



## Fhior Privacy Notice

Fhior is committed to protecting the privacy and security of your personal information. This notice explains how we put that commitment in practice by explaining how we collect personal information about people who come into contact with us for various reasons. This includes visitors to our website, customers, enquirers and people who may be interested in working with us. This notice explains the types of personal information we hold and how that information is used.

Fhior, as defined by the General Data Protection Regulation (GDPR) is a data controller. This means that we are responsible for deciding how we hold and use personal information about you. We are required to notify you of the information contained in this privacy notice.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

### **PRINCIPLES OF DATA PROTECTION**

In the performance of our business we will comply with data protection law. This means that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

## **THE KIND OF INFORMATION WE HOLD ABOUT YOU**

Personal data that we may collect from you will usually include contact details such as your title, name, address, telephone number and e-mail address, dates of bookings; where online payment or deposit services are used, we will also collect payment information; where you send information because you are interested in working with us, we will hold the information that you provide on your CV and application form, and any marketing preferences (opt in/opt out). To record your marketing preferences, we also collect your IP address. This is done to ensure that we are up to date and relevant with our communications with you. We also operate CCTV cameras throughout our restaurant but also outside.

From time to time, we may collect sensitive personal data, for example; details of food allergies, health issues or disabilities that we need to be aware of to accommodate at Fhior.

## **HOW YOUR PERSONAL INFORMATION IS COLLECTED**

We collect information from you when you make a reservation through a third party managing reservation and/or payment information on our behalf.

We may also collect personal information when you contact us directly, by telephone, email or through social media.

You might also provide personal information to us when you visit Fhior and if you contact us in any other way, such as by writing to us, completing a booking form or by text message.

## **HOW WE USE PERSONAL DATA**

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information for the direct purpose you have provided it for: enjoying a dining experience with us. To achieve this, we may contact you with regards to your reservation, or other services you have required from us.

Generally, our purposes for processing include; payment processing, administrative purposes, to process a job application and the fulfilment of your employment contract, including pension schemes, and telling you about matters relevant to our services. We may also use your personal information in response to any communication you may have with us. The purpose of our CCTV systems is to protect our property, ensure public and staff safety and for crime prevention.

From time to time, we may use your personal information to send you news, updates and promotional offers but will usually only do so where you have actively agreed or asked to receive such information or if we are sending you information about services similar to those you may have received from us before.

If you wish to stop receiving marketing information from us, please contact us to inform us of this as we do not wish to send you information you do not wish to receive. In the event that we email you, there will also be a link to click on to opt out of receiving any further marketing or emails from us.

In some cases, we may use your personal information to pursue legitimate interests of our own provided your interests and fundamental rights do not override those interests. In other circumstances we may be required to process your information by law, e.g. for the prevention of fraud or crimes or if it is necessary to protect your interests or those of another person.

## **SECURITY AND STANDARDS**

We take data protection very seriously and in compliance with the GDPR, we have taken reasonable steps to safeguard your information. We use secure IT systems to hold and protect your information including measures to keep our servers secure, we have written policies on the protection of your personal data and have limited who has access to the personal information that we hold to prevent any breach of data protection.

## **CHANGE OF PURPOSE**

We will only use your personal information for the purposes for which you provided it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

## **DATA SHARING**

We may have to share your data with third parties, including third-party service providers. This usually will be in pursuit of the administration of our business, for example where we may use third party HR or Accounting services. When making a booking, this will be through our third-party data processor – ResDiary. When that booking is made directly with us over the phone, we enter your booking and customer details into our diary system which is managed by ResDiary.

We require third parties to respect the security of your data and to treat it in accordance with the law at all times. Your personal information will be transferred outside of the EU through our use of cloud storage devices. When this is the case we ensure that all safety precautions have been taken to ensure that your personal data is safe and that the safety measures put

in place match up to the requirements under the GDPR. Our data is stored using Microsoft One Drive.

## **CCTV/SURVEILLANCE**

We have installed CCTV systems in our premises for the purposes of protecting our property, public and staff safety, and crime prevention and detection. CCTV is also installed on the outside of our building for the purposes of monitoring building security and crime prevention and detection. Signs are displayed notifying you that CCTV is in operation and providing details of who to contact for further information.

Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated.

You have the right to see CCTV images of yourself and be provided with a copy of the images.

We operate CCTV and disclose in accordance with the codes of practice issued by the Information Commissioner and the Home Office.

## **DATA RETENTION**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

## **YOUR RIGHTS IN CONNECTION WITH PERSONAL INFORMATION**

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact us with a written request either by post or electronically.

## **RIGHT TO WITHDRAW CONSENT**

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please email us at [info@fhior.com](mailto:info@fhior.com). Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

## **CHANGES TO THIS PRIVACY NOTICE**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

## **CONTACT DETAILS**

Fhior

[www.fhior.com](http://www.fhior.com)

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