

Privacy Policy

Stein's Richmond, Stein's Kingston and Stein's Berlin in Kensington

1. About this policy

Stein's is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This policy outlines how we aim to achieve this and includes the information collected when:

- you use our website www.stein-s.com
- you make a booking on our website.
- you make enquiries on our website.
- someone is interested in working with us
- CCTV recording in and in front of our restaurants.

2. Definition of Personal Data

Personal Data means any data that relates to an identifiable person who can be directly/indirectly identified from that data. In this case, it means personal data that you give to us via our site.

By providing your personal data, you agree that we can use your personal data in accordance with this policy.

Ensure you understand this policy in its entirety and take your time to read it.

3. Who are we?

We are a group of restaurants called Stein's. Each of the restaurants is a separate legal entity, but the Data your provide to us is handled centrally

The head office address is 35 Craneford Way Twickenham TW27SB.

4. How do we collect information from you?

We collect information from you:

- when you make a booking.
- when you visit a restaurant (preferences, allergies etc.).
- make an enquiry.
- when you sign up to marketing emails.

5. What type of information is collected from you?

You may be asked to submit personal information about yourself when you make a booking. We will collect this information so we can fulfill your booking request and you may dine at our venue.

When you make a booking:

Stein's collects information such as:

- title
- name
- e-mail address (used for booking confirmation and post-dining feedback emails)
- home or work address
- billing information taken for deposits, ticketing, or holding credit card information for

use in the case of no-shows (where applicable)

- telephone number
- company name
- dietary requests
- marketing preferences (whether you opt-in or opt-out)

When you dine at Stein's:

- current and past restaurant reservation details

When you access our sites:

There is "Device Information" about your computer hardware and software that is automatically collected by Stein's. This information can include:

- device type (e.g. mobile, computer, laptop, tablet)
- cookies
- operating system
- IP address
- browser type
- browser information (e.g., type, language, and history)
- domain names
- access times
- settings
- referring website addresses
- other data about your device to provide the services as otherwise described in this policy.

Location information:

If you use our website, we may receive your generic location (such as city or neighbourhood).

Careers:

You may submit your CV if you're interested in working for us

to Kingston@stein-s.com, Richmond@stein-s.com,

BerlininKensington@stein-s.com or info@stein-s.com This information may

include:

- personal details
- employment details
- education
- salary history
- other relevant details

We will use this information to assess your application. We may also keep it in our records for future reference. Please get in contact if you would no longer like us to hold your records at info@stein-s.com

6. How is your information used?

Our use of your personal data will always have a lawful basis, either because it is necessary to complete a booking, because you have consented to our use of your personal data (e.g. by subscribing to emails), or because it is in our legitimate interests.

We require the information outlined in the previous section to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- Send you service emails (booking confirmation and post-dining feedback).
- Improve our products and services.
- Send marketing communications if you have opted in to receive them.
- We may use the information to customise the website according to your interests.

7. Who has access to your information?

We will not sell, distribute, or lease your personal information to third parties. Any personal information we request from you will be safeguarded under current legislation.

We will only share your information with companies if necessary to deliver services on our behalf. For example swoopos, our online reservation system, third-party payment processors, and other third parties to provide

our Sites and fulfil your requests, and as otherwise consented to by you or as permitted by applicable law.

Third parties (including Quandoo and Swoopos) whose content appears on our Site may use third-party Cookies, as detailed below. Please refer to 'Use of Cookies' for more information on controlling Cookies. Please note that we do not control the activities of such third parties, nor the data they collect and use and advise you to check the privacy policies of any such third parties.

You may choose to restrict the collection or use of your personal information at any point. Please refer to the Your Choices section of this Privacy Policy for details.

8. How and where do we store data?

We only keep your personal data for as long as we need in order to use it as described in this privacy policy, and/or for as long as we have your permission to keep it.

For reservations taken through Quandoo and Swoopos, your data will only be stored in the UK.

Our paper based reservation books are destroyed after one year.

9. Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively.

10. Your choices

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not pass your details to any third parties for marketing purposes unless you have expressly permitted us to. Furthermore, you can change your marketing preferences at any time by contacting us by email at info@stein-s.com.

You have a right to request a copy of the personal information that Stein's holds about you and have any inaccuracies corrected. Any such requests should be made to this email address: info@stein-s.com.

You have the right to withdraw your consent to us using your personal data at any time, and to request that we delete it. We do not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Data will, therefore, be retained for the following periods (or its retention will be determined on the following basis):

Electronic booking data 1 year after last booking by same telephone number

Marketing database until individual requests to be removed.

Paper based reservation book data 1 year

CVs – 5 months

Contracts 5 month after employee has left.

11. Security

Data security is very important to us, and to protect your data we have taken suitable measures to safeguard and secure data collected through our Site.

12. Use of 'cookies'

Like many other websites, we use cookies. We use them to help you personalise your online experience.

