

The Cheshire Cat, Firenze and Street Restaurant, Bar and Hotel Privacy Policy

The Cheshire Cat, Firenze and Street are 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 make a restaurant reservation with us
- you make a hotel reservation with us
- you request information with us
- you use our website www.thecat.com
- you work for us
- you are interested in working with us

Definition of Personal Data

Personal Data means any data that relates to an identifiable person who can be directly or indirectly identified from that data. In this case, it means personal data that you give to us via our booking systems or websites, or by telephone

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

Ways in which we may collect information from you include

- when you make an enquiry
- when you subscribe to our mailing list
- when you make a restaurant reservation
- when you make hotel reservation
- when you visit our venues (table preferences, room preferences, allergies etc)
- when you redeem an in-house offer or discount voucher

This information may include

- name
- e-mail address (used for hotel and restaurant reservations, online enquiry responses, pre-orders, marketing and feedback)
- home or work address
- billing information taken for payments online or over the phone, deposits for large bookings, events and rooms, credit card information as per above and to be processed in the event of a hotel or restaurant no-show (as per our terms)
- telephone number
- company name
- current and past hotel and restaurant reservation details
- marketing requests
- dietary requirements

When you access our sites there is “Device Information” about your computer hardware and software that could be automatically collected by our company. This information can include

- cookies
- your IP address
- device type
- your browser information and type
- domain names
- google analytics
- your generic location

Job Applications

We welcome job applications for all roles within our business by email, via our website or through the post. Your CV will have personal details included which we will use to assess your application and which may be kept on file for future positions within the company. This information may include

- name
- 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.

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, 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.

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.

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.

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.

We may share your information (such as meal or seating preferences, dietary requirements and special occasions) with the other restaurants within the same group. This is to enhance the hospitality experience that we are able to offer you across our restaurant and bars.

For more information, please feel free to contact us at: hello@thecatnantwich.com

Dabber Cat Ltd will occasionally update this Privacy Policy to reflect company and customer feedback. This policy was introduced in May 2018.