



Light of India

Privacy Policy

This Privacy Policy explains how and why Light of India collects and uses personal information, and what we do to ensure it is kept private and secure.

This Policy sets out the following:

1. About Light of India (and how to contact us)
2. What information we collect
3. How we use your information
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1. About Light of India (and how to contact us)

Any personal information provided to us, will be handled in accordance with this Policy. For further information about Light of India, please see paragraph 13.

For the purposes of data protection law we will be a controller of your personal information (this means we make decision about how and why your information is used, and have a duty to ensure your rights are protected).

If you have any questions about our Privacy Policy, please write to Light of India, 67-69 Gloucester Rd, Kensington, London SW7 4PG email reservations@lightofindia.co.uk or telephone 020 7584 7654

2.What information we collect

We collect information from individuals to provide goods or services and to keep them informed about Light of India. This may include personal information, such as your name and contact details provided when communicating with us or signing up to a mailing list, or in connection with a booking or purchase, Gift cards or other loyalty programs, raffles and competitions. If you make a purchase from us, we will use financial information in order to process your payment.

We don't normally collect or process sensitive personal information about our customers or visitors (such as information about someone's health or beliefs). In the unlikely event that we do (for example, details if an accident occurs on our premises), we'll ensure that this information is kept private and secure.

3.How we use your information

We will only use your information with your consent, or because we need to in order to:

- enter into, or perform, a contract with you;
- comply with a legal duty;
- for our own (or a third party's) lawful interests, provided your rights don't override the these.

In any event, your information will only be used for the purpose(s) we collected it for (or else for a closely related purpose, such as keeping a record of a payment once a transaction is complete)

We will never sell your personal information. We do share information within our business (see paragraph 13 for details) and with our suppliers (e.g. if you place an order with us we'll share your address with our delivery company), but they will only be allowed to use the information for a specific purpose and we will make sure your data is protected.

4. Booking online

You can book tables at our restaurant online at <https://www.lightofindia.co.uk/> or via a third-party booking website. When you make a booking you with us will be asked to provide certain information (such as your name, email address and telephone number) which we use to contact you about your booking.

Booking information will be retained after your visit (for up to 2 years), unless you have opted-in to receive marketing communications, in which case we will continue to use your information for that purpose.

If you choose to book via a third-party website, such as Quandoo or OpenTable, then you will be asked to provide information to that website. That third-party website will not be covered by this Policy and its' operator may use your information for other purposes (such as marketing), we therefore recommend you read that third-party's privacy policy before providing any information.

The third-party booking website will share your details with us, so we can arrange your booking. When we contact you to confirm the booking you will also be provided with an opportunity to opt-in to further communications from us.

5.Our website and cookies

We don't collect or process personal information about visitors to our website unless they choose to provide information (such as when making a booking, purchase or signing up to a mailing list).

We may collect non-personal information about visitors to our website as this helps us optimise and improve the website. This information might include your internet protocol address, the browser being used to connect to our site, the device (e.g. its operating system) and the connection type (e.g. the Internet service provider used). However, none of this information will directly identify you.

Cookies

Our website may use "cookies" to enhance your experience and enable certain functionality (such as bookings). Web browsers place cookies on hard drives for record-keeping purposes and sometimes to track information (such as repeat visits). You can choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. However, you refuse cookies to allow cookies, this may interfere with your ability to use the site.

Hyperlinks to other sites

Our website may contain hyperlinks to other websites operated by third parties. We are not responsible for the content or functionality of any of those external websites. If an external website requests personal information from you (e.g. in connection with an order for goods or services), the information you provide will not be covered by this Policy. We suggest you read the privacy policy of any website before providing any personal information.

6. Communications

We may contact you by email, telephone or post. We do this to confirm bookings. We may also contact you to notify you of changes to our terms of business or this Policy.

Marketing

If you are an existing customer, we'll send you marketing communications about similar products or services that may be of interest, unless you ask us not or decide to unsubscribe.

We will only contact an individual consumer with marketing communications if that person is an existing customer, or if he or she has asked to receive marketing or enquired about our products or services. If you would like to opt-in in to marketing you can do so by signing up for our newsletters or ticking an opt-in box (e.g. on our website or a table card). If you decide to enter a competition or prize draw, we will contact you to let you know if you have won and to see if you would like to continue to hear from us with other news, offers and competitions.

We may contact local businesses to introduce ourselves and provide details of our products, services and offers. If you have received such a communication, and would prefer not to hear from us in future, simply let us know using the details below.

Changing your preferences or unsubscribing

You can change how you hear from us or unsubscribe from marketing at any time. You can do this by clicking the "unsubscribe" link on any of our emails, or by writing to Light of India, 67-69 Gloucester Rd, Kensington, London SW7 4PG email reservations@lightofindia.co.uk or telephone 020 7584 7654 with

details of your request. You can also contact us via these details if you wish to complain about a marketing communication you have received in error.

