



Privacy Policy

Last updated: 11 November 2025

1. Introduction and Contact Details

Mino Pottery Painting & Cafe (referred to as "we," "us," or "our") is committed to protecting your personal data and privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you visit our cafe, use our online booking system, or interact with us. We comply with the **UK General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**.

Data Controller:

Mino Pottery Painting & Cafe, 16 Half Moon Lane, SE24 9HU

Privacy Contact: The Directors

For any questions regarding this policy or to exercise your legal rights, please contact us:

- **Email:** contact@minopotterypainting.co.uk
- **Phone:** +44 (0)20 3815 2671

2. The Data We Collect About You

We may collect, use, store, and transfer the following categories of personal data about you:

- **Identity Data:** Name, title.
- **Contact Data:** Billing address, email address, telephone numbers.
- **Transaction Data:** Details about payments to and from you and other details of services you have purchased from us (e.g., pottery item, studio fee).
- **Booking Data:** Details of your table reservations, including the date, time, party size, and any special requests (e.g., seating or allergies).
- **Technical Data (Website Users):** Internet protocol (IP) address, browser type and version, time zone setting and location, operating system, and platform.
- **Marketing and Communications Data:** Your preferences in receiving marketing from us and your communication preferences.
- **Voluntary Data:** Information you voluntarily provide to us, such as allergy information or notes about a special occasion.
- **Image Data (Consent-Based):** Photos of your finished pottery items, used only for social media promotion with your explicit, separate consent.

3. How We Collect Your Data

We use different methods to collect data from and about you, including:

- **Direct Interactions:** You provide data directly when you:
 - Book a table over the phone or in person.
 - Purchase goods or services in the cafe.
 - Voluntarily provide your email address at our Point of Sale (**Lightspeed**) for receipts or marketing sign-up.
 - Join our mailing list.
 - Provide feedback or contact us with an enquiry.
- **Automated Technologies or Interactions (Website):** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions, and patterns using cookies and similar technologies.
- **Third-Party Systems (Data Processors):** We collect data when you interact with our service providers:
 - **SevenRooms:** When you make a reservation via our online booking system.
 - **Lightspeed:** When your payment and transaction details are processed by our Point of Sale system.

4. How and Why We Use Your Data (Lawful Basis)

We will only use your personal data when the law allows us to, which means we must have a **Lawful Basis** for processing.

Purpose for Processing	Type of Data Used	Lawful Basis for Processing (GDPR)	Integrated System(s)
To manage and fulfil your booking	Identity, Contact, Booking	Contract: Necessary to perform the booking contract.	SevenRooms
To process your purchase and payment	Transaction, Identity	Contract: Necessary to process and deliver the purchased items (e.g., kiln-fired pottery).	Lightspeed
To inform you your pottery is ready	Contact, Transaction	Legitimate Interest: Essential follow-up for providing the service you paid for.	Lightspeed / SevenRooms
To send marketing communications (promotions, events)	Identity, Contact, Marketing	Consent: You must give a clear, affirmative opt-in.	Lightspeed Marketing Tools
To comply with legal obligations (e.g., tax records)	Transaction, Identity	Legal Obligation: Necessary for financial and tax compliance (HMRC).	Lightspeed

5. Sharing Your Data with Third Parties (Data Processors)

We use trusted third-party service providers (Data Processors) to help us run **Mino Pottery Painting & Cafe**. We remain the Data Controller, and these companies are bound by strict contractual terms to comply with GDPR.

Third-Party Provider	Purpose	Link to Privacy/GDPR Information
SevenRooms	Online booking, reservation management, and guest profile management.	SevenRooms Privacy Policy
Lightspeed	Point of Sale (POS), payment processing, and direct marketing services.	Lightspeed UK Privacy Policy

6. Data Security and Retention

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used, or accessed in an unauthorised way. This includes internal access controls and ensuring our third-party systems (**SevenRooms** and **Lightspeed**) meet high security and GDPR standards.

Data Retention

We will only retain your personal data for **as long as necessary** to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Data Category	Retention Period	Justification (Lawful Basis)
Transaction Data (Receipts, Sales History)	6 years plus the current tax year	Legal Obligation: Required by HMRC for tax and accounting records.
Booking Records (Name, date, party size)	12 months after the reservation date	Legitimate Interest: To manage disputes or follow-up queries related to a specific visit.
Marketing Consent (Email, Opt-in Record)	Until you withdraw consent	Consent: To continue lawful marketing until opt-out. We will periodically review inactive contacts.
Special Requests/Allergies	Deleted or anonymised shortly after the visit	Contract/Legitimate Interest: Only required to fulfil the specific service/visit safely.

7. Your Legal Rights Under UK GDPR

Under data protection law, you have specific rights in relation to your personal data. You can exercise these rights by contacting our Privacy Contact (details in Section 1).

1. **Right to Withdraw Consent:** Where we rely on **Consent** (e.g., for marketing), you have the right to withdraw that consent at any time (e.g., by clicking 'unsubscribe').
2. **Right of Access:** You have the right to request a copy of the personal data we hold about you (a Subject Access Request or SAR).
3. **Right to Rectification:** You have the right to have any inaccurate or incomplete data we hold about you corrected.
4. **Right to Erasure (Right to be Forgotten):** You have the right to ask us to delete your personal data where there is no good reason for us to continue processing it (subject to legal obligations like tax record retention).
5. **Right to Restrict Processing:** You have the right to ask us to suspend the processing of your personal data in certain scenarios (e.g., if you are challenging its accuracy).
6. **Right to Data Portability:** You have the right to request the transfer of your data to another organisation.
7. **Right to Object:** You have the absolute right to object to us processing your data for direct marketing purposes.

Right to Complain to the Regulator:

You have the right to lodge a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

- **ICO Contact Details:** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

8. Changes to the Privacy Policy

We may update this policy from time to time. The latest version will always be displayed on our website and/or available upon request at our cafe.