

PRIVACY POLICY

Lume Hill Ltd.
38 Primrose Hill Road
London
NW3 3AD

1. Introduction

In May 2018, the General Data Protection Regulations (GDPR), came into effect. These regulations detail how we handle your personal information and data.

2. Why do we have a privacy policy?

To explain to you how we may collect and process your data. This includes any information that you may provide when you make a booking, sign up to our mailing list, and other general enquiries.

3. How do we collect your data?

We use different methods to gather information from and about you. These may include information given when making a reservation with the restaurant by either telephone, in person, the website booking system, or when you interact with us on social media platforms.

We do not use cookies or store any personal information including IP addresses on our website. We use Google Maps but this does not allow us to personally identify any user. Customer data from the booking form on the website is stored by our server in order to process your booking.

4. What personal data do we collect?

We can only fulfil restaurant reservations if we collect certain types of personal information. This may include your name, address, telephone number and credit card information.

5. What do we do with your personal data?

With your consent, we will use your personal data to keep you informed about details of our services and products. We do not share or sell any data with third parties.

6. Data Information Security

We have trusted business and technical partners whom we share data with to process credit and debit card payments. Any information provided is the minimum amount needed to carry out their specific services. They are bound by GDPR covenants and must process the personal information accordingly.

You should be aware that we are entitled to provide your personal information if requested by the police or any other regulatory authority investigating suspected illegal activities.

We will take every step we can to ensure that the information you give us is kept safe. Although by using our website you acknowledge that the internet is not a 100% secure medium and therefore we cannot guarantee that information you send us, or that we send you over the internet will be completely secure. As such, we are not responsible for any damages to you or others due to information losing confidentiality in transmission.

7. Data retention:

Whenever we collect or process your personal data, we will only keep it for as long as necessary for the purpose for which it was collected.

8. Contact Information

This Privacy Policy will be updated from time to time as required. If you have any questions concerning this document, please email us at ciao@lume.london
01/11/2020