

Privacy Policy for City Wine Bar

Website: www.citywinebar.co.uk

Effective Date: 19 May 2026

1. Introduction

Welcome to City Wine Bar (“we”, “our”, “us”). We are committed to protecting and respecting your privacy.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website at www.citywinebar.co.uk, make bookings, contact us, subscribe to our marketing communications, or otherwise interact with us.

We process personal data in accordance with the UK General Data Protection Regulation (“UK GDPR”), the Data Protection Act 2018, and other applicable privacy laws.

2. Information We Collect

We may collect and process the following types of personal information:

Information You Provide Directly

You may provide us with personal information when you:

- Make a reservation or enquiry
- Contact us via our website, email, or telephone
- Subscribe to newsletters or marketing communications
- Submit a contact form
- Participate in promotions, surveys, or competitions
- Purchase gift cards or services

This information may include:

- Full name
- Email address
- Telephone number
- Postal address
- Reservation details
- Payment information (processed securely through third-party providers)
- Dietary requirements or accessibility requirements
- Any other information you choose to provide

Information Collected Automatically

When you use our website, we may automatically collect:

- IP address
- Browser type and version

- Device information
- Operating system
- Website usage data
- Referring URLs
- Date and time of visits
- Cookies and tracking data

3. How We Use Your Information

We use your personal information to:

- Process and manage bookings and reservations
- Respond to enquiries and customer service requests
- Provide our services and website functionality
- Send confirmations and updates relating to bookings
- Improve our website, products, and services
- Personalise your experience
- Send marketing communications where legally permitted
- Prevent fraud and maintain security
- Comply with legal and regulatory obligations

4. Legal Basis for Processing

Under UK GDPR, we rely on the following lawful bases for processing your personal data:

- **Contractual necessity** – to fulfil reservations, purchases, or services requested by you
- **Legitimate interests** – to operate and improve our business and services
- **Consent** – where you have opted in to marketing communications or cookies
- **Legal obligations** – where processing is required by law

5. Marketing Communications

We may send promotional emails or offers if:

- You have consented to receive them; or
- We are legally permitted to contact existing customers regarding similar services.

You may unsubscribe from marketing communications at any time by:

- Clicking the unsubscribe link in emails
- Contacting us directly

6. Cookies and Tracking Technologies

Our website may use cookies and similar tracking technologies to improve user experience and analyse website traffic.

Cookies may include:

- Essential cookies required for website functionality

- Analytics cookies
- Performance cookies
- Marketing or advertising cookies

You can manage cookie preferences through your browser settings or cookie consent banner.

7. Sharing Your Information

We may share your personal data with trusted third parties including:

- Reservation and booking systems
- Payment processors
- IT and website service providers
- Marketing and email service providers
- Professional advisers and insurers
- Regulatory or legal authorities where required by law

We do not sell your personal data to third parties.

All third parties processing your information are required to keep your information secure and process it lawfully.

8. Data Retention

We retain personal information only for as long as necessary to:

- Fulfil the purposes for which it was collected
- Meet legal, accounting, or regulatory requirements
- Resolve disputes and enforce agreements

When data is no longer required, it will be securely deleted or anonymised.

9. International Data Transfers

Some of our service providers may process personal data outside the United Kingdom.

Where international transfers occur, we ensure appropriate safeguards are in place, including:

- UK adequacy regulations
- Standard contractual clauses
- Other lawful transfer mechanisms

10. Data Security

We implement reasonable technical and organisational measures to protect your personal data against:

- Unauthorised access
- Loss
- Misuse
- Alteration

- Disclosure

However, no internet transmission or storage system can be guaranteed to be completely secure.

11. Your Rights

Under UK data protection law, you may have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your information
- Restrict processing
- Object to processing
- Withdraw consent at any time
- Request transfer of your data
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, please contact us using the details below.

12. Third-Party Websites

Our website may contain links to external websites. We are not responsible for the privacy practices or content of third-party websites.

We encourage users to read the privacy policies of any linked websites they visit.

13. Children's Privacy

Our website and services are not intended for children under the age of 18. We do not knowingly collect personal information from children.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

Any changes will be posted on this page with an updated effective date.

15. Contact Us

If you have any questions about this Privacy Policy or your personal data, please contact:

City Wine Bar

Website: www.citywinebar.co.uk

Email: hello@citywinebar.co.uk

Telephone: 0151 227 5533

Address: 21-23 Old Hall Street, Liverpool, L3 9BS

16. Complaints

If you are unhappy with how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

Telephone: 0303 123 1113