The Stonemasons Arms Privacy Policy

This policy explains how we use your personal information when you visit The Stonemasons Arms, book a table or event, contact us, or use our website.

Who we are

The Stonemasons Arms is operated by **Sundowntown Ltd**, the data controller responsible for your personal information.

For privacy questions, requests or complaints, email info@stonemasonsarms.co.uk or write to The Stonemasons Arms, 54 Cambridge Grove, London, W6 0LA.

What information we use and why

Bookings. We use your name, contact details, booking details and relevant correspondence to confirm and manage your reservation. We may receive these details from our booking provider or the person making the reservation. We use them to take steps at your request before entering into a contract or to fulfil that contract. Where someone else books for you, we rely on our legitimate interest in managing the reservation.

Enquiries. We use your contact details and the information you share to answer questions, handle feedback or resolve complaints. We rely on our legitimate interest in responding to customers and resolving issues. When you ask about making a booking, we take steps at your request before entering into a contract.

Payments. We use transaction details such as the amount, date and payment reference to process payments and refunds and keep financial records. We do this to fulfil our contract with you and comply with applicable tax and accounting obligations.

Website visits. Our website may receive technical information such as your IP address, browser type and access logs. We rely on our legitimate interest in operating and securing the site, including fixing faults and protecting it from misuse.

We need enough information to confirm and manage your booking. If you choose to withhold required booking details, we may be unable to accept the reservation or contact you about it.

Who we share information with

We may share relevant information with our accountants, insurers or professional advisers where necessary, and with public authorities when required by law.

How long we keep information

We keep the records covered by this policy for seven years.

Your rights

You can ask us for a copy of your personal information or ask us to correct it. Depending on the circumstances, you can also ask us to delete it, restrict how we use it, or provide it in a format you can transfer to another organisation. Where we rely on your consent, you can withdraw it at any time.

Your right to object. You can object to our use of your information where we rely on legitimate interests. You can object to direct marketing at any time.

To exercise your rights, use the contact details above.

How to complain

If you’re concerned about how we’ve handled your information, you can email or write to us using the contact details above. We’ll acknowledge your complaint within 30 days, look into it and tell you the outcome without undue delay.

You can also complain to the UK data protection regulator, the Information Commissioner’s Office (ICO), through its data protection complaints service.