 2018]