

Data Protection Policy

1. Introduction

Richmond Vault is committed to ensuring the security and protection of all personal information collected through its reservation system. This Data Protection Policy outlines our practices concerning the collection, processing, and storage of customer data.

2. Data Collection

2.1 Information Collected:

Name
Contact Information (email, phone number)
Reservation Details (date, time, party size)

2.2 Purpose of Collection:

Facilitate reservation services
Communicate reservation confirmations and updates
Improve customer experience.

3. Data Processing

3.1 Lawful Basis:

Richmond Vault processes customer data based on legitimate interest, as it is essential for the provision of reservation services.

3.2 Consent:

Customers will be asked for consent before receiving marketing communications. Consent can be withdrawn at any time.

4. Data Security

4.1 Access Controls:

Access to customer data is restricted to authorized personnel only.

4.2 Encryption:

Customer data is transmitted and stored using encryption protocols to ensure confidentiality.

5. Data Retention

5.1 Retention Period:

Customer data will be retained for the duration necessary to fulfil the reservation purpose and comply with legal requirements.

5.2 Deletion:

Upon request or when data is no longer needed, it will be securely deleted.

6. Data Sharing

6.1 Third-Party Services:

Customer data may be shared with third-party reservation platforms, strictly for the purpose of managing reservations.

6.2 Legal Obligations:

Data may be disclosed when required by law or in response to legal requests.

7. Customer Rights

7.1 Access:

Customers have the right to access their data upon request.

7.2 Rectification:

Customers can request correction of inaccurate data.

7.3 Erasure:

Customers can request the deletion of their data.

8. Data Breach Response

In the event of a data breach, Richmond Vault will promptly investigate, notify affected parties, and take necessary actions to mitigate the impact.

9. Policy Review

This Data Protection Policy will be reviewed annually to ensure compliance with data protection regulations and best practices.

10. Contact Information

For questions or concerns regarding this policy, please contact:

Richmondvault@gmail.com

020 8332 0055

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RICHMOND VAULT

