

## **The Snakecatcher Privacy Policy**

This privacy policy sets out how the Snakecatcher Limited uses and protects any information that you give Snakecatcher Limited when you use this website.

Snakecatcher Limited is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Snakecatcher Limited 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 1 August 2020.

### **What we collect**

We may collect the following information:

- Name
- Contact information including email address & telephone number
- Other information relevant to customer surveys and/or offers

### **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:

- Table reservations and Covid-19 track and trace requirements.
- We may use the information to improve our services and offer.
- We may periodically send promotional emails about 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 market research purposes. We may contact you by email or phone. We may use the information to customise the website according to your interests.

### **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. Our company website is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Links to other websites**

Our website 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:

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to contact us at [info@thesnakecatcher.co.uk](mailto:info@thesnakecatcher.co.uk) or write to us as:

The Snakecatcher, Lyndhurst Road, Brockenhurst, Hampshire, SO42 7RL

**Please note** we will not sell, distribute or lease your personal information to third parties. We may use your personal information to send you promotional information about offers or events which we think you may find interesting. That is all.