

PRIVACY POLICY

LAST UPDATED: 23RD MARCH 2024

ABOUT US

We are Vox Entertainment Limited (referred to in this Policy as “we”, “us” or “our”). We are located at First Floor, 27-35 Berry Street, Liverpool, United Kingdom L1 9DF. We are registered at Companies House with company number 1512707 with the registered address of Fft Reedham House, 31 King Street West, Manchester, Greater Manchester, England, M3 2PJ.

Personal data is, in simple terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers (collectively, “Personal Data”). We understand that your privacy is important to you and that you care about how your Personal Data is used.

We respect and value the privacy of everyone who visits our website, <https://www.voxkaraokebar.com>, our social media platforms and/or interact with us in other ways. We will only collect and use Personal Data in the ways described in this Policy and consistent with our obligations and your rights under the law.

For the purposes of applicable data protection law (including the EU law version of the GDPR (EU 2016/679) and the Data Protection Act 2018) (collectively the “Data Protection Legislation”) we are a ‘data controller’ of your Personal Data.

Where applicable, this policy should be read alongside our: (i) Cookie Policy; (ii) reservation terms (or the reservation terms of any third party who processes bookings on our behalf and of any third party who provides this service on our behalf).

PERSONAL DATA

In short: We collect personal information that you provide to us.

We may collect Personal Data when you visit our site, participate in our marketing activity, book with us at our establishment or if you contact us. This information may include:

- Information you provide when you reserve a table (contact name, phone number, email address and any additional notes you may provide, for example if you are celebrating a special occasion);

- Information you are required to provide when making a deposit through our website and any third party (contact name, phone number, email address, address and transaction and billing information);
- We may collect data necessary to process your payment for the deposit that secures your booking with us. All data is stored by Stripe Payments UK and you may wish to look at their privacy policy here: <https://stripe.com/gb/privacy>;
- Records of your communications with us via phone, email or social media;
- Feedback you provide;
- Information you provide when entering a promotion, such as name, address, email address, phone number;
- Information we receive from other sources, for example Google Analytics, when you visit our Site, such as web browser type and version, operating system, the website you came from and exit to, your Internet Protocol address, your browser settings, the date and time of your visits.
- We do not process sensitive information.

HOW WE PROCESS YOUR DATA

In Short: We only process your personal information when we believe it is necessary and we have a valid reason (legal basis) to do so under applicable law, like with your consent, to comply with laws, to provide you with services to enter or fulfil contractual obligations, to protect your rights, or to fulfil our legitimate business interests.

GDPR requires us to explain the valid legal bases we rely on to process your personal information. As such, we process Personal Data for the following purposes:

- Fulfilling an agreement with you, communicating with you and providing customer services;
- To fulfil and manage orders, payments and any potential refunds;
- To fulfil contractual obligations, such as booking rooms and accepting payments;
- To send you marketing and promotional communications as we may process the personal information you provide to us for our marketing purposes which is accordance to your preferences like when you sign up to our newsletter;

- Monitoring our restaurants via CCTV cameras to prevent, investigate and/or report fraud, terrorism, misrepresentation, security incidents or crime, in accordance with applicable law;
- Communicating, investigating and handling any queries, complaints or feedback;
- To administer our Site and for internal operations, including trouble shooting, data analysis, testing and research;
- In connection with legal claims which concern our company, group or partners, as necessary, including disclosure of information in connection with legal process or litigation;
- To ensure compliance with applicable laws and regulations, including for regulatory, tax and investigative purposes;
- with your consent and/or where permitted by law, we may also use your Personal Data for marketing purposes, for example to deliver tailored and targeted marketing and to contact you with information, news and offers. If you change your mind, you can always opt out of receiving such communications by clicking the unsubscribe link in an email.

WHEN AND WITH WHOM DO WE SHARE YOUR PERSONAL DATA?

