

Privacy Policy

Romantica Italian Restaurant

Draft prepared 12 October 2026 | Effective date 12 October 2026

This policy explains how we collect, use and protect personal information when you visit our restaurant or website, make a booking, order food, buy a voucher or contact us. It covers customers and website visitors. Staff and recruitment information should be covered by separate privacy notices.

1 Who we are and how to contact us

The data controller is [insert full legal name of the company, partnership or sole trader], trading as Romantica Italian Restaurant. We are responsible for deciding how the personal information described in this policy is used.

Address: 287 Lichfield Road, Sutton Coldfield, Birmingham, B74 2XH

Telephone: 0121 323 3788

Privacy contact: Restaurant Manager

Email: mail@romanticarestaurant.co.uk

Website: <https://romanticarestaurant.co.uk>

2 Information we collect

Depending on your dealings with us, we collect your name, telephone number, email address, booking date, party size, order details, delivery address, voucher details and messages or feedback. We may also receive payment confirmations, transaction references, deposit and refund details, and limited card information supplied by our payment provider.

If you choose to tell us about allergies, intolerances or accessibility needs, we may handle information about your health. Please provide only what we need to assist you. Information about other guests should be shared with their knowledge; health information requires the relevant person's explicit consent.

Our website may collect technical information such as your IP address, browser, device information and security logs. Cookie and similar technology use is explained in section 6. [Confirm the technical information actually collected.]

3 Where information comes from

We receive information directly from you in person, by telephone, through our website, by email or through social media. We may also receive booking, order and payment information from service providers or someone arranging a booking or buying a voucher for you. [Insert the names of booking, ordering, delivery and voucher platforms used.]

We need basic contact, booking, order and payment information to arrange and fulfil the service you request. Without necessary information, we may be unable to confirm a booking, take payment or fulfil an order. Marketing consent is optional and does not affect your ability to use our services.

4 Why we use information and our lawful bases

Bookings, orders and vouchers: we use contact, booking, order and transaction details to arrange and provide services, send confirmations, take deposits, process payments and manage cancellations or refunds. Our lawful basis is performance of a contract or steps you ask us to take before entering into one.

Enquiries and service issues: we use correspondence and relevant booking or order records to answer questions, resolve complaints and improve service. Our lawful basis is our legitimate interest in operating the restaurant and providing effective customer support. Contract also applies where we are fulfilling an agreement with you.

Accounting and legal requirements: we retain relevant financial and transaction records to comply with applicable tax and accounting obligations. Our lawful basis is legal obligation. For handling disputes and establishing or defending legal claims, we rely on our legitimate interest in protecting our business and legal rights.

Allergies and accessibility: where we record or otherwise process health information to accommodate your request, we rely on your consent under Article 6 and explicit consent under Article 9 of the UK GDPR. You can withdraw consent by contacting us. This does not affect earlier lawful processing, but it may limit our ability to accommodate your requirements. [Confirm how explicit consent is obtained and recorded.]

Website security: we use necessary technical logs to keep our systems secure and investigate misuse. Our lawful basis is our legitimate interest in protecting our website, customers and business. Optional website tracking is addressed below.

5 Marketing and your choices

Where we send promotional emails or text messages, we do so with your consent or, where all applicable requirements are met, under the existing customer “soft opt-in”. This means we obtained your details directly during a sale or negotiations for a sale, market only our own similar services, and offered a clear opportunity to opt out when collecting your details and in every message.

Our UK GDPR lawful basis is consent for opted-in marketing, or legitimate interests for permitted soft opt-in marketing. [Confirm which approach is used; remove any unused approach.] Booking confirmations and essential order updates are service messages.

You can stop marketing at any time using the unsubscribe option in a message or by contacting us. You have an absolute right to object to direct marketing. We keep a minimal suppression record so that your choice is respected.

6 Cookies and similar technologies

Cookies and similar technologies can support website functions, remember choices and, where enabled, measure usage or support advertising. We request consent before using technologies that require it. You can refuse optional technologies and withdraw consent through [insert cookie settings link or method].

Our cookie information at [insert cookie policy link] explains the actual technologies used, their providers, purposes, duration and choices available to you. [Complete a website cookie check before publishing; do not list analytics or advertising tools unless they are used.]

