

PRIVACY AND COOKIE POLICY

1. INTRODUCTION

Regent Brothers Limited trading as Toulouse Lautrec is committed to protecting the privacy of our users and customers. This privacy policy ("Privacy Policy") is intended to inform you on how we gather, define, and utilise your Information (as defined below).

It applies to Information collected by us, or provided by you, whether in one of our restaurants, over our Website (including the mobile optimised version of the website accessible from your portable hand-held device), or in any other way (such as over the telephone). It is also intended to assist you in making informed decisions when using our Website, products and services. Please take a minute to read and understand the policy.

All your personal Information shall be held and used in accordance with the EU General Data Protection Regulation 2016/679 ("GDPR") and national laws implementing GDPR and any legislation that replaces it in whole or in part and any other legislation relating to the protection of personal data.

Regent Brothers Limited is the controller of your Information for the purposes of the GDPR and is a company registered under number 11366154.

2. COLLECTION OF YOUR INFORMATION

Personal Information: Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- Identity Data includes first name, maiden name, last name, marital status, title, date of birth and gender.
- Contact Data includes email address and telephone numbers.
- Financial Data includes payment card details.
- Transaction Data includes details about payments to and from you
- Technical Data includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.
- Profile Data your interests, preferences, feedback and survey responses.
- Usage Data includes information about how you use our website
- Marketing and Communications Data includes your preferences in receiving marketing from us and our third parties and your communication preferences.

Aggregated Information: We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data may be derived from your personal data but is not considered personal data in law as this data does not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy notice.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

Where we need to collect personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time.

Using our Wi-Fi: When you are in our venue, we may collect the following information if you log on to the Toulouse Lautrec Wi-Fi:

- i) Your name, date of birth, email address.
- ii) Your physical location, whilst you are in the restaurant only.
- iii) The number of times you visit us.

This information is collected for security and verification purposes as well as marketing activity and promotions. The personal information from logging into the Toulouse Lautrec Wi-Fi can be removed on request. Before logging into the Toulouse Lautrec Wi-Fi you will have the option to read the terms and conditions of use and privacy policy of our third party provider of the Wi-Fi. You will be required to accept the terms before gaining access to the Wi-Fi.

Contacting the Venue: Personal information may also be collected directly by us when you enter into a contract with us or contact us to make enquiries or complaints via telephone, e-mail, social media platforms or by post.

3. USE OF PERSONAL INFORMATION

We may use your personal data for any or all of the following purposes:

- to provide a high level of customer service (including assisting with any of your enquiries and bookings) and to notify you of any security and data breach alerts, and technical notices (including services messages and updates to our Digital Applications and terms);
- to help operate, maintain and improve our offering and our Digital Applications;
- to communicate with you about our offers, promotions, upcoming events, reviews and other news or those of our selected partners – this may be via email, telephone, text message and/or push notification - you can change your marketing preferences (including the way in which we contact you) by visiting our preference centre – see section 12*;
- to facilitate profiling, segmentation and personalisation – these may be based on location, preferences, interests and past actions.
- to meet our legal obligations and for establishing, exercising or defending our legal rights;
- to compile reports and to help us understand and improve our Digital Applications; and
- to enable us to carry out targeted online advertising more likely to be relevant to you.

4. SHARING OF YOUR PERSONAL INFORMATION

We sometimes need to share the personal information we process with other organisations and, where necessary or required, we may share your personal data with the following categories of third parties:

- service providers and suppliers assisting with our business activities, business associates, customers, payment services providers, hosting providers, providers of IT support, advertising platforms, providers of booking systems, providers of cloud-based software or services used by us, accounting firms and law firms;
- ombudsman, regulators, public authorities and security organisations, such as the police, HM Revenue & Customs and the Information Commissioner's Office, to the extent required by law, regulation, court order or if necessary to establish, exercise or defend our legal rights, including if we suspect fraud or attempted fraud;

