

Boisdale Ltd and Subsidiary Companies

Privacy and Cookie Policy

This PRIVACY & COOKIES Policy (the "Policy") has been prepared to meet the requirements of the UK's Data Protection Act 1998 and The Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011, (the "Acts") and the 2018 GDPR directive. It relates to the collection, protection, disclosure and use of personal data belonging to individuals who visit www.boisdale.co.uk, www.boisdaletickets.co.uk, www.boisdale-shop.com and www.boisdaleclub.co.uk (our "Sites") and also refers in detail to the "Cookies" we use, what they are and their purpose.

Who we are:

Boisdale operates Restaurants, Bars and Live Music Venues. The following companies are covered by this policy, and herein after are referred to as "Boisdale"

Boisdale Ltd: company registration no. 2703434

Boisdale of Canary Wharf Ltd: company registration no. 7108659

Boisdale International Ltd: company registration no. 6129334

Registered Offices: 15 Eccleston Street, London, SW1W 9LX

This Policy was last revised on: 23 July 2024.

Privacy Policy

About this policy

Boisdale is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible way. This Policy sets out how we will treat any personal information we obtain from you and it is intended to help you understand how we deal with it and how you may remove it. By providing your personal information to us, you agree that we may collect and use the personal information you provide in the ways described in this Policy. If you do not agree with the terms of this Policy after signing up you can ask for your details to be removed by writing to us at Boisdale, 13-15 Eccleston Street, London SW1W 9LX for the attention of the Data Control Manager.

We will use your personal information only for the purposes set out below.

Please note that we may need to update this Policy from time to time to reflect changes in the law. We recommend that you check this page regularly to ensure that you have read the most recent version and that you are happy with any changes.

1. INFORMATION WE MAY COLLECT FROM YOU

1.1. It is your choice to provide us with personal information. We may provide you with the option to select whether you would like to receive information from us or from trusted third parties by opting in or out of receiving promotional offers. In some circumstances, you will not have the option to opt out, for example, when we are administering a transaction requested by you, or if we are satisfying a legal requirement.

1.2. Ways in which you may be providing us with personal information include, for example,

- 1.2.1. registering on our Site;
- 1.2.2. registering to receive our Newsletter;
- 1.2.3. contacting us with an enquiry;
- 1.2.4. making a booking or reservation;
- 1.2.5. forwarding an item to another email address;
- 1.2.6. purchasing a product;
- 1.2.7. purchasing merchandise;
- 1.2.8. completing a survey which contains your personal information;
- 1.2.9. entering a competition; and/or
- 1.2.10. reporting a problem.
- 1.2.11. Becoming a member.

1.3. The information we will collect from you includes but is not limited to data concerning traffic on our Site, location data, weblogs and other communication data, (whether this is required for our billing purposes or otherwise) and the resources that you access.

1.4. By providing any personal information to us, you fully understand and clearly consent to the transfer, collection and processing of such personal information. Such transfer, collection and processing will comply with the terms of this Policy.

2. WHAT INFORMATION DO WE COLLECT

We collect and use many different kinds of personal information to provide our dining experiences and services. The personal information we may collect about you is listed below so you can see what we may know about you.

2.1. When you make a booking and/or visit Boisdale collects information such as:

- title
- name
- e-mail address (used for booking confirmation and post-dining feedback emails)
- age and date of birth
- Demographic data and preferences: Your gender and preferred restaurant site;
- home or work address
- telephone number
- company name
- marketing preferences (whether you opt-in or opt-out)
- Communications: What we learn about you from communications and conversations between us including reservations and information necessary to fulfil your special requests, feedback, gift cards, a summary of any problem you are experiencing, and any other documentation, screenshots or information that would be helpful in resolving an issue submitted to our customer support;
- Usage: Usage data about how you use our website, app, products and services, including your display name and profile photo if applicable; Technical: Details on the devices and technology you use, including your location
- Dietary preferences: Details about your dietary preferences, allergies and other health-related information
- Membership information: Details about your membership, benefits and rewards;
- Financial: Your credit card details, billing address, and bank account information
- Contractual data: Details about any products or services that we may provide for you
- CCTV: Information provided through CCTV and Camera recordings at our restaurants.

