

# PRIVACY POLICY

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Chucs Bar & Grill Limited, trading as CHUCS RESTAURANTS & CAFE (registered number 08560314) ("us", "our", "we," **"CANDLE"** "CANDLE CAFE"), are committed to protecting your privacy. This Privacy Policy ("Privacy Policy") sets out the types of personal data we collect and use, and how we may disclose that information.

## 1. Introduction

This Privacy Policy covers **"CANDLE"** collection, processing and use of personal data when you use our website: [www.chucsrestaurants.com](http://www.chucsrestaurants.com) (the "Website"). When you supply any personal data to us we have legal obligations towards you in the way we use that data. We must collect the information fairly and explain to you how we will use it. For ease of reading, we have divided this Privacy Policy into several sections:

1. Introduction
2. What is personal data and what do we collect it?
3. How and why do we use/share your information
4. For how long do we keep your information for
5. Security
6. Your Rights
7. Contact Details

It is important that you read this Privacy Policy together with any other privacy notice or fair processing notices that we may provide on the Website at or around the time that we collect or process personal data about you (for example, fair processing notices that we may display to you at the time that you sign up to receive e-mail updates from us) so that you are fully aware of how and why we are using that data.

By visiting or otherwise using our Website, you are agreeing to the practices set out in this Privacy Policy. If, for any reason, you do not agree to the terms of this Privacy Policy, please stop using this Website.

We reserve the right to revise or amend this Privacy Policy at any time to reflect changes to our business or changes in the law. Where these changes are significant we will endeavour to let users of the Website know. However, it is your responsibility to check this Privacy Policy before each use of the Website – for ease of reference the top of this Privacy Policy indicates the date on which it was last updated.

Please note that our Website is not directed at children under the age of 13 (each "Child" together "Children") and we do not knowingly collect personal data about Children. If you believe we have collected personal data about your Child, you may contact us at [info@chucsrestaurants.com](mailto:info@chucsrestaurants.com) to request that we cease processing data about your Child.

## 2. What information do we collect?

### 2.1. What is personal data?

Where this Privacy Policy refers to 'personal data' it is referring to data about you (or other living people) from which you could be identified – such as your name, your date of birth, your contact details and even your IP address.

### 2.2. Data we collect from you when you use our Website

### 2.3. Voluntary Provision of Data

When you voluntarily supply your personal data to us, for example where you use the Website to upload or send personal data (by subscribing to our newsletter, taking part in an online survey, entering competitions, or similar activities in which you volunteer data about yourself); contact us by post, telephone, email or SMS; report a problem with the Website; we may collect, store and use the personal data that you disclose to us. The data we collect from you may include your title, name, address, email address, birthday and phone number – but will depend on precisely what details you volunteer to us as you interact with the Website.

### 2.4. Automated Collection of Data

We may also collect data about you when you visit the Website through the use of technologies such as cookies. The following are examples of personal data we may collect:

- information about your device, browser or operating system;

- your IP address;
- information about links that you click and pages you view on our Website
- length of visits to certain pages;
- subjects you viewed or searched for;
- page response times;
- records of download errors and/or broken links;
- page interaction information (such as details of your scrolling, clicks, and mouse-overs);
- methods used to browse away from the page; and
- the full Uniform Resource Locators (URL) clickstream to, through and from this Website (including date and time).

We use the data described above for several different reasons. Firstly we use it to ensure that the Website works properly and that you are able to receive the full benefit of it. Second, we use the data to monitor online traffic and audience participation across the Website. We undertake both of these activities because we have a legitimate interest in doing so.

## 2.5. Third Party Resources

We also use the services of third parties to help us to collect various data about you and the way that you use the Website, in order to enable us to better understand your interests and show you promotions best suited to you.

Where we use cookies to deliver these kind of services, the delivery of those cookies will be subject to your consent and you will be given the opportunity to refuse those cookies prior to them being delivered to your computer. You are also able to remove cookies from your computer at any time.

