

Contact details:

The Data Controller of the information being collected is UHI North, West and Hebrides, Ormlie Road, Thurso, Caithness, KW14 7EE. For any queries or concerns about how your personal data is being processed you can contact the Data Protection Officer at dpo.nwh@uhi.ac.uk

This privacy statement relates to the following processing:

This privacy notice is for the processing of personal information collected when you make a reservation / visit one of the college training restaurants (listed below), serviced by our hospitality and cookery students:

- Croft Bistro, Stornoway
- Flagstones Restaurant, Thurso
- Burghfield Restaurant, Dornoch

The following information may be processed:

- Name
- Contact details (phone number)
- Booking details (date, time, party size, dietary requirements)
- Financial transaction data (including payment card details)
- Personal opinions of food and service experience

How we use your information

The College will use your personal information for the following purposes:

- To note your reservation
- Ensure we can meet your dietary requirements
- To add you to our client database, if you consent to this (Burghfield Restaurant patrons only)
- Process payment in exchange for services
- Gather feedback for student portfolio and course assessment

Please note any complaints will be managed per our [Enquiries and Complaints Privacy Notice](#).

Our legal reasons for using the data are:

Article 6 (1)(b) Contract: Collecting your personal information is necessary to create a reservation and accept payment for services delivered, as part of performance of the contract we have with you to provide restaurant services.

Article 6 (1)(e) Public Task: At the end of your visit, the College may request your feedback on your dining experience which will be gathered for inclusion in student portfolio and course assessment materials. Completion of the feedback form is optional, and your personal data will be removed before the form is added to the student portfolio.

Article 6 (1)(a) Consent - Burghfield patrons only: If you opt-in to us contacting you with information about the restaurant and its events, then we will process your contact details under the lawful basis of your consent. You can withdraw your consent at any time by emailing dornoch.nwh@uhi.ac.uk or calling us on 01862 811006.

Article 9 (2)(a) Explicit Consent: this is our additional lawful basis for processing special category data regarding food allergies or intolerances you may share. Please be aware if you do not disclose food allergies or intolerances in advance of your visit, we may not have adequate ingredients or resource to accommodate last minute requests.

Who we may share data with:

Payments received by debit or credit card will be processed by **WorldPay** payment processing company, a US based global company. For details of how WorldPay may use your personal data, including international transfer of data outside of the UK and beyond the EU, please read their [privacy notice](#).

Retention:

- Your **name and booking details** will be retained until the end of the calendar month you attended.
- **Payment card transaction receipts** will be held for 18 months to align with card company chargeback period.
- **Database of regular clients (Burghfield Restaurant only)** – 1 year from the end of the academic year (July) in which you verbally consented to hear from us, after this time your details will be deleted.
- Any **feedback comments** provided by you on comments card or sent to us via email will be anonymised and may be included in student assessment portfolios.

You have the following Data Subject Rights:

- access your personal data
- restrict processing of your personal data
- rectification of incorrectly held personal data
- withdraw consent (Burghfield patrons only)

In certain circumstances, the following rights also apply:

- request erasure of your personal data
- data portability

You also have the right to [lodge a complaint with the Information Commissioner's Office](#) about our handling of your data. However, before doing so, we would ask that you first discuss your concerns with the College by emailing dpo.nwh@uhi.ac.uk.