LOUNGERS

CUSTOMER PRIVACY NOTICE

Loungers understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our customers and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under law.

If you do not agree with this privacy policy, you must not use our websites or submit information to us through or in connection with our websites.

INFORMATION ABOUT US

Company Name: Loungers Ltd

Registered in England under company number 11910770

Address: 26 Baldwin Street, Bristol, BS1 1SE

Data Protection Lead: Lee Everson (DPL@loungers.co)

Telephone number: 0117 930 9971

WHAT IS PERSONAL DATA?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the "GDPR") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, images and other online identifiers.

WHAT ARE MY RIGHTS?

Under the GDPR, you havethefollowingrights,whichwe will always work to uphold:

1. The righttobeinformedaboutOurcollection and use of your personal data.
2. The righttoaccessthepersonaldatawe hold about you.
3. The righttohaveyourpersonaldatarectified if any of your personal data held by us is inaccurateorincomplete.
4. The righttobeforgotten,i.e.therightto ask us to delete or otherwise dispose of any of your personaldata thatwe have.
5. The righttorestrict(i.e.prevent)theprocessing of your personal data.
6. The righttoobjecttousingyourpersonal data for a particular purpose or purposes.
7. The righttodataportability.Thismeans that you can ask us for a copy of your personal data held byustore-usewithanotherservice or business in many cases.

If you have any cause forcomplaintaboutouruseofyour personal data, you have the right to lodge a complaint with the ICO.Pleasenote;wewillrequireproof of identity prior to providing details.

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WHAT DATA DO YOU COLLECT?

We may collect some or all the following (including personal) data (this may vary according to your relationship with us):

Information you may provide:

* Name, Date of birth, Gender, Address, Email address, Telephone number
* Payment information (card details are not retained by Loungers)
* Information about your preferences and interests and any information submitted via the completion of forms on websites and emails correspondence.

Automatically collected via websites

* IP, MAC address (unique device identifiers and mobile network information)
* Information about your Browser, operating system device types, software versions and model numbers
* information about your visit, including the journey to, through and out of our websites (inc. date & time);
* information about your network, such as information about devices, nodes, configurations, connection speeds, network / application performance and location information when available.

CCTVfootage

CCTVis used in all our locations to help keep our guests and employees safe. We also use CCTV recordings to investigate any potentially criminal or unsafe incidents which may occur at those locations.

If an investigation is required, we may review CCTV recordings to determine if they contain relevant information. If this is the case, any related recordings may be shared with members of our management team, third party insurers, suppliers, contractors, licensing authorities or on the basis of legal request. Recordings may also be used with reference to insurance claims or any type of legal claim or proceeding.

Please note: Loungers cannot release CCTV following a subject access request where third party individuals can be identified, unless those parties have consented to the disclosure, or it has been requested by law enforcement, government agencies, or other third parties in order to comply with any law, court order, legal request, or other legal process, as well as to enforce our agreements or protect the rights, property, or safety of our business, employees, customers, or others (including for the purposes of cybersecurity, fraud protection, and credit risk reduction)

Personal data may also be obtained from the following third parties:

* ResDiary – Table reservations (CosyClub)
* Zonal – Table reservations (TheLounges)
* HGEM – Guest Experience Management & Feedback
* Wireless Social – Guest Wi-Fi service provider
* Feeditback – Guest Experience Management & Feedback
* Social media platforms i.e. Facebook, Twitter & Instagram
* Access Group – Online ordering platform
* Access Group – Customer relationship management
* Wanstor – IT & Network Support Services Provider
* Braintree –Payment processing

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* Elavon – Payment processing
* Stripe – Payment processing
* Toggle – Gift card processing

When ordering at table, purchasing takeaway or making a booking/reservation at our venues, you may also provide us with your payment details. We do not store this information. Payments are processed by payment providers in line with their policies.

We are not responsible for the privacy policies and practices of other websites even if you accessed the third-party website using links from our website. We recommend that you check the privacy policy of each website/service provider and recommend contacting the relevant operator if you have queries or concerns.

HOW DO YOU USE MY DATA?