2.2 When you visit our website:

There is “Device Information” about your computer hardware and software that is automatically collected by Boisdale. 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.
- If you use our website, we may receive your generic location (such as city or town).

If you provide the personal information of anyone other than yourself (e.g. your family members or friends), you are responsible for informing that person that we are collecting their personal information and for ensuring that you have valid permission to provide such personal information to

3. WHERE WE COLLECT YOUR PERSONAL INFORMATION FROM

3.1. Generally, we collect and process your information in the following ways:

- Information you give us
- When you make a reservation;
- When you purchase gift vouchers;
- When you visit or make transactions on our website or app or in the establishments that we own or manage;
- When you respond to our promotions, or subscribe to our mailing lists;
- When you participate in competitions, contests or games organised by us;
- When you attend events or functions organised by us, or conducted at our establishments, for example, property launches, private dining, ticketed events and hosted events, promotional and marketing events and other social events;
- When you use our services (or express an interest in doing so) including services and transactions in respect of properties that we own or manage;
- When you communicate with us by telephone, email, via our website or through other communication channels, for example, through social media platforms;
- When you visit our website or app, or register a user account with our website or mobile applications;
- When we seek information about you and receive your personal data in connection with your relationship with us; and
- When you submit your personal data to us for any other reason.

3.2. Information we collect automatically when you use our services

- Payment and transaction

- Profile and usage This includes:
- your IP address;
- the security details you create and use to connect to our services;
- your settings and marketing choices;
- data we gather from devices you use to connect to our online services; and
- data we gather from cookies we use and other internet tracking software whilst you are using our website or mobile device For more information please refer to our cookie policy below

3.3. Information we receive from third parties

- Our business partners such as tour operators, booking agencies, reservation systems and third parties providing advertising, marketing and promotional services to us;
- Social networks;
- Event organiser for private dining;
- Family members or friends who provide your personal information to us on your behalf; and/or
- Public agencies or other public

3.4. Security

When your images are captured by us via CCTV cameras while you are within the restaurants, or when photographs or videos of you are taken when you attend events or functions organised by us.

4. WHERE WE STORE YOUR PERSONAL DATA

4.1. All information you provide to us is stored on our secure servers.

4.2. Any payment transactions will be encrypted using SSL technology. Where we have given you, or where you have chosen, a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share this password with anyone.

4.3. The information that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA, who work for us or for one of our suppliers. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Policy.

4.4. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

5. 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 be collected from you to provide specific services that you request and to provide additional services that may be of interest. We may use your personal information in the following ways:

- 5.1. Ease of Use - To ensure that content from our site is presented in the most effective manner for you and for your computer.
- 5.2. Transactional Purposes - To carry out our obligations arising from any contracts entered into between you and us, to respond to your queries and requests and to maintain your accounts and manage transactions, such as credit card payments for any products or services that you order.
- 5.3. Internal Record Keeping: To Maintain our legal obligations as required by UK Law.
- 5.4. Communication - To notify you about changes to our service.
- 5.5. Provision of Information - To assess your eligibility, and if eligible, provide you with information.
- 5.6. Marketing Communications and Analysis - To communicate with you about our products and services if you have opted-in to receive them and for our own internal marketing analysis, for example, to measure the amount of traffic to our Site. 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. To study how our customers use products and services from us and other members of our Restaurant Group;
- 5.7. For carrying out research and statistical analysis, including the development of new products and services or evaluation and improvement of our existing products and products and services;
- 5.8. We will retain your data for an infinite period unless you ask us to unsubscribe you.

6. USES MADE OF THE INFORMATION BY THIRD PARTIES

We may share your personal information with other parties in order to provide you with products and services, run our business and comply with regulations that apply to us. These include the following:

6.1. We may share your personal information within the Restaurant Group, primarily for business and operational purposes. As we continue to develop our business, we may sell or purchase. If another entity acquires us or merges with us your personal information will be disclosed to such entity. Also, if any bankruptcy or reorganisation proceeding is brought by or against us, all such information will be considered an asset of ours and as such it is possible it will be sold or transferred to third parties.

6.2. We may share your personal information with third parties who perform functions on our behalf and who also provide services to us, such as professional advisors, social media networks, data management companies, digital agencies, reservation booking platforms, gift voucher solutions providers, CRM software providers and IT consultants carrying out testing and development work on our business technology systems and function coordinators. These third parties comply with similar and equally stringent undertakings of privacy and confidentiality and your information may be shared with third parties on an anonymised basis.

