

Data Protection & Privacy Policy Statement

In May 2018 the law regarding how personal information is stored changed (**GDPR** - General Data Protection Regulation). The Merchant's Yard takes its responsibilities regarding data protection seriously and has taken steps to ensure that all business practices are compliant with the new regulations.

Who is holding your information?

The information you have given is kept by The Merchant's Yard. We only keep relevant information (such as names, address, contact phone numbers, e-mail addresses etc.).

Where do we get data from?

We only hold data provided to us by you. Information is collected during the booking or enquiry phone call and on the feedback form that you may fill in during your visit. We may also collect data that is emailed to us by you. Once collected this information is stored in the restaurant diary. Information provided on the feedback form is transferred onto our database.

What information do we hold and why?

We ask for contact information as legitimately required to create and manage your booking at The Merchant's Yard. We ask for contact details on the feedback form to allow us to address any issues and to keep you informed (where 'opt in' consent is given) about offers and events.

Where is your data stored?

Electronic data is stored using either our database (held on a secure server) or on company computers/devices, all of which use Microsoft Exchange and are password protected. Any paper feedback forms are securely stored inside a locked office. When not in use, the bookings diary is stored inside a locked office. If we need to transfer your personal information to countries outside of the European Economic Area we will take proper steps to make sure that your information is protected by similar laws and safeguards. We will also inform you before transferring your information outside the EEA. This does not affect your rights under UK data protection legislation.

Do we share your data?

We never sell or share any data we hold. Your information/advice is held in the strictest confidence.

How long do we retain your data?

It is extremely rare that we destroy or delete records earlier than the required retention period. We have a statutory obligation to hold some records for a certain period of time e.g. staff records, account and transaction records etc. Therefore, a request for erasure (also known as the 'right to be forgotten' will always need to be discussed with our Data Protection Officer (Daniel Hopkins). Should you decide at any time that you do not wish your information to be stored please inform us.

Want to see what we hold about you?

Under the new regulations you have the right to know what information we hold on you. Simply send an email to gdpr@markovitz.co.uk and we will provide copies of any data The Merchant's Yard holds on you. You can also contact us if you believe we have information we should not be keeping, is out of date or otherwise wrong to be stored.