Please see our [Cookies Policy](#) for more information

## 3. How and why do we use/ share your personal data

### 3.1. Sharing your personal data

Depending on how and why you provide us with your personal data we may share it in the following ways:

- we may share your personal data with any member of our company group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006;
- with selected third parties who we sub-contract to provide various services and/or aspects of the Website's functionality, such as where third party plugins provide functionality such as image hosting services (see "Service Providers" below); and
- with analytics and search engine providers that assist us in the improvement and optimisation of this Website as described above.

We will not share your data with third parties in order for that third party to provide direct marketing communications to you, unless it relates to a specific activity which we are undertaking with a third party (e.g. a competition where a third party is providing the prize) and you have provided your consent for that use. Such activity may have its own terms and conditions relating to the way in which your data may be used, which you will be notified of at the relevant time. We may also disclose your personal data to third parties in the following events:

- if we were to sell or buy any business or assets, in which case we might disclose your personal data to the prospective seller or buyer of such business or assets as part of that sale;
- if **QUINN RESTAURANTS & CAFE** or substantially all of its assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets;
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or if we are asked to provide your details to a lawful authority in order to aid in the investigation of crime or disorder; and/or
- in order to enforce or apply our Website's terms of use or terms and conditions; or to protect the rights, property, or safety of our company, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### 3.2. Service Providers

Our service providers provide us with a variety of administrative, statistical, and technical services. We will only provide service providers with the minimum amount of personal data they need to fulfil the services we

request, and we stipulate that they protect this data and do not use it for any other purpose. The following is a list of our major service providers:

- Open Table – Real-time online reservations for diners, and reservation and guest management solutions for restaurants
- Campaign Monitor – Email Service Provider
- Propeller – Website developer
- Facebook – Advertising provider

### 3.3. Service Providers

Where we provide links to third party websites that are not affiliated with [www.chucsrestaurants.com](http://www.chucsrestaurants.com) such sites are out of our control and are not covered by this Privacy Policy. If you access third party sites using the links provided, the operators of these sites may collect personal data from you that could be used by them, in accordance with their own privacy policies. Please check these policies before you submit any personal data to those websites.

## 4. How long do we keep your personal data for?

We will hold your personal data on our systems only for as long as required to provide you with the services you have requested or to perform the purpose for which that data was collected.

Where you sign up to receive e-mail marketing from us we will retain your e-mail address on file should you ever 'opt-out' of receiving e-mails from us. We will retain your e-mail address in this way in order to ensure that we continue to honour and respect that opt-out request.

In some circumstances you can ask us to delete your data: see 'Your Rights' below for further information. In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this data indefinitely without further notice to you.

## 5. Security

**we at CANDLE** use encryption (SSL) to protect your personal data when appropriate, and all the information provided to us is stored on secure servers once we receive it.

we may store your personal data on secure servers either on our premises or in secure third party data centres.

Please note that some of our service providers may be based outside of the European Economic Area (the "EEA"). By submitting your personal data, you agree to this transfer, storing or processing should it be exercised. Where we transfer your data to a service provider that is outside of the EEA we seek to ensure that appropriate safeguards are in place to make sure that your personal data is held securely and that your rights as a data subject are upheld. If you would like more information about how the mechanism via which your personal data is transferred, please contact [info@chucsrestaurants.com](mailto:info@chucsrestaurants.com).

If we ever give you (or where you have chosen) a password which enables you to access certain parts of this Website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

## 6. Your Rights

As a data subject you have a number of rights in relation to your personal data. Below we have described the various rights that you have, as well as how you can exercise them.

### 6.1. Right of Access

You may, at any time, request access to the personal data that we hold which relates to you (you may have heard of this right being described as a "subject access request"). Please note that this right entitles you to receive a copy of the personal data that we hold about you in order to enable you to check that it is correct and to ensure that we are processing that personal data lawfully. It is not a right that allows you to request personal data about other people, or a right to request specific documents from us that do not relate to your personal data.

