



PRIVACY POLICY

WHO WE ARE

In this privacy policy references to "we", "us" and "our" are to Mackintosh at The Willow. References to "our Website" or "the Website" are www.mackintoshatthewillow.com

WHO OUR DATA CONTROLLER IS

Mackintosh at the Willow processes Personal Data both as a Processor and as a Controller as defined in the Directive and the GDPR. We have multiple data controllers. For further information on this please contact email address info@willowtearoomstrust.org

WHAT INFORMATION WE COLLECT AND HOW

The information we collect via our Website and e- newsletters may include.

- Any personal details you knowingly provide us with through forms and email, such as name, address, email address, telephone number etc.
- Your preferences and use of email updates, recorded by emails we send you (if you select to receive email updates or e-newsletters on products, services and promotions).
- Your IP Address, this is a string of numbers unique to your computer that is recorded by our web server when you request any page or component on the Website. This information is used to monitor your usage and behaviours on the Website. This information is only processed in a way that does not identify anyone. We do not attempt to find out the identities of those visiting the website.
- Data recorded by the Website that allows us to recognise you and your preferred settings, this saves you from re-entering information on return visits to the site. Such data is recorded locally on your computer through the use of cookies. Most browsers can be programmed to reject, or warn you before downloading cookies, information regarding this may be found in your browsers 'help' facility.

WHAT WE DO WITH YOUR INFORMATION

Any personal information we collect from this website will be used in accordance with the General Data Protection Regulation and other applicable laws. The details we collect will be used:

- To deliver our service (we may pass your details to another organisation to supply/deliver products or services you have purchased and/or to provide after-sales service);
- We may use your email address to send you information on our services via email or an e-newsletter. In such a case you will be offered the option to opt in/out upon receipt. Our e-newsletters are delivered by third party provider Mailchimp.
- We may use your email address to invite you to Mackintosh at the Willow or The Willow Tea Rooms Trust events.



We may need to pass the information we collect to other companies for administrative purposes. We may use third parties to carry out certain activities, such as processing and sorting data, monitoring how customers use the Website and issuing our e-mails for us. Third parties will not be allowed to use your personal information for their own purposes.

YOUR RIGHTS

You have the right to request a copy of any information that we currently hold about you. In order to receive such information please send your contact details including address to the following address:

Mackintosh at the Willow
217 Sauchiehall Street
Glasgow
G2 3EX

Mackintosh at the Willow has a Data Protection Officer who can be reached at the following email address info@mackintoshatthewillow.com

If you believe the information held about you is incorrect, you are welcome to contact us to allow us to update and keep your data accurate. If at any point you wish for Mackintosh at the Willow to delete information about you, you can contact us at the address above.

OTHER WEBSITES

This privacy policy only covers this website. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.

DATA WEBSITES

We retain the data collected from a user for a limited period of time as long as we need to fulfil the purposes for which we have initially collected it.