



Privacy Policy

Terranova Italian - restaurant

Terranova Restaurants Ltd. will be known as the 'controller' of any personal data you provide. We are committed to safeguarding the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your information in accordance with the General Data Protection Regulation (GDPR) and other applicable data protection laws.

1. Information We Collect:

We may collect personal information from you when you use our website, contact us via phone or email, or engage with our services. The types of personal information we may collect include:

- a) Contact information such as name, email address, telephone number, and postal address.
- b) Reservation details including date, time, and number of guests.
- c) Payment information for processing transactions.
- d) Dietary preferences or special requests.
- e) Feedback and reviews provided by you.

2. How We Use Your Information:

We use the information we collect for the following purposes:

- a) To process and manage reservations.
- b) To communicate with you regarding your reservation, updates, promotions, and other relevant information.
- c) To improve our services and offerings based on your feedback.
- d) To personalise your experience and provide tailored recommendations.
- e) To comply with legal and regulatory requirements.
- f) To protect the security and integrity of our services.

3. Data sharing and Disclosure:

We may share your information with third parties in the following circumstances:

- a) With service providers who assist us in providing our services, such as payment processors and IT support providers.
- b) With law enforcement authorities, government agencies, or authorised third parties if required by law or to protect our rights, property, or safety.
- c) We do not sell, rent, or lease your personal information to third parties.

4. Data Security:

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, disclosure, alteration, or destruction. We restrict access to your information to authorised personnel only and maintain physical, electronic, and procedural safeguards to ensure its confidentiality. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.



5. Your Rights:

You have certain rights regarding your personal information, including the right to access, correct, or delete your information. You may also have the right to object to or restrict certain processing activities. To exercise your rights, please contact us using the contact information provided below.

6. Data Retention:

We will retain your personal information for 6 years or as long as necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

7. Updates to this Privacy Policy:

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. We encourage you to review this Privacy Policy periodically for any changes.

8. Contact Us:

If you have any questions or concerns about our Privacy Policy or our data practices, please contact us at bookings@terranoarestaurants.com

Effective Date:

This Privacy Policy is effective as of the date indicated below and replaces any previous versions.

5 April 2024