

Chameleon Privacy Notice

The Chameleon Bar and Dining group Ltd (operating the Halfway House, Old hall, Keys and Greaves pubs) will be what's known as the 'Controller' of the personal data you provide to us. We only collect basic personal data about you which does not include any special types of information or location based information. This does however include name, address, email, phone number and date of birth (in the case of birthday rewards). We may also collect payment details in relation to the booking of events, hotel rooms and deposits.

Why we need your data

We need to know your basic personal data in order to provide you with on-going promotional activity/offers and to communicate with you regarding any bookings and arrangements you have with use for the use of our services and products. We will also need your payment data to process transactions for you such as bookings and deposits. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

What we do with your data

All the personal data we process is processed by our staff in the UK. However for the purposes of IT hosting and maintenance this information may be located on servers within the European Union.

*3rd parties that we use to facilitate table and room bookings and the sending of marketing/promotional material will have your details and we have checked these 3rd parties comply with the GDPR. These companies will only use your DATA for the purposes explained within our privacy policy. No Other 3rd parties have access to your personal data unless the law allows them to do so. **We do not sell on your data to other companies.***

We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

When collecting payment information from yourselves (PDQ transactions, bank account transfers). We will endeavour to process the payments straight away via online payment or phone card payments and delete any payment information which is not encrypted or protected (like PDQ merchant slips) within 3 working days unless the information is still needed to complete a transaction

How long we keep your data

In relation to any payment activity, we are required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. Your information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information. Our marketing communications will be delivered with the ability to opt out at any time.

What we would also like to do with your data

We would however like to use your name and email address and date of birth to inform you of our future offers and give you the chance to win prizes and experiences. This information is not shared with third parties apart from TOGO whom facilitate our marketing and keep our DATA in line with safe GDPR practices, You can unsubscribe at any time via email or our website. You will be enabled to unsubscribe by using an unsubscribe link on the marketing materials which will be sent out to you via TOGO.uk.com

All persons which we hold data on will be given the chance to opt in to our marketing emails and promotions at the time the GDPR comes into place on the 25th may 2018 to ensure that only people who wish to receive our communications do so. Ongoing from this, any new contact added to our database will be given the option to opt out on any communications sent to them.

Data breaches

If at any time we become aware of a data breach of any of our database contacts which has being caused (in whatever way)

by ourselves or third party data handlers. We will ensure to make the affected people aware of the nature of the breach and its reach within 3 working days of its discovery.

What are your rights?

If at any point you believe the information we process on you is incorrect you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact us to have the matter investigated. info@chameleonbd.co.uk

Subject access requests

At any point (and subject to exceptions laid down by the Information Commissioner's Office) you will be able to send us a subject access request to ask us what information we hold about you as a data subject. We will provide this information freely and within 30 days of your request.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office <https://ico.org.uk/>