- current, past and prospective employers, recruitment and employment agencies, trade and employer associations and professional bodies and educators and examining bodies;
- staff including volunteers, agents and temporary and casual workers;
- family, associates and representatives of the person whose personal data we are processing;

5. CONNECTING TO THIRD PARTY SERVICES INCLUDING SOCIAL MEDIA NETWORKS

Our offering may contain links to third-party apps, services, tools and websites that are not affiliated with, controlled or managed by us (including Facebook, Instagram, LinkedIn and Twitter®) and these services and links may also include social networking features (such as the Facebook® “Like” button and widgets, “Share” buttons, and other interactive mini-programs). Additionally, you may choose to use your own social networking logins from, for example, Facebook or LinkedIn® to log into some of our services. If you choose to connect using a social networking or similar service, we may receive and store authentication information from that service to enable you to log in and other information that you may choose to share when you connect with these services. These services may collect information, such as the web pages you visited and IP addresses, and may set cookies to enable features to function properly. We are not responsible for the security or privacy of any information collected by these third parties. You should review the privacy statements or policies applicable to the third-party services you connect to, use or access as the privacy practices of these third parties will be governed by their own privacy statements. If you do not want your personal information shared with your social media account provider or other users of the social media service, please do not connect your social media account with your account for the services we provide and do not participate in social sharing.

6. YOUR RIGHTS TO YOUR INFORMATION

You have the following rights, albeit some of them only apply under certain circumstances:

Right of Access: You have the right at any time to ask us for a copy of the Information about you that we hold, and to confirm the nature of the Information and how it is used. Where we have good reason, and if the GDPR permits, we can refuse your request for a copy of your Information, or certain elements of the request. If we refuse your request or any element of it, we will provide you with our reasons for doing so.

Right of Correction or Completion: If Information we hold about you is not accurate, or is out of date or incomplete, and requires amendment or correction you have a right to have the data rectified, updated or completed. You can let us know by contacting us at the address or email address set out above.

Right of Erasure: In certain circumstances, you have the right to request that Information we hold about you is erased e.g. if the Information is no longer necessary for the purposes for which it was collected or processed or our processing of the Information is based on your consent and there are no other legal grounds on which we may process the Information.

Right to Object to or Restrict Processing: In certain circumstances, you have the right to object to our processing of your Information by contacting us at the address or email address set out above. For example, if we are processing your Information on the basis of our legitimate interests and there are no compelling legitimate grounds for our processing which override your rights and interests. You also have the right to object to use of your Information for direct marketing purposes. You may also have the right to restrict our use of your Information, such as in circumstances where you have challenged the accuracy of the Information and during the period where we are verifying its accuracy.

Right of Data Portability: In certain instances, you have a right to receive any Information that we hold about you in a structured, commonly used and machine-readable format. You can ask us to transmit that Information to you or directly to a third party organisation.

To lodge a complaint with the Information Commissioner's Office (www.ico.org).

To exercise any of these rights, please contact us as set out in section 10 below.

7. CONSENT

To the extent that we are processing your Information based on your consent, you have the right to withdraw your consent at any time. You can do this by unsubscribing via the link provided in any direct marketing communication or contacting us at the address or email address set out in section 10 below.

8. PROTECTION OF YOUR PERSONAL INFORMATION

We are committed to protecting your personal data and to keeping it safe and confidential. We will therefore ensure that appropriate technical and organisational physical, electronic and procedural safeguards are implemented to protect it. Access to your personal data will also be limited to our employees and certain third parties who process it on our behalf.

9. COOKIES

Cookies are small text files containing small amounts of information which are downloaded to your computer or mobile device when you access our Digital Applications. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie.

Cookies are useful because they allow our Digital Applications to recognise your device. We use them to make our Digital Applications work, or work more efficiently, as well as to store information about your preferences or past actions. You can find out more information about cookies at www.allaboutcookies.org.

We also use cookies to enhance and improve your online experience (for example, by remembering your language and/or preferences) and to understand better how our Digital Applications are used. Cookies may tell us, for example, whether you have visited our Digital Applications before or whether you are a new visitor. They can also help to ensure that adverts seen online are more relevant to you and your interests. They cannot be used to identify you personally.

