

BUTE PIZZA

PRIVACY POLICY

Last Updated: 03.04.2025

At Bute Pizza, we are committed to protecting and respecting your privacy. This Privacy Policy outlines how we collect, use, and protect your personal data when you interact with us, whether through our website, services, or events.

1. INFORMATION WE COLLECT

We collect personal data that you provide to us directly, such as:

- **Customer Information:** When you make a booking, attend an event, or communicate with us, we may collect personal details such as your name, email address, phone number, and billing address.
- **Event Staff Information:** If you work with us for events, we collect information about your role, contact details, and relevant qualifications (such as food hygiene certification).
- **Website Information:** If you visit our website, we may collect certain data automatically, such as your IP address, browser type, operating system, and browsing behaviour on the site. This is typically done using cookies.

2. HOW WE USE YOUR INFORMATION

We use the information we collect for the following purposes:

- **Booking and Provision of Services:** To process your booking and provide you with the services you've requested. For private events, please be aware that we have separate Terms and Conditions. You can request a copy of these terms at any time.
- **Communication:** To respond to inquiries, send confirmation emails, event updates, and other communications relevant to your booking or engagement with us.
- **Improving Services:** To analyse website traffic and user behaviour, which helps us improve our website and overall service offerings.
- **Legal Compliance:** To comply with any legal obligations, including health and safety regulations.

3. HOW WE PROTECT YOUR INFORMATION

We take appropriate measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction. This includes:

- **Data Encryption:** We use secure connections (SSL encryption) to protect any sensitive data provided through our website.
- **Access Control:** Only authorized personnel have access to personal data, and we ensure all staff members are trained on data protection and privacy practices.
- **Data Retention:** We will only retain personal data for as long as necessary for the purposes outlined in this policy or as required by law.

4. SHARING YOUR INFORMATION

We do not sell, rent, or trade your personal data. However, we may share information in the following circumstances:

- **Service Providers:** We may share your personal data with trusted third-party service providers who assist us in operating our business. These providers are obligated to keep your information secure and use it solely for the purpose of providing services to us.

- **Legal Requirements:** We may disclose personal information to comply with legal obligations, enforce our policies, or protect our rights or the rights of others.
- **Event Organizers:** In cases where you engage with us for events, your information may be shared with event organizers to facilitate the catering process and ensure health and safety requirements are met.

5. YOUR RIGHTS

As a data subject, you have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the personal information we hold about you.
- **Right to Rectification:** If your information is inaccurate or incomplete, you can request that we update it.
- **Right to Erasure:** You can request that we delete your personal data, subject to certain conditions.
- **Right to Restrict Processing:** You can request that we limit the processing of your personal data under certain circumstances.
- **Right to Object:** You can object to certain processing activities, such as marketing communications.

6. COOKIES

Our website uses cookies to enhance your user experience and improve our services. Cookies are small text files placed on your device when you visit our site. You can adjust your browser settings to refuse cookies or alert you when cookies are being sent. However, some parts of our website may not function properly without them.

7. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any significant changes by posting the new policy on our website and updating the 'Last Updated' date.

8. CONTACT US

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us at:

Bute Pizza

Email: info@butepizza.co.uk