

PRIVACY POLICY

Business privacy policy - The Crown Inn Privacy Policy 2020

This privacy policy sets out how The Crown Inn @ Farnham Royal uses and protects any information that you give us when you use our website, visit our pub or give us any personal details in connection with your employment.

The Crown Inn is committed to The General Data Protection Regulation (GDPR) 2018, which supersedes the UK Data Protection Act 1998 (DPA) on the 25th May 2018. The Crown Inn is also committed in ensuring that your privacy is protected.

Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy.

The Crown Inn may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 1st June 2019.

WHAT WE COLLECT

We may collect the following information:

- Name and personal details
- Contact information including email address
- Demographic information such as postcode, preferences and interests
- Other relevant information
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WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for internal marketing purposes. We may contact you by email, phone or mail. We may use the information to customise our website according to your interests.
- If you are employed by us please refer to our terms and conditions of employment

SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

LINKS TO OTHER WEBSITES

Our websites may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be held or used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us on the address below or emailing us at info@crownnpub.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the EU General Data Protection Regulation 2018. A small fee will be payable. If you would like a copy of the information held on you please write to The Crown Inn, Crown Lane, Farnham Royal, Bucks. SL2 3SQ.

If you believe that any information we are holding on you is incorrect or incomplete, please write to us or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

COOKIE POLICY FOR THE CROWN INN

This page describes the sort of information that may be gathered by cookies, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored if you wished to do so, however you should be aware that this may downgrade or 'break' certain elements of the website's functionality.

By using this website you agree to our use of cookies as described below and the placement of cookies on your computer.

The Crown Inn's website uses cookies – small text files that are placed on your machine to help the site provide a better user experience. In general, cookies are used to retain user preferences, store information for things like shopping carts, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers.

WHAT ARE COOKIES?

A cookie is a small piece of information that websites may store on your computer to help carry out various useful functions, such as:

- Remembering your login or shopping basket selections when returning to a site, or across multiple sites, to save you having to re-enter this information every time
- Remembering personalisation of a site such as selecting the content you want to view or which page should be your default landing page
- Tracking your use of a site so the website owner can work out how to more effectively target their content to their customers and see where their site may need improvement

It's important to understand that cookies don't hold financial information and when used for website tracking they are simply tracking your use, not your personal data.

For more general information on cookies see the [Wikipedia article on HTTP Cookies...](#)

WHAT COOKIES ARE USED ON THIS SITE?

GOOGLE ANALYTICS

This site uses Google Analytics which is one of the most widespread and trusted analytics solutions on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official [Google Analytics page](#).

DISABLING COOKIES

Unfortunately, in most cases there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this website. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

You can however prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this).

MORE INFORMATION

If you require more information, you can contact us through one of our preferred contact methods detailed on this site.

GDPR 2018

<https://www.eugdpr.org/eugdpr.org.html>

Article 5 of the GDPR requires that personal data shall be:

“a) processed lawfully, fairly and in a transparent manner in relation to individuals;

b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;

c) adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;

d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;

e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and

f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

Article 5(2) requires that:

“the controller shall be responsible for, and be able to demonstrate, compliance with the principles.”

CCTV

The Crown Inn considers the use of CCTV a necessary tool to help reduce crime, reduce the fear of crime and improve the safety of our customers and staff.

We have installed a CCTV system for the purposes of customer and staff safety and crime prevention and detection.

We will only disclose CCTV images to others who intend to use the images for the purposes stated above. CCTV images will not be released to the media for entertainment purposes or placed on the internet.

Images captured by CCTV will not be kept for longer than 31 days. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated.

The Crown Inn considers that CCTV will achieve these objectives:

To assist in the reduction of crime, anti-social behaviour and the fear of crime on our premises.

To facilitate the apprehension and prosecution of offenders.

To assist in the prevention and detection of crime and disorder committed in our premises.

To reduce the theft of and from cars in car parks.

To improve the personal safety of our staff and customers.

The system will also be operated in accordance with the 12 guiding principles set out in the [surveillance camera codes of practice 2013](#).

You have the right to see CCTV images of yourself and be provided with a copy of the images.

Please contact info@crowninnpub.co.uk.