In short: We may share information in specific situations described in this section and/or with the following third parties and we will share your personal data:

- With our suppliers and service providers working for us such as payment providers, reservations service providers, communications providers and advertising platforms;
- With third parties engaged in credit verification, fraud prevention or detection;
- With government, regulatory and law enforcement authorities if required;
- We will get your express opt-in consent before sharing your Personal Data with third parties for marketing purposes, and you can opt-out at any time.

THIRD PARTIES

In Short: We are not responsible for the safety of any information that you share with third parties that we may link to our services but are not affiliated with our services.

Our Site sometimes contains links to other websites. If you follow these links, please be aware that such sites have their own privacy policies which you should check - we don't accept any liability for these sites or the information they collect. Any data collected by third parties is not covered by this privacy policy.

DO WE USE COOKIES AND OTHER TRACKING TECHNOLOGIES?

In Short: We may use cookies and other tracking technologies (like web beacons and pixels) to access or store information.

We may use cookies to distinguish you from others. This may help us to provide you with a good experience, to collect information to help us improve our sites and to target marketing and advertising to site visitors.

HOW LONG WILL YOU HOLD MY PERSONAL DATA?

In Short: We keep your information for as long as necessary to fulfil the purposes outlined in this privacy policy unless otherwise required by law.

We will keep Personal Data for as long as necessary to fulfil the purpose for which we obtained it, unless longer retention is required or permitted by law. By law, we must keep some information about our customers for extended periods after they cease to be one. This might be for contractual, financial, tax or regulatory purposes. We may also keep a record of correspondence relating to queries and complaints for as long as reasonably necessary if we believe there is a prospect of litigation or an insurance claim.

We also keep a record of your email address if you have unsubscribed, or you have asked us not to send you direct marketing, so that you do not receive marketing emails in future.

In some circumstances you have a right to ask us to delete your Personal Data: see paragraph 11 below for further information.

In some circumstances we will anonymise your Personal Data (so it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without the need to notify you.

HOW DO WE KEEP YOUR INFORMATION SAFE?

In Short: We aim to protect your personal information through a system of organisational and technical security measures.

We have implemented appropriate and reasonable technical and organisational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure information, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access, steal or modify your information. Although we will do our best to protect your personal information, transmission of personal information to

and from our services is at your own risk. You should only access the services within a secure environment.

HOW CAN YOU ACCESS YOUR PERSONAL DATA?

If you want to know what Personal Data we hold about you, you can ask us for details and a copy of it. This is known as a “subject access request”.

All subject access requests should be made in writing and sent:

By email to info@voxxkaraokebar.co.uk

We will respond to your subject access request in accordance with the ICO guidelines. Please see: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/> for more information.

WHAT RIGHTS DO YOU HAVE REGARDING YOUR PERSONAL DATA?

Under Data Protection Legislation, subject to some exceptions, you have the following rights:

- The right to be informed about our collection and use of your Personal Data;
- The right to access the Personal Data we hold about you;
- The right to have your Personal Data rectified if any of your Personal Data held by us is inaccurate or incomplete;
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your Personal Data that we hold;
- The right to restrict (i.e. prevent) the processing of your Personal Data;
- The right to object to us using your Personal Data for a particular purpose or purposes;
- The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your Personal Data, you are free to withdraw that consent at any time;
- The right to data portability. This means that, if you have provided Personal Data to us directly, you can ask us for a copy of that Personal Data to re-use it elsewhere or ask us to transfer it to a third party; and
- Rights relating to automated decision-making and profiling.

You can make such a request by contacting us by using the contact details provided in the section [‘HOW CAN YOU CONTACT US ABOUT THIS NOTICE?’](#) below.

CHANGES TO THIS POLICY

We may change this policy sometimes. The latest version will be uploaded to our website and if we consider any changes representing an important change to how we use your Personal Data we will notify you.

HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

If you have any questions or concerns about how we use your Personal Data or this Privacy Policy, please get in touch with us by email: info@voxcaokebar.co.uk