Under GDPR, we must have a lawful basis for using your 'personal data'. This is because you have consented to our use of your personal data, or because it is in our legitimate business interests or other valid legal grounds to use it for your benefit. Data collected (including 'personal data') may be used for the following:

* Supplying our services to you including Gift card, Reservations or bookings and online order & payment facilities
* Communicating with you. This may include seeking feedback on services supplied responding to emails, calls, feedback or inquiries from you.
* Supplying you with information and/or marketing materials by email and/or post that you have opted-in to (you may unsubscribe or opt-out at any time by using the 'unsubscribe link' included in all emails or by contacting us via the address stated in part 1.
* Gathering information to form statistical and trend analysis; research and analytics on an aggregate and/or anonymous basis.
* Monitoring website usage and demand for services.
* Meeting legal, regulatory and compliance requirements.
* Messages posted via social media (including facebook, twitter, and instagram) or other social platforms, we will collect the information provided to us. We may retain this information for the purposes set out in this privacy policy and use as necessary to resolve disputes, provide customer support and troubleshoot problems as permitted by law.
* We may combine information we receive from other sources with information you give to us and information we collect about you. We may use this combined information for the purposes set out above.
* If you stop using our services, we may continue to use and disclose your personal information in accordance with this privacy policy (as amended from time to time)

Third Parties whose content appears on our site(s) may use third-party Cookies, please see (use of cookies) for more information. Please note: we do not control the activities of such third parties, nor the data that they collect and use themselves, and we advise you to check the privacy policies of any such third parties.

HOW LONG WILL YOU KEEP MY PERSONAL DATA?

Your personal data will be retained for contact and/or marketing purposes until you notify us that you wish your consent to be withdrawn. Communications from us will contain unsubscribe options. The retention of your 'personal data' will be subject to periodic review. Anonymised data may be retained for statistical purposes.

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HOW AND WHERE DO YOU STORE OR TRANSFER MY PERSONAL DATA?

We will only store or transfer your personal data for further processing in accordance with the purposes set out above to third countries whose levels of data protection are deemed 'adequate' by the European Commission.

DO YOU SHARE MY PERSONAL DATA?

Your personal data may be shared with third party organisations required in the provision of services. this will only take place in accordance with the applicable law and for the purposes listed above.

In some circumstances we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

HOW CAN I ACCESS MY PERSONAL DATA?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

Subject access requests should be made in writing and sent to the email or postal addresses provided above. To make this as easy as possible for you, a Subject Access Request Form is available for you to use. You do not have to use this form, but it is the easiest way to tell us everything We need to know to respond to your request as quickly as possible. We will endeavour to respond to your subject access request within one month of receiving it. Separate requests may be required to 3rd parties by following their access request processes.

To aid a timely response, please provide brief details of the information you seek to be supplied or rectified.

USE OF COOKIES

Loungers associated domains *.thelounges.co.uk, *cosyclub.co.uk, *loungers.co.uk, *.brightside.co.uk use cookies – small text files that are placed on your machine to help the site provide a better user experience. Please see our cookie policy for more details. In general, cookies are used to retain user preferences, store information for things like shopping baskets, and provide anonymised tracking data to third party applications like Google Analytics. As a rule, cookies will make your browsing experience better. However, you may prefer to disable cookies on this site and on others. The most effective way to do this is to disable cookies in your browser. We suggest consulting the Help section of your browser or taking a look at the About Cookies website which offers guidance for all modern browsers.

Please note, third party may also use cookies for advertising and traffic analysis. We have no control over these cookies which are likely used for performance analytics and targeting. We use google analytics and AdSense services. You may opt out of these services by visiting Google safety centre.

CHANGES TO THIS POLICY

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

We reserve the right to amend or modify this privacy policy. If we do so, we will post the changes on this page. it is your responsibility to check the privacy policy every time you submit information to us or place an order. use will signify that you agree to any such changes. in the event the purposes for processing change, then we

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will contact you as soon as practicable and seek your consent where the change results in a new additional, purpose for processing.

We recommend that you check this page regularly to keep up to date. This Privacy Policy was last updated June 2026.

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