

## CIRCUS LONCO trading as CIRCUS

### Privacy & Cookie Policy

We really value your privacy, so we'd like to explain our privacy policy to you. It's important that you read and understand what follows because it explains how Circus will collect and use your personal information.

1. How do we collect your information?
2. What are the Information we will collect from you?
3. What do we use your personal information for?
4. Where do we store your information?
5. How we share your information?
6. Pre-theatre bookings (Under 18's)
7. Keeping your data secure
8. Cookie Policy
9. How you can access your information?
10. How can you unsubscribe?
11. Contact Us

Please take the time to read this Privacy Policy, which is part of our Terms and Conditions for the Site. Each time you access, use, book a table, or otherwise interact with Circus through the website, you agree to be bound by this Privacy Policy. If you do not accept this Privacy Policy, please do not access, use or browse the website, take any of the foregoing steps, or otherwise interact with Circus.

Circus reserves the right to change this Privacy Policy at any time. Should the Privacy Policy be revised, we will post the revised policy on the website and the new Privacy Policy will be effective immediately upon posting. Any material changes in the way that we use personal information (defined below) will apply only to information collected thereafter, unless we provide you with notice or obtain your consent in accordance with applicable law. time you access, use or browse the Sites, you signify your acceptance of the then-current Privacy Policy.

#### **1. How does Circus collect your personal information?**

We may collect your personal information through some of the following ways:

- a) When you register or use [www.circus-london.co.uk](http://www.circus-london.co.uk) website
- b) When you register or use our free WIFI service.
- c) When you contact Circus by telephone or email.
- d) When you book through Collin's by Design My Night, our affiliated booking platform. View their Privacy Policy [here](#).
- e) When you enter any prize draws or competitions run by Circus.
- f) When you purchase Circus gift vouchers
- g) When completing any surveys that we send to you for research purposes (although you are under no obligation to complete these).
- h) When completing any forms for transactional, employment or other purposes.

## 2. What are the information will Circus collect about you?

In addition to personal details such as your full name, date of birth, email address and telephone number, Circus may also collect some of the following personal information about you:

- a) Questions, queries or feedback you leave, including your email address if you send an email to all emails ending *@circus-london.co.uk*
- b) Details to allow you to access services and transactions, e.g. an email address (you'll always be told when this information is being collected, and it will only be used for the purpose you provide it for)
- c) Transactional details which may be related to card payments, cheques or bank transfers
- d) Details of your visits to the website, in-house WIFI and the resources that you access, your IP address, and details of which version of web browser you used
- e) Details of when you contact Circus by email, post or telephone. Please note that we may keep a record of that correspondence.
- f) Details of passed and future reservations i.e. number of reservations made.

Any other information from which we can identify you (or which is available on public registers).

## 3. What does Circus use your personal information for?

We will treat all your personal information as private and confidential (although we reserve the right to disclose this information in certain circumstances, as set out below).

We confirm that any personal information which you provide to us will be held securely and in accordance with the registration that we have with the Data Commissioner's Office. We will use and process your personal information in accordance with the Data Protection Act 1998, as amended from time to time, as well as any other relevant data protection or privacy legislation.

The types of uses we will make of your personal information may include the following:

- a) To help provide services to you and respond to your questions and requests
- b) To enable you to pay for products and book reservations
- c) To conduct surveys and audits
- d) Administer any prize draws or competitions run by Circus. Please refer to the specific terms & conditions for each prize draw or competition
- e) To analyse and develop advertisements and advertising campaigns, optimize and determine the effectiveness of content and advertisements, and analyse your interactions with content and advertisements.
- f) Improve the site by monitoring how you use it.
- g) Improve the content and appearance of the Website, to ensure that content is presented in the most effective manner for you.

- h) Assess and process your job application (we may retain a record of your information for a reasonable period of time following the end of our recruitment selection process for administration purposes).

#### **4. Where does Circus store your data?**

We store your data on our secure servers in the UK.

#### **5. How we share your information**

Circus does not share your personal information with third parties for their direct marketing purposes, unless we have obtained your prior affirmative consent.

Circus may share your Personal Information:

- a) Your personal information may be disclosed to other businesses within Circus Lonco LTD in the eventuality of new associated businesses to be opened in the future by Circus Lonco LTD, as defined in section 736 of the UK Companies Act 1985.
- b) As mentioned above, we may also disclose your personal information to carefully-selected and monitored third parties who are engaged to help us run, manage and improve the quality of the products and services that Circus offer, as well as for marketing and fraud and credit checking purposes. We require all the third parties that we interact with to treat your personal information as carefully and confidentially as we do.
- c) To comply with the law or legal process, or cooperate with law enforcement or government requests;
- d) To investigate, prevent or take action regarding suspected illegal activities, fraud or potential threats, or exercise legal rights or defend against claims;
- e) As we feel is necessary or advisable to prevent illegal activity or to protect our interests or the rights, safety or property of others; and
- f) To an affiliate or third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or disposition of all or any portion of our business or operations (including without limitation in connection with bankruptcy or any similar proceedings).
- g) You agree that you do not object to us using your personal information for any of the purposes outlined in this privacy policy and you confirm that you do not and will not consider any of these purposes as a breach of any of your rights under the Privacy and Electronic Communications (EC Directive) Regulations 2003.
- h) We will not keep your personal information processed by us for any purpose or purposes for longer than is necessary for that purpose or for those purposes.