7. WiFi Users

We provide visitors with free WiFi access. Our WiFi is operated by Ocean WiFi. You will need to register before you can login and use wireless internet in our restaurant. We do not store information on WiFi users and we will not send marketing information to WiFi users without their consent. However, personal data may also be collected by Ocean WiFi and you must make sure you read their terms and conditions and privacy policy before registering or logging into our WiFi.

8. Keeping your information safe

We employ a variety of physical and technical measures to keep your personal data safe and to prevent unauthorised access to, or use or disclosure of it. Electronic data and databases are stored on secure computer systems and we control who has access to them (using both physical and electronic means). Our staff receive data protection training and we have a set of detailed data protection procedures which personnel are required to follow when handling personal data.

However, we cannot absolutely guarantee the security of the internet or external networks or your own device, accordingly any online communications (e.g. information provided by email or through our website) are at your own risk.

9. Images, video and CCTV taken on our premises

Photos and videos taken on our premises

Occasionally we may take (or be provided by a customer with) photos or videos at our premises (e.g. if we hold an event) which we might want to use to promote our business, a product or an event. These images or recordings may be published on online and by social media, in promotional materials and in publications.

Individuals featured in these photos will not be identified without their consent. If we are taking photos or recording videos for promotional purposes, we'll usually let you know or place a sign to notify you of this. If you wish to complain about a photo or recording which features you, please contact us using the details set out in paragraph 1 of this Policy.

CCTV

Our premises have CCTV (either inside or on their exterior). We use CCTV to protect the safety of customers and staff, and also to establish facts in the event of the claim. Access to CCTV is strictly controlled, and it will only be used in the event of an incident, and only disclosed (typically to police, courts, professional advisers or insurers) if required by law or in relation to in the event of actual or prospective legal proceedings.

We store CCTV footage for around two weeks, after which tapes are automatically deleted and the old footage is recorded over.

10. Storing your information

We only store personal information so long as it is required for the purpose(s) we it collected for (or for a related compatible purpose, such as keeping a record of a transaction). We regularly review what data we

have and delete that which is no longer necessary. You also have a right to request that your data be deleted (the right to be forgotten), please see paragraph 11 for further details.

We normally only store personal information within the European Economic Area (EEA). If one of our subcontractors (such as a payment processor) needs to transfer it outside of the EEA then we will take steps to make sure adequate levels of privacy protection, in line with UK data protection law, are in place. These safeguards will usually be contractual and/or the result of a European Union decision which allows the transfer (for example, a US organisation which is certified under the EU-US Privacy Shield framework).

We use MailChimp, an email services platform based in the USA, to manage and send email communications. If you receive emails powered by the MailChimp platform, this will mean your information has been transferred to the USA. However, MailChimp's owner (the Rocket Science Group LLC) is certified under the EU-US Privacy Shield Scheme, meaning

it has taken steps to ensure your information is adequately protected. You can learn more about MailChimp by visiting its privacy policy at: <https://mailchimp.com/legal/privacy/>. If you would like to learn more about the Privacy Shield scheme please visit <https://www.privacyshield.gov/welcome>.

If you believe that any information we are holding on you is incorrect or incomplete, please contact using the details set out in paragraph 1.

11.Your rights

We want to ensure you remain in control of your personal information. Part of this is making sure you understand your legal rights, which are as follows:

(a) the right to confirmation as to whether or not we have your personal data and, if we do, to obtain a copy of the personal data;

(b)(from 25 May 2018) the right to have certain information provided to you in a portable electronic format, or transmitted to another data controller, where technically feasible; (c)where personal data are processed on the basis of your consent, the right to withdraw that consent;

(d)the right to have inaccurate data rectified;

(e)the right to object to your data being used for marketing or legitimate interests/ purposes;

(f) the right to restrict how your personal information is used; and

(g) the right to be forgotten, which allows you to have your data erased in certain circumstances (though this is not an absolute right and may not apply if we need to continue using the information for a lawful reason).

If you would like further information on your rights or wish to exercise them, please write to Light of India, 67-69 Gloucester Rd, Kensington, London SW7 4PG email reservations@lightofindia.co.uk or telephone 020 7584 7654 with details of your request. Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so (for example, because the information no longer exists or there is an exception which applies to your request).

If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you should contact the UK Information Commissioner's Office, which oversees data protection compliance in the UK. Details of how to do this can be found at www.ico.org.uk.

13. Updates to this Policy

We may update this Policy at any time. When we do, we will post a notification on the main page of our website, revise the updated date at the bottom of this page. We encourage you to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect.

Effective 15th May 2018