6.3. We may also share your personal information with our appointed representatives in connection with a contracted transaction between you and us, including solicitors. These third parties comply with similar and equally stringent undertakings of privacy and confidentiality.

6.4. We may also share your personal information with the following organisations:

6.4.1. Agents and advisers who we use to help run our business and explore new ways of doing business;

6.4.2. Companies that introduce you to us;

6.4.3. Companies that we introduce you to;

6.4.4. Companies you ask us to share your data

6.4.5. Where required we may also share your personal information with third parties to comply with a legal obligation; to enforce or apply our Terms of Service or other agreements when we believe in good faith that an applicable law requires it; at the request of governmental authorities conducting an investigation; to detect and protect against fraud, or any technical or security vulnerabilities; to respond to an emergency; or otherwise to protect the rights, property, safety, or security of third parties, visitors to the our website, our business or the public.

7. LINKS TO OTHER WEBSITES

This Policy only covers this Site. If you follow a link from this Site to another website, you must refer to and read the privacy statement on that other website which you visit. Third parties whose content appears on our Site may use third-party Cookies, If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

The website and app may include social media features and widgets, such as the Facebook Like button, the Share This button or interactive mini programs that run on the website and app. These features may collect your IP address and which page you are visiting on our website and app and may set a cookie or other identifier to enable the feature to function properly. Social media features and widgets are either hosted by a third party or hosted directly on our website or app. Your interactions with these features are governed by the privacy notice of the company providing it, and we are not responsible for the processing of your personal data by these third parties.

8. DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information:

8.1. To third parties to whom you have provided your consent in order that they will be able to prepare or send any communications to you, or to assist us in connection with any of our administrative or business functions, (including,

but not limited to delivery, marketing and advertising and credit card and data processing) or in the provision of any of our products to you

8.2. In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer.

8.3. If Boisdale, or substantially all of its assets, are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

8.4. If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of Use or Ticket and Admission Terms and Conditions and other agreements; or to protect the rights, property, or safety of Boisdale, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

9. INTERACTIVE AREAS OF OUR SITE/ BLOGS

9.1. Information that you post via social networking (including but not limited to Facebook and Twitter) is generally accessible to, and may be collected by, others and may result in unwelcome communications. For your own safety and security, you should not provide information about yourself on the aforementioned areas of our Site or via social networking.

9.2. If you disclose any information via social networking, we do not accept any responsibility or liability for any breach of privacy, loss, damage, effect on your reputation or otherwise whatsoever.

10. YOUR RIGHTS

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you, before collecting your data, if we intend to use your data for such purposes or if we intend to disclose your data to any third party for such purposes. You can exercise your right at any time to prevent such processing and change your marketing preferences by emailing us at info@boisdale.co.uk. You can also contact us at Boisdale, 13-15 Eccleston Street, London SW1W 9LX for the attention of the Data Control Manager.

11. CHILDREN'S DATA

11.1. Our website and app are intended for users who are 16 years old or older and we do not knowingly collect personal information from children under 16 years of

11.2. If you are under 16 years old, please obtain consent from your parent or guardian before you submit any personal information to us. If you are a parent or guardian of a child and you have reason to believe your child or ward that is below 16 years of age has provided us with their personal information without your prior consent, please contact us to request for erasure of their personal data or for the minor to be unsubscribed from our mailing lists.

11.3. If we become aware that we have inadvertently received personal information from a child below 16 years of age, we will delete such information from our databases.

12. CHANGE THIS PRIVACY NOTICE?

We may need to make changes to this privacy notice at any time. Please check back frequently to see any updates or changes to our privacy notice. The changes will go into effect on the “Last updated” date shown in the revised privacy notice. If we make any material change to how we collect your personal information, or how we use or share it, we will update the privacy notice on our website and app, and we will inform you of these changes by our normal means of communicating with you, including by email or by post.

