



GRANTLEY ARMS

Privacy Policy

LAST UPDATED: 22.07.2025

This Privacy Policy explains how the Grantley Arms, operated by Grantley Hall Group Limited, collects, uses, stores, and protects your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. WHO WE ARE

Grantley Arms is a public house and restaurant located in the village of Grantley, near Ripon in North Yorkshire.

Operator:

Grantley Hall Group Limited

Company Registration Number: 09677280

Registered Office: Grantley Hall, Grantley, Ripon, North Yorkshire, HG4 3ET

Contact Details:

Telephone: 01765 699946

Email: hello@grantleyarms.co.uk

Website: www.grantleyarms.co.uk

Data Protection Enquiries: Managed by our Marketing Team

2. SCOPE OF THIS POLICY

This policy applies to all individuals whose personal data we collect, including customers, website visitors, social media users, and suppliers. It explains what data we collect, the purposes for processing, how we store it, and your legal rights.

3. PERSONAL DATA WE COLLECT

We may process the following categories of personal data:

- **Identity & Contact Data:** name, postal address, email address, phone number
- **Demographic Data:** date of birth, anniversaries, and other special occasions
- **Transactional Data:** booking details, payment information (processed securely via Stripe)
- **Health & Sensitive Data:** dietary requirements, allergy or access needs
- **Technical Data:** IP address, cookies, browser type, device identifiers, social media IDs
- **Usage Data:** Wi-Fi session information, website activity (via Google Analytics)
- **CCTV Footage:** for premises safety and crime prevention
- **Marketing Preferences:** opt-in status and communication records

4. LAWFUL BASES FOR PROCESSING

We rely on the following lawful bases under the UK GDPR:

- **Contractual Necessity:** to fulfil bookings, manage reservations, and deliver requested services
 - **Legal Obligation:** to meet regulatory and tax obligations (e.g. HMRC, licensing, health & safety)
 - **Consent:** for sending marketing communications and placing cookies on your device
 - **Legitimate Interests:** for business management, analytics, security (including CCTV), and customer service improvements — provided such interests do not override your fundamental rights
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5. MARKETING COMMUNICATIONS

If you have opted in to receive marketing from us, we may send you information about offers, events, and news via email or social media platforms.

- We use Mailchimp to manage and send marketing emails.
 - You may withdraw consent or unsubscribe at any time by clicking the “unsubscribe” link in our emails or contacting us directly at hello@grantleyarms.co.uk.
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6. RELATIONSHIP WITH GRANTLEY HALL

While Grantley Arms and Grantley Hall are both operated by Grantley Hall Group Limited, they are separate businesses with independent marketing systems.

- If you unsubscribe from communications from Grantley Hall, this does not automatically unsubscribe you from Grantley Arms communications, and vice versa.
 - You will need to update your preferences with each entity individually, in line with UK GDPR’s requirement for specific and informed consent.
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7. SHARING YOUR DATA

We only share your data with trusted third-party service providers who assist in operating our business and delivering services. These may include:

- **OpenTable** – for reservations
- **Mailchimp** – for marketing communications
- **Stripe** – for secure payment processing
- **Google Analytics** – for anonymised website traffic data
- **Meta (Facebook/Instagram)** – for advertising and engagement
- **Google Ads (PPC)** – for search advertising

All third parties are contractually required to handle your data securely and lawfully and may not use it for unrelated purposes.

8. DATA RETENTION

We retain personal data only for as long as necessary for the purposes outlined in this policy, or as required by law. The following retention periods apply:

- **Customer booking and service data:** Retained for up to 6 years from the date of your last booking or interaction. This is to comply with legal and tax obligations and to defend against potential legal claims.
- **Marketing data:** Retained until you withdraw consent or unsubscribe. After opting out, your details may be added to a suppression list to ensure you are not contacted again, in compliance with PECR and UK GDPR.
- **CCTV footage:** Retained for up to 30 days, unless required for investigation or legal purposes, in which case it may be retained for longer, then securely deleted.

- **Website analytics:** Analytics data collected via cookies (e.g. Google Analytics) is anonymised or pseudonymised where possible and retained for no longer than 26 months, per provider policies. You can manage cookie preferences via our website's banner or browser settings. More on how Google uses your data: <https://policies.google.com/technologies/partner-sites>
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9. CCTV MONITORING

CCTV operates in and around our premises to support the safety and security of our guests, staff, and property. Footage is securely stored and typically deleted after 30 days, unless required to be retained due to a specific incident or legal request.

10. CHILDREN'S DATA

We may collect limited data about children, such as name or dietary information, when bookings include minors. This data is processed with appropriate safeguards and only when necessary to provide services. We do not knowingly market to children under 16.

11. YOUR RIGHTS

Under UK GDPR, you have the following rights regarding your personal data:

- **Right of Access:** to obtain a copy of the data we hold about you
- **Right to Rectification:** to correct inaccurate or incomplete information
- **Right to Erasure:** to request deletion of your data (in certain cases)
- **Right to Restrict Processing:** to request limited use of your data
- **Right to Object:** to object to data use for marketing or legitimate interests
- **Right to Data Portability:** to request your data in a structured, portable format
- **Right to Withdraw Consent:** at any time, where processing is based on your consent

To exercise any of these rights, please contact hello@grantleyarms.co.uk. We will respond within one month.

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO): www.ico.org.uk

12. INTERNATIONAL DATA TRANSFERS

Some of our service providers (e.g. Mailchimp, Meta) process data outside the UK and European Economic Area (EEA). In such cases, we ensure that your data is protected by appropriate safeguards, such as Standard Contractual Clauses (SCCs) or an equivalent legal mechanism.

13. CHANGES TO THIS POLICY

All logos, branding, images, and content relating to Grantley Arms and Grantley Hall are the property of Grantley Hall Group Limited and are protected under UK intellectual property law.

Use of any such materials, including for marketing or personal promotion, is strictly prohibited without prior written consent.

Thank you for choosing the Grantley Arms. If you have any questions, concerns, or requests relating to this Privacy Policy or your data, please contact:

Grantley Arms
Grantley, Ripon, North Yorkshire, HG4 3ET
hello@grantleyarms.co.uk | 01765 699946