#### **6. Pre-theatre bookings (Under 18's)**

You must be over the age of 15 to book a reservation (applicable only to our Saturday pre-theatre seating 4pm-7pm) or become a registered user of the website. If you are under 15 years old, please do not provide us with your name, contact details or any other information about yourself. If you are between 15 – 17, you must have the consent of your parent or legal guardian to use the website and allow us to collect your Personal Information and use it in accordance with this policy.

## 7. Keep your data secure

Circus uses reasonable administrative, physical and electronic security measures to protect against the loss, misuse and alteration of your personal information.

Although we use all available precautions, no system is 100% secure; any submission or transmission of your Personal Information is done at your own risk. We cannot accept any liability for the loss, theft or misuse of any Personal Information.

## 8. Cookie Policy

**Cookies:** A cookie is a piece of data stored on your computer, which is a standard feature of browser software. A cookie assigns each visitor a unique, random number that resides on your computer. Our cookies do not actually identify the visitor, just the computer that a visitor uses to access the Sites. If you view the Sites, your web browser may store cookies on your computer, which will better enable you to navigate the Sites when you return. Cookies also may be used by some of the websites to which we link. We do not control the use or contents of third party cookies, for example, by Facebook, Instagram or Pinterest. **BY USING OUR SITE YOU CONSENT TO US USING COOKIES AS DESCRIBED IN THIS POLICY.**

You can set your browser not to accept cookies. You may use the Sites even if you choose to reject or delete the cookies. However, if you do, you may not be able to take full advantage of the features of the Sites. To enable or disable cookies on your browser, please consult your browser documentation or contact your software provider.

Our cookies will never be used by us to collect your sensitive personal data or financial details, such as credit card or debit card number. You can disable Cookies by adjusting the settings on your web browser (e.g. Internet Explorer; Safari; Chrome; Firefox or Opera) although this may affect your ability to fully utilise our Site.

We use Cookies to help us better understand how our Site is used and to provide you with a more user-friendly experience when you access our online services. When you visit our site, a cookie may be dropped on your computer or device, and such cookie may be used to deliver targeted content to match your particular interests when you revisit our Site or advertisements to you as described below.

We may also use Cookies for the following purposes:

- a) **Authentication:** to recognise you if you are signed in to our Site.
- b) **Security:** We may use Cookies to enable security features on our Site and help us detect any security threats or potential illegal activity.
- c) **Performance:** Some Cookies may collect information about user visits to our Site, for example which web pages visitors use most often. We might also use these performance Cookies to highlight services which we think will be of interest to you based on your previous use of our Site [To help us monitor visitor traffic to our website and understand how our Site is used, we have enabled a third party software tool 'Google Analytics' to collect data about our Site traffic. Visitors have the ability to opt-out of Google Analytics features we use. For more information please click [here](#). Performance cookies like these do not routinely collect information that personally identifies a visitor by name so the impact on your personal privacy should be minimal.

- d) **Functionality:** Some Cookies allow our Site to remember information from your previous visits, such as contact details you previously submitted. For example, when you complete an online form (such as when you register for a service) we will use a cookie which (if you agree) will help remember your details if you use the same computer to complete another form on our Site without you having to re-enter them. These Cookies may also be used to provide information you request such as publications or newsletters.
- e) **Third Party Cookies:** Our Site may also allow third parties to download Cookies to your device. For example if you choose to 'share' content from our Site with friends through a third party site such as Facebook or another social network, you may be sent Cookies from these third party service providers over which we have no control. If you choose to share such content, you should check the relevant third party services provider's terms/policies for more information about cookies that they use.
- f) **Google Analytics:** The Sites use Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses cookies and other technology to collect and store anonymous information about you about your usage, general location information, and browsing patterns. You can read Google Analytics' privacy policy at <http://www.google.com/analytics/learn/privacy.html> and Google Analytics Terms of Use at <http://www.google.com/analytics/terms.html>. You can read more information regarding how Google uses this information at <http://www.google.com/policies/privacy/partners/>. You can opt-out from being tracked by Google Analytics in the future by downloading and installing Google Analytics Opt-out Browser Add-on for your current web browser at <http://tools.google.com/dlpage/gaoptout?hl=en>.

Contact: Questions, comments or requests regarding this Cookie Policy should be addressed to [info@circus-london.co.uk](mailto:info@circus-london.co.uk) or, by post, at the below address.

CIRCUS RESTAURANT

27-29 Endell Street

WC2H9BA - London

## **9. How you can access your information?**

Under data protection legislation you have the right to access information held about you.

You can request, at any time, access to the personal information we hold about you. You can write to us at the following address requesting access to your Personal Information.

CIRCUS RESTAURANT

27-29 Endell Street

WC2H9BA

London

## 10. How can I unsubscribe?

If at any point you no longer wish us to hold your personal information or you do not wish to receive information from Circus then there are a number of ways you can unsubscribe. These are as follows:

1. Click the “unsubscribe” link at the bottom of any email newsletters you have received from us.
2. Email us directly on [info@circus-london.co.uk](mailto:info@circus-london.co.uk) with details of the email that would like us to unsubscribe.

## 11. Contact Us

Please check back frequently to see any updates or changes to our privacy and cookies policy.

For any questions regarding this policy, please contact us on

<http://www.circus-london.co.uk/contact>

02074209300