



The Victoria Inn - Threemilestone
The Victoria Inn - Roche
The Norway Inn – Perranarworthal



THE
VICTORIA INN
- *Threemilestone* -



THE
VICTORIA INN
- *Roche* -

"A warm welcome with pub grub - at our tables or delivered to yours"

PRIVACY POLICY

This Privacy Policy describes the personal information practices of Inn Cornwall Limited and its associated owned brands including Pub Grub, The Victoria Inn Threemilestone, Norway Inn & Victoria Inn Roche. Our Privacy Policy describes the categories of personal data we process and for what purposes. We are committed to collecting and using such data fairly and in accordance with the requirements of the General Data Protection Regulation (GDPR).

Inn Cornwall Limited takes your privacy seriously and here you can find out more about your privacy rights and how we gather, use and share your personal information. This includes the information we already hold about you and any further personal information we might collect about you, either from you or from a third party. How we use your personal information will depend on the products and services we provide to you.

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. Our DPO can be reached by email privacy@inncornwall.co.uk or by post at **The Victoria Inn, Chyvelah Road, Threemilestone, Truro TR3 6BY** should you have any questions about how we use your personal information.

This Privacy Policy provides up to date information and will update any previous information we have given you about using your personal information (also referred to as personal data). We will update this Privacy Policy if we make any significant changes affecting how we use your personal information, and if so we will contact you to let you know about the change.

We* are what is known as a 'Data Controller' for the purpose of the General Data Protection Regulation (GDPR) and any national implementing laws, regulations and secondary

legislation, as amended or updated from time to time, in the UK and any successor legislation to the GDPR or the Data Protection Act 1998. We are registered with the Information Commissioner's Office (ICO) under registration number ZA616432.

The GDPR refreshes individuals' existing rights by clarifying and extending them, and introduces new rights. Not all these rights are absolute rights and may vary depending on any contractual and/or obligations we may have.

You can contact us via any of our online contact forms or by emailing privacy@inncornwall.co.uk to exercise any of your following privacy rights:

RIGHT TO OBJECT

You can object to our processing of your personal information. Please contact us as noted above, providing details of your objection.

RIGHT TO WITHDRAW CONSENT

If you have given us your consent to use personal information, you can withdraw your consent at any time by following the opt-out instructions in the marketing communications we send you or contacting us as noted above. Please note that if you opt out of receiving marketing communications from us, we may still send communications to you concerning any outstanding transactions.

RECTIFICATION

You can ask us to change or complete any inaccurate or incomplete personal information held about you. Before we are able to correct any inaccuracies, we may ask you to verify your identity and/or provide other details to help us respond to your request.

ERASURE

You can ask us to delete your personal information when it is no longer necessary for us to use it, you have withdrawn consent, or where we have no lawful basis for keeping it. We will delete your data securely within one month of your request.

PORTABILITY

You can ask us to provide you or a third party with some of the personal information that we hold about you in a structured, commonly used, electronic form, so it can be easily transferred.

RESTRICTION

You can ask us to restrict the personal information we use about you where you have asked for it to be erased or where you have objected to our use of it.

MAKE A COMPLAINT

You can make a complaint about how we have used your personal information to us, by contacting us via the details on our websites, or to a supervisory authority - for the UK this is the Information Commissioner's Office at ico.org.uk.

ACCESS TO YOUR PERSONAL INFORMATION

You can request access to a copy of your personal information that we hold, along with information on what personal information we use, why we use it, who we share it with, how long we keep it for and whether it has been used for any automated decision making.

You can make a request for access by contacting our DPO at The Victoria Inn, Chyvelah Road, Threemilestone, Truro TR3 6BY'. Please make all requests for access in writing, and provide us with evidence of your identity.

We will not make any charge for responding to any request from you to exercise your privacy rights, and we will respond to your requests in accordance with our obligations under data protection law.

