



Privacy Policy

The Globe Inn (the Globe) takes your privacy very seriously.

This Privacy Notice sets out how we collect, use, store and look after the personal data we collect from you. We will take reasonable care to keep your information secure and to prevent any unauthorised access or use of it.

Personal data means any information about an individual from which that individual can be identified.

Information we may collect from you and how it is collected

You may give us your personal data by corresponding with us by post, phone, email, in person, or via our website, third party booking systems, and social media.

The personal data we collect from you may include your name and contact information, such as email address, phone number(s) and postal address.

You may choose to share other information with us, for example when you book a table you may share your meal preference(s) or a dietary request with us, or you may leave a comment for us on Facebook, submit a rating on Facebook, or post a review on TripAdvisor.

We do not collect or store any personal information regarding credit cards at point of sale. We may ask to see ID verification for proof of age, but we do not collect, copy, or store this information.

How we use your personal data

- a) To respond to your enquiry
- b) To reserve a table on in the restaurant for the date and time requested
- c) To reserve and make ready accommodation that you have booked for the date(s) requested
- d) To book and organise an event at the Globe Inn
- e) To fulfil any contract that we may enter into with you
- f) To send information to you, such as menus, events and accommodation details
- g) Publishing photographs or videos of events/celebrations held at the Globe Inn
- h) Publishing comments that you have provided to us

The lawful basis for processing the personal data is that we may have a contractual obligation to you to provide the services that you have booked with us and/or we have a legitimate interest to ensure the organisation runs efficiently and as it sees fit.



Direct Marketing

We would like to send you marketing information, by post, e-mail, or SMS. We will only do this if you have given your explicit consent to your personal data being used in this way.

Sharing your data

Your personal data may be shared with Queensborough Group (a third-party service provider) who provide us with an accommodation booking service. You may enter this information yourself online via our website, or the information you provide to us by phone, email or social media is manually entered on to the booking system by our staff.

Third-party service providers will only process your personal data for specified purposes and in accordance with our instructions. The privacy policy of the Queensborough Group can be found [here](#).

Storing and retaining your personal data

Table bookings are kept in a daily hard copy diary, which is destroyed 24 months from the end of the calendar year.

Accommodation bookings are kept on an online booking system run by Queensborough Group (see sharing your data), and a record is kept in the daily hard copy diary which is destroyed 24 months from the end of the calendar year.

Emails: When you send us an email with personal data then this email and resultant conversation is kept on the email server and desktop client software. We retain the emails as long as is necessary to fulfil your request or it is deleted after 6 months.

Social Media: When you send us personal data in a message via social media (e.g. Facebook) your message and resultant conversation between us is stored by the social media provider. We retain your messages in our Facebook Messenger inbox as long as is necessary to fulfil your request or it is deleted after 6 months. Please consult your social media provider for their privacy policy and how to change your privacy settings.

Comments/Testimonial quotes: Your comment is only published on our website with your consent. We will keep your information for as long as your comment is live or delete it sooner if specifically requested and we are able to do so.

Photographs/videos: Where possible and if reasonable grounds are identified, photographs/videos can be removed / taken down on the request of those captured. Usually this is posted on Facebook and subject to their privacy policy.

We may need to retain some personal data for longer for legal or regulatory purposes.

In some circumstances we may anonymise your personal data so that it can no longer be associated with you. In which case we may use this information indefinitely without further notice to you.



Protecting your data

We will take reasonable technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.

Please be aware that data transmission over the internet is inherently insecure, and we cannot guarantee the security of any data you send to us over the internet.

Your Rights

You have the right to request access to your personal data, request rectification of the personal data that we hold about you, and request erasure of your personal data where there is no good reason for us continuing to process it.

If you have any queries about this Privacy Policy, wish to access, update or remove your personal data, or wish to stop direct marketing by the us, please contact Debbie Burchill or Gary Burchill by email manager@theglobealvington.co.uk

Policy Updates

We may update this Privacy Notice from time to time and will inform you (via our website) to any changes in how we handle personal data.

This version is dated 25th May 2018