7 Sharing and overseas processing

We share information where needed with booking and ordering providers, delivery partners, payment processors, website and IT support providers, and email or marketing service providers. Accountants, insurers and professional advisers may receive information needed for their work. We may disclose relevant information to public authorities where required by law or necessary for a lawful investigation or claim.

Providers acting on our instructions must protect the information under appropriate agreements. Some platforms and payment providers act as independent controllers for their own purposes; their privacy notices explain those uses. [Identify relevant providers and link their notices.]

[Confirm whether providers store or access personal information outside the UK. If they do, identify the relevant destinations and applicable UK adequacy regulations or contractual safeguards, such as the UK International Data Transfer Agreement or UK Addendum, and explain how customers can obtain details or a copy. If no restricted transfers occur, replace this paragraph with an accurate statement.]

8 Keeping information and protecting it

We keep information only for the periods needed for its stated purpose, taking account of legal requirements and unresolved disputes. We then securely delete it or make it anonymous. Our retention periods are:

- Booking, order and routine enquiry records: <https://www.simpleerb.com/>
- Tax, accounting and transaction records: our company does not store any transaction records
- Allergy and accessibility notes: period of 4 years
- Marketing details: until consent is withdrawn or you opt out, subject to period of 2 years; minimal suppression records are retained to honour your choice.
- Complaints and claim records: subject to period of 2 years;
- Website logs and cookies

9 Your rights and complaints

Depending on the circumstances, you can request access to your personal information, correction, deletion, restriction of use or a portable copy. You may withdraw consent at any time, without affecting processing already carried out lawfully. Contact us using section 1. We may need to verify your identity and normally respond within one month, subject to permitted extensions or pauses.

Your right to object: you can object to processing based on legitimate interests for reasons relating to your circumstances. You can object to direct marketing at any time, and we will stop using your information for that purpose.

You can raise a privacy complaint with the Restaurant Manager using section 1. You also have the right to complain to the Information Commissioner's Office at <https://ico.org.uk/make-a-complaint/>.

10 Changes to this policy

We update this policy when our practices or relevant requirements change. The current version will be available on our website and on request. We will provide further information before using your information for a new purpose where required.

Business review notes

Internal notes to remove before publishing

This is a tailored draft, not a verified account of the restaurant's systems. Complete all square-bracketed fields and ensure the wording matches actual practice before using it as a public privacy notice.

Details to confirm

- Enter the legal controller's name and effective date. Confirm the privacy email: public website pages currently display conflicting email addresses. The address and telephone number were taken from the restaurant's contact page.
- Confirm every booking, takeaway, delivery, voucher, payment, hosting and marketing provider. Identify where data is hosted or accessed, relevant transfer safeguards and provider privacy notices.
- Set and implement retention periods for each record category. Do not adopt arbitrary periods merely to complete the policy.
- Confirm how allergy and other health information is collected and how explicit consent and withdrawal are recorded. Simply receiving a dietary note is not automatically explicit consent.
- Check cookies, embedded booking widgets, analytics and advertising tools. Complete the cookie notice and settings mechanism so the published wording matches actual behaviour.
- Confirm whether marketing uses consent, a fully compliant soft opt-in, or both. Confirm unsubscribe handling and suppression records.

Activities requiring additional wording if used

CCTV: add the areas covered, purpose, controller, legitimate interests, recipients and exact retention period, supported by clear signage. Do not publish a CCTV statement unless cameras are actually used.

Guest Wi-Fi, loyalty schemes, marketing photographs, call recording and automated profiling or decisions: confirm whether any are used. Add the data collected, purposes, lawful bases, providers, retention and relevant rights. If there are significant automated decisions, explain their operation, effects and safeguards.

Job applicants and employees: prepare separate notices for recruitment and employment records. This customer policy does not cover those activities.

Reference material checked

Romantica contact page — <https://romanticarestaurant.co.uk/contact/>

ICO privacy information requirements — <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/the-right-to-be-informed/what-privacy-information-should-we-provide/>

ICO electronic mail marketing — <https://ico.org.uk/for-organisations/direct-marketing-and-privacy-and-electronic-communications/guide-to-pecr/electronic-and-telephone-marketing/electronic-mail-marketing/>

ICO special category information — <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/lawful-basis/special-category-data/>

ICO storage and access technologies — <https://ico.org.uk/for-organisations/direct-marketing-and-privacy-and-electronic-communications/guidance-on-the-use-of-storage-and-access-technologies/>