PROSPECTIVE EMPLOYEES

As part of any recruitment process, Inn Cornwall Limited collects and processes personal data when you apply for a job via any company websites. Inn Cornwall Limited is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

Inn Cornwall Limited collects consumer information in a number of ways. We will collect the information you voluntarily provide us when you choose to communicate with us via any of the following channels:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, and health.

Inn Cornwall Limited needs to process data to take steps, at your request, prior to entering into a contract with you. In some cases, the Company needs to process data to ensure that it is complying with its legal obligations, for example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

Inn Cornwall Limited has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Company to manage the recruitment process, assess and confirm a

candidate's suitability for employment and decide to whom to offer a job. The Company may also need to process data from job applicants to respond to and defend against legal claims.

Inn Cornwall Limited only processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

This information is collected in a variety of ways. For example, data might be contained in application forms, CVs or covering letters, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

Inn Cornwall Limited will also collect personal data about you from third parties, such as references supplied by former employers and information from employment background check providers and where necessary information from criminal records checks. We will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

We may keep an anonymised form of your personal data, which no longer refers to you, for statistical purposes without time limits, to the extent that we have a legitimate and lawful interest in doing so.

The Company will not use your data for any purpose other than the recruitment exercise for which you have applied.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

DIGITAL INFORMATION

With regards to each of your visits to any of our websites we will automatically collect the following information:

- Technical information, including the Internet Protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and
- Information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs) and methods used to browse away from the page.

cctv

Inn Cornwall Limited considers the use of CCTV a necessary tool to help reduce crime, reduce the fear of crime and improve the safety of our customers and staff.

We have installed CCTV systems in our pubs and premises as a condition of our license and for the purposes of customer and staff safety and crime prevention and detection.

We will only disclose CCTV images to others who intend to use the images for the purposes stated above. CCTV images will not be released to the media for entertainment purposes or placed on the internet.

Images captured by CCTV will not be kept for longer than 30 days. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated.

Recordings will be kept securely on password protected hard drives.

Inn Cornwall Limited considers that CCTV will achieve these objectives:

- To assist in the reduction of crime, anti-social behaviour and the fear of crime on any of our premises;
- To facilitate the apprehension and prosecution of offenders;
- To assist in the prevention and detection of crime and disorder committed in any of our premises;
- To reduce the theft of and from cars in available car parks;
- To improve the personal safety of our staff and customers; and
- The system will also be operated in accordance with the 12 guiding principles set out in the surveillance camera [Code of Practice 2013](#).
- Disciplinary procedures where required.

As well as being the purposes for which we use your personal information, all of the above are also legitimate reasons for us to use and store personal information relating to you which is captured on our CCTV systems and legitimate interest is our legal basis for processing your personal information.

We may anonymise any of the personal information we hold on our CCTV system (so that it does not directly identify you, for example by obscuring your face) and it therefore ceases to be your personal information. We may use this anonymised information for any other purposes.

You have the right to see CCTV images of yourself and be provided with a copy of the images. We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it. Please contact privacy@inncornwall.co.uk

COOKIES

Our website uses cookies to distinguish you from other users of our websites. This helps us to provide you with a good experience when you browse our websites and also allows us to improve our sites.

CHILDREN'S POLICY

For the purpose of granting access to our WiFi services, parental consent will be requested for children between 13 and 18 years old and their personal data will be processed as outlined in this Privacy Policy.

For the purpose of monitoring a job application from prospective employees aged 16 or 17 years old we will process their personal data according to the Prospective Employees section of this Privacy Policy.

Inn Cornwall Limited does not knowingly collect or solicit personal information for marketing purposes from anyone under the age of 18.

In the event that we learn that we have collected personal information from anyone under age 18 for marketing purposes, we will delete that information as quickly as possible. If you believe that we might have any information from or about someone under 18, please contact us.

CHANGES TO THIS POLICY

All changes to this Privacy Policy are effective when they are posted on this page.

When we change the policy we will let you know via email and/or a prominent notice on our websites, prior to the change becoming effective and update the 'effective date' at the top of this page.

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this website, please contact us at privacy@inncornwall.co.uk