13. ACCESS TO INFORMATION

The Acts give you the right to access information we hold about you. Any access request will be subject to a fee of £10 to meet our costs in providing you with such information. If you would like a copy of this information, please write to us at Boisdale, 13-15 Eccleston Street, London SW1W 9LX for the attention of the Data Control Manager

14. COMPLAINTS

If you wish to complain about the use of your data or any aspect of our data management you can contact the Information Commissioners Office, website <https://ico.org.uk/>

Contact Information

Boisdale welcomes your comments regarding this Policy. If you believe that Boisdale has not adhered to this, please contactinfo@boisdale.co.uk. You can also contact us at Boisdale, 13-15 Eccleston Street, London SW1W 9LX for the attention of the Data Control Manager. We will use all reasonable efforts to determine and remedy any problem.

Cookie Policy

Like many other websites, we use "cookies" to help us gather and store information about visitors to our Site.

A "cookie" is a small text file which is downloaded on to your computer's hard disk when you access certain websites. Cookies allow the website to recognise your computer. A cookie can identify the pages that are being viewed and this can assist us to select the pages that the visitor sees.

Cookies do not usually contain any information that personally identifies you, the Website user. However, personal information that we store about you may be linked to the information obtained from and stored in cookies. For more information on how such personal information is handled and stored, refer to our Privacy Policy.

We use cookies to personalise content and ads, to provide social media features and to analyse our traffic. We also share information about your use of our site with our social media, advertising and analytics partners who may combine it with other information that you've provided to them or that they've collected from your use of their services.

We may collect information about your computer, including your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our Site users' browsing actions and patterns and does not identify you as an individual.

We do not store sensitive information such as account numbers or passwords in "persistent" cookies, and cookies in themselves, do not contain enough information to identify you.

In addition to using cookies, we might also use GIFs and other web tools, such as Google Analytics, to collect information about your browsing activities whilst on our site. In this respect the information that is provided is similar to the information supplied by cookies, and we use it for the same purposes.

Any information that we acquire about you using cookies, GIFs, or other web tools is subject to the same restrictions and conditions as any other information we collect about you, as outlined in this Policy.

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.

THE COOKIES USED ON OUR SITE

Necessary

Necessary cookies help make a website usable by enabling basic functions like page navigation and access to secure areas of the website. The website cannot function properly without these cookies.

Cookie Name	Provider	Type	Expiry	Cookie purpose description:
__cf_bm	vimeo.com	HTTP	1 day	Unclassified
CookieConsent	boisdaletickets.co.uk/boisdale.co.uk	HTTP	1 year	Stores the user's cookie consent state for the current domain
JSESSIONID	boisdaletickets.co.uk/boisdale.co.uk	HTTP	Session	Preserves users states across page requests.

Preferences

Preference cookies enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.

Cookie Name	Provider	Type	Expiry	Cookie purpose description:
maps/gen_204	maps.google.com	Pixel	Session	Used in context with the website's map integration. The cookie stores user interaction with the map in order to optimize its functionality.
player	vimeo.com	HTTP	1 year	Saves the user's preferences when playing embedded videos from Vimeo.
sync_active	vimeocdn.com	HTML	Persistent	Contains data on visitor's video-content preferences - This allows the website to remember parameters such as preferred volume or video quality.
OAGEO	servedby.revive-adserver.net	HTTP	Session	Designates the country code that is calculated based on the user's IP address. Used to determine what language should be used for the visitor.

Statistics

Statistic cookies help website owners to understand how visitors interact with websites by collecting and reporting information anonymously.

Cookie Name	Provider	Type	Expiry	Cookie purpose description:
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td	googletagmanager.com	Pixel	Session	Registers statistical data on users' behaviour on the website. Used for internal analytics
vuid	vimeo.com	HTTP	2 years	Collects data on the user's visits to the website, such as which pages have been read
yt-player-headers-readable	youtube.com	HTML	Persistent	Used to determine the optimal video quality based on the visitor's device and network settings.

Marketing

Marketing cookies are used to track visitors across websites. The intention is to display ads that are relevant and engaging for the individual user and thereby more valuable for publishers and third party advertisers.