A cookie is a text file that is placed on your hard disk by a web page server which allows the website to recognise you when you visit. Cookies only collect data about browsing actions and patterns, and do not identify you as an individual.

We use cookies for the following purposes Authentication, personalisation and security:

- cookies help us verify your account and device and determine when you log in, so we can make it easier for you to access the services and provide the appropriate experiences and features. We also use cookies to help prevent fraudulent use of login credentials.
- Performance and analytics: cookies help us analyse how the services are being accessed and used, and enable us to track the performance of the services. For example, we use cookies to determine if you viewed a page or opened an email. This helps us provide you with information that you find interesting. We also use cookies to provide insights regarding your End Users and your sites' performance, such as page views, conversion rates, device information, visitor IP addresses, and referral sites.
- Third Parties: Third Party services may use cookies to help you sign into their services from our services. We also may use third-party cookies, such as Google Analytics, to assist with analysing performance. Any third party cookie usage is governed by the privacy policy of the third party placing the cookie.
- Opting Out: You can set your browser to not accept cookies, but this may limit your ability to use the services.

Our Site may contain links to other websites. Please note that we have no control over how your data is collected, stored, or used by other websites and we advise you to check the privacy policies of any such websites before providing any data to them.

13. What happens if our business changes hands?

We may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of our business. Any personal data that you have provided will, where it is relevant to any part of our business that is being transferred, be transferred along with that part. The new owner or newly controlling party will, under the terms of this Privacy Policy, be permitted to use that data only for the same purposes for which it was originally collected by us.

In the event that any of your data is to be transferred in such a manner, you will not be contacted in advance and informed of the changes. When contacted by the new owner for marketing purposes you will be given the choice to have your data deleted.

14. Restaurant groups

We may share your information (such as meal or seating preferences and special occasions) with other restaurants in the same restaurant group. This is to enhance the hospitality experience that we Stein's provide you when you dine with us (such as, trying to seat you by a window, if you previously expressed a preference for window seating) ("customised service") and to improve our table and shift planning.

In addition to providing you with more customised service, we may, as permitted by applicable law, share your information with our restaurant affiliates to support operations, such as to perform analytics, tailor marketing to you, support a loyalty program that you have chosen to participate in, and improve services.

For more information, please feel free to contact us at: info@stein-s.com

15. CCTV

1. Stein's registered purpose for processing personal data through use of the CCTV system is crime prevention and staff monitoring. This is further defined as: CCTV is used for maintaining public safety, the security of property and premises and for preventing and investigating crime, it may also be used to monitor staff when carrying out work duties. For these reasons the information processed may include visual images, personal appearance and behaviours. This information may be about staff, customers and clients, offenders and suspected offenders, members of the public and those inside, entering or in the immediate vicinity of the area under surveillance. Where necessary or required this information is shared with the data subjects themselves, employees and agents, services providers, police forces, court or tribunal, security organisations and persons making an enquiry. The operators of the system recognise the effect of such systems on the individual and the right to privacy.
2. The system is intended to produce images as clear as possible and appropriate for the purposes stated. The system is operated to provide when required, information and images of evidential value. Cameras are located at strategic points throughout the Museum estate, principally at the perimeters, entrance and exit points of buildings and public and non-public collection spaces. Signage is prominently placed at strategic points on the estate to inform staff, visitors and members of the public that a CCTV installation is in use and includes contact details for further information. 5. Operation Images captured by the system are recorded continuously and may be monitored in the Staff room by controlled access only. Images displayed on monitors are not visible from outside the Control Room and access to the staff room is strictly limited. All staff who have access to the images are made aware of the sensitivity of handling CCTV images and recordings. The Data Controller will ensure that authorised staff are fully briefed and trained in all aspects of the operational and administrative functions of the system.

6. Information retention No more images and information shall be stored than is required for the stated purpose. Images will be deleted once their

purpose has been discharged. Information used as a reference database for matching purposes will be accurate and kept up to date.

7. Access All access to recorded images is recorded by the site manager . Access to images is restricted to those who need to have access in accordance with this policy, the SOPs and any governing legislation. Disclosure of recorded material will only be made to police and other law enforcement bodies.

Anyone who believes that they have been filmed by the system can request a copy of the recording, subject to any restrictions covered by the Data Protection Act. Data subjects also have the right to request that inaccurate data be corrected or erased and to seek redress for any damage caused. Access requests should be addressed to info@stein-s.com or by letter to: The data controller Stein's 56 High Street Kingston upon Thames KT1 1HN.

16. Changes to this statement

Stein's will occasionally update this Privacy Policy to reflect company and customer feedback. Stein's encourages you to periodically review this statement to be informed of how Stein's is protecting your information. This policy was last updated in May 2018.

17. Contact Information

Stein's welcomes your comments regarding this Privacy Policy. If you believe that Stein's has not adhered to this Privacy Policy, please contact Stein's at info@stein-s.com. We will aim to use commercially reasonable efforts to promptly determine and remedy the problem.