We use the following types of cookies:

- I. 'session cookies': these are allocated to your device only for the duration of your visit to our Digital Applications – they are deleted automatically once you close your browser; and
- II. 'permanent cookies': these survive after your browser is closed and can remain on your device for a period of time – they can be used by our Digital Applications to recognise your computer or mobile device when you open your browser and browse the internet again.

These cookies may be served directly by us to your computer or mobile device (so-called 'first-party cookies') or by one of our service providers (so-called 'third-party cookies'). A first-party cookie is only used by us to recognise your computer or mobile device when you revisit, or access content via, our Digital Applications. Third-party cookies can be used to recognise your computer or mobile device across different websites (and are most often used for analytical and advertising purposes).

We use cookies for the purposes stated below:

- I. essential cookies: these are essential to provide you with services available through our Digital Applications and to use some of their features, such as access to secure areas – without these, providing core functionality, such as transactional pages and secure login accounts, would not be possible;

- II. analytics cookies: these are used to collect information about how you and others use our Digital Applications – the information gathered does not identify you and is aggregated – this includes the number of visitors to our Digital Applications, the websites or other applications that referred them to our Digital Applications and the pages that they visited on our Digital Applications – we use this information to help operate our Digital Applications more efficiently, to gather broad demographic information and to monitor the level of activity on our Digital Applications;
- III. functionality cookies: these allow our Digital Applications to remember choices you make (such as your user name or the region you are in) and provide enhanced, more personal features – they can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customize – they may also be used to provide services you have asked for, such as watching a video or commenting on a blog – the information these cookies collect may be anonymised and they cannot track your browsing activity on other websites;
- IV. performance cookies: these collect information about how you and others use our Digital Applications, for example, which pages are most visited, if error messages come up and how effective our online promotions are – they are only used to help us improve how our Digital Applications work and to ensure ease and speed of use;
- V. marketing cookies: these facilitate online advertising – our Digital Applications, for instance, use remarketing with Google – third-party vendors, including Google, use these cookies to tailor adverts based on someone's past visits to our Digital Applications and serve these across the web – you can set preferences for how Google advertises to you using the [Google Ads Settings](#); and
- VI. social media cookies: these are used when you share information using a social media sharing button or “like” button on our Digital Applications or you link your account or engage with our content on or through a social networking site such as Facebook, Instagram, Twitter or Google+ – the social network will then record that you have done this and the information may be linked to advertising activities such as targeted banners.

You have the right to choose whether or not to accept cookies. However, if you do not accept our cookies, you may not be able to use the full functionality of our Digital Applications.

You can find more information about how to manage and remove cookies at allaboutcookies.org/manage-cookies/ or by visiting the websites relevant to the browser you are using.

10. LINKS

The site may contain links or references to other websites outside of our control. Please be aware that we have no control over these websites and our Privacy Statement does not apply to these sites. We encourage you to read the privacy statements and terms and conditions of linked or referenced websites you enter.

As required, this Privacy Statement will be supplemented by additional legal requirements in jurisdictions where we conduct business. Nothing in this Privacy Statement or otherwise will create, or add to, any right or claim (whether legal, equitable or otherwise) that any individual or person may have at law or otherwise against the company or any third party or any of their respective directors, officers, employees, agents or representatives, nor will the existence of this Privacy Statement or its application impose or add to any obligations or liability upon RHL does not already otherwise have under law.

11. CONTACT INFORMATION

Address: Toulouse Lautrec, 140 Newington Butts, Kennington, London, SE11 4RN

Email: info@btlrestaurant.com

Telephone: (020) 7582 6800

Company Name: Regent Brothers Limited

Company Registration Number: 11366154

VAT Registration Number: GB 942772992

12. CHANGES TO OUR POLICY

This privacy policy can be changed by us at any time. If we change our privacy policy in the future, we will advise you of material changes or updates to our privacy policy by email, where we are holding your email address.