You can exercise this right at any time by writing to us at [info@chucsrestaurants.com](mailto:info@chucsrestaurants.com) and telling us that you are making a subject access request, providing your email address, full name and other relevant information to allow us to ensure we meet your request.

## 6.2. Your Right to Rectification and Erasure

You may, at any time, request that we correct personal data that we hold about you which you believe is incorrect or inaccurate. You may also ask us to erase personal data if you do not believe that we need to continue retaining it (you may have heard of this right described as the "right to be forgotten").

Please note that we may ask you to verify any new data that you provide to us and may take our own steps to check that the new data you have supplied us with is right. Further, we are not always obliged to erase personal data when asked to do so; if for any reason we believe that we have a good legal reason to continue processing personal data that you ask us to erase we will tell you what that reason is at the time we respond to your request.

You can exercise this right at any time by writing to us at [info@chucsrestaurants.com](mailto:info@chucsrestaurants.com) and telling us that you are making a request to have your personal data rectified or erased and on what basis you are making that request. If you want us to replace inaccurate data with new data, you should tell us what that new data is. You do not have to fill in a specific form to make this kind of request.

## 6.3. Your Right to Restrict Processing

Where we process your personal data on the basis of a legitimate interest (see the sections of this Privacy Policy which explain how and why we use your personal data) you are entitled to ask us to stop processing it in that way if you feel that our continuing to do so impacts on your fundamental rights and freedoms or if you feel that those legitimate interests are not valid.

CHUCS RESTAURANTS LIMITED may process your data on the basis of a legitimate interest in the following ways:

- to optimise website content
- to track products and services that are popular
- to ensure you receive relevant commercial communications

You may also ask us to stop processing your personal data (a) if you dispute the accuracy of that personal data and want us verify that data's accuracy; (b) where it has been established that our use of the data is unlawful but you do not want us to erase it; (c) where we no longer need to process your personal data (and would otherwise dispose of it) but you wish for us to continue storing it in order to enable you to establish, exercise or defend legal claims.

Please note that if for any reason we believe that we have a good legal reason to continue processing personal data that you ask us to stop processing, we will tell you what that reason is, either at the time we first respond to your request or after we have had the opportunity to consider and investigate it.

You can exercise this right at any time by writing to us using [info@chucsrestaurants.com](mailto:info@chucsrestaurants.com) and telling us that you are making a request to have us stop processing the relevant aspect of your personal data and describing which of the above conditions you believe is relevant to that request. You do not have to fill in a specific form to make this kind of request.

## 6.4. Your Right to stop receiving communications

Where we send you e-mail marketing communications (or other regulated electronic messages) you have the right to opt-out at any time. You can do this by using the 'unsubscribe' link that appears in the footer of each communication (or the equivalent mechanism in those communications).

Alternatively, if for any reason you cannot use those links, or if you would prefer to contact us directly – you can unsubscribe by writing to us at [info@chucsrestaurants.com](mailto:info@chucsrestaurants.com) and telling us which communications you would like us to stop sending you.

## 6.5. Your Right to object to automated decision making and profiling

You have the right to be informed about the existence of any automated decision making and profiling of your personal data.

#### 6.6. Exercising your rights

When you make a written request to exercise your rights, we are entitled to ask you to verify your identity. We may ask you to provide copies of relevant identification documents to help us confirm that you are who you say you are.

It will help us to process your request if you clearly state which right you wish to exercise and, where relevant, why it is that you are exercising it. The clearer and more specific you can be, the faster and more efficiently we can deal with your request. If you do not provide us with adequate information, we may delay actioning your request until you have provided us with additional information (and where this is the case we will tell you).

#### 7. Contact Details

If you have any queries regarding this policy, if you wish to exercise any of your rights set out above, or if you think that the Privacy Policy has not been followed, please contact:

**CANDLE**

**MG ROAD**

**BANGALORE, KARNATKA**

Alternatively you can contact us by emailing [info@chucsrestaurants.com](mailto:info@chucsrestaurants.com).