Cookie Name	Provider	Type	Expiry	Cookie purpose description:
__Secure-YEC	youtube.com	HTTP	13 months	Stores the user's video player preferences using embedded YouTube video
_fbp	boisdaletickets.co.uk	HTTP	3 months	Used by Facebook to deliver a series of advertisement products
_ga	boisdaletickets.co.uk	HTTP	2 years	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.
_gat	boisdaletickets.co.uk	HTTP	1 day	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.
_gid	boisdaletickets.co.uk	HTTP	1 day	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.
ads/ga-audiences	google.com	Pixel	Session	Unclassified
collect	google-analytics.com	Pixel	Session	Used to send data to Google Analytics about the visitor's device and behavior. Tracks the visitor across devices and marketing channels.
CONSENT	youtube.com	HTTP	2 years	Used to detect if the visitor has accepted the marketing category in the cookie banner. This cookie is necessary for GDPR-compliance of the website.
iU5q-!O9@\$	youtube.com	HTML	Session	Registers a unique ID to keep statistics of what videos from YouTube the user has seen
LAST_RESULT_ENTRY_KEY	youtube.com	HTTP	Session	Used to track user's interaction with embedded content.

lastExternalReferrer	connect.facebook.net	HTML	Persistent	Detects how the user reached the website by registering their last URL-address.
lastExternalReferrerTime	connect.facebook.net	HTML	Persistent	Detects how the user reached the website by registering their last URL-address
LogsDatabaseV2:V# LogsRequestsStore	youtube.com	IndexedDB	Persistent	Unclassified
nextId	youtube.com	HTTP	Session	Used to track user's interaction with embedded content.
requests	youtube.com	HTTP	Session	Used to track user's interaction with embedded content.
ServiceWorkerLogsDatabase#SWHealthLog	youtube.com	IndexedDB	Persistent	Necessary for the implementation and functionality of YouTube video-content on the website.
TESTCOOKIESENABLED	youtube.com	HTTP	1 day	Necessary for the implementation and functionality of YouTube video-content on the website.
VISITOR_INFO1_LIVE	youtube.com	HTTP	180 days	Unclassified
VISITOR_PRIVACY_METADATA	youtube.com	HTTP	13 months	Stores the user's cookie consent state for the current domain
YSC	youtube.com	HTTP	Session	Unclassified
yt.innertube::nextId	youtube.com	HTML	Persistent	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.
ytidb::LAST_RESULT_ENTRY_KEY	youtube.com	HTML	Persistent	Used to track user's interaction with embedded content.
YtldbMeta#databases	youtube.com	IndexedDB	Persistent	Used to track user's interaction with embedded content.
yt-player-bandaaid-host	youtube.com	HTML	Persistent	Used to determine the optimal video quality based on the visitor's device and network settings.
AtreemoUniqueID_cookie	Atreemo	Persistent	HTTP Cookie	User tracking for customer segmentation and marketing
AtreemoCookiesToken_cookie	Atreemo	Persistent	HTTP Cookie	User tracking for customer segmentation and marketing
OAID	servedby.revive-adserver.net	HTTP	1 year	Registers a unique ID that identifies a returning user's device. The ID is used for targeted ads.
remote_sid	youtube.com	HTTP	Session	Necessary for the implementation and functionality of YouTube video-content on the website
yt-remote-cast-available	youtube.com	HTML	Session	Stores the user's video player preferences using embedded YouTube video
yt-remote-cast-installed	youtube.com	HTML	Session	Stores the user's video player preferences using embedded YouTube video
yt-remote-connected-devices	youtube.com	HTML	Persistent	Stores the user's video player preferences using embedded YouTube video

yt-remote-device-id	youtube.com	HTML	Persistent	Stores the user's video player preferences using embedded YouTube video
yt-remote-fast-check-period	youtube.com	HTML	Session	Stores the user's video player preferences using embedded YouTube video
yt-remote-session-app	youtube.com	HTML	Session	Stores the user's video player preferences using embedded YouTube video
yt-remote-session-name	youtube.com	HTML	Session	Stores the user's video player preferences using embedded YouTube video

HOW TO CONTROL YOUR COOKIES

1. You can choose to enable or disable cookies in your internet browser. By default, most internet browsers accept cookies but this can be changed. For further details, please see the help menu in your internet browser.
2. You can switch off cookies at any time, however, you may lose information that enables you to access the Website more quickly and efficiently.
3. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.
4. For more information generally on cookies, including how to disable them, please refer to aboutcookies.org. You will also find details on how to delete cookies from your computer.