

GDPR Compliance Policy

DATA PROTECTION

First of all I would like to thank you all again for your continued support of the Churrasco Brand and our products.

Churrasco Steakhouse data handling policy has never and will never share any of your personal information with any 3rd parties.

We have 3 different ways that we gain information from you and the only aspects of the data we use is email address and month of birth.

How do we gain your information:

1. Comment cards and competition cards within the organisation
2. OpenTable and any other reservation platforms we use
3. In-House loyalty System

How are they different

1. The comment cards / competition cards that are issued at the end of your dining experience are designed to give us as a business an idea of your experience, any personal success stories we can share with our staff, how we can improve and to allow us to communicate with you in the future with relevant deals, information and offers.
At the bottom of the comment and competition cards give you a full understanding of what, why and where we would use your data.
2. The OpenTable and other reservation platforms hold their own GDPR Policies, and due to the scale of their organisations they will have had to contact you to ensure that you are continued to be contacted. They will no longer auto opt you in for any ecommerce marketing opportunities. If you have been opted in then they are free to pass your details for us to increase our General Database and allow us to contact you to confirm your reservation, whether that be via phone number or email address provided.
3. The Loyalty system that we hold In-House allows us to grow our general database. We will occasionally contact you reminding you of any prizes or rewards that you may have on your account. There is a verbal request for your email address. Once again we will never share your information with any 3rd party.

Information we Do NOT Keep:

- Credit Card Details
- Cookies

What we aim to do with your information:

Our databases are compiled by 13 separate databases

- General Data Base
- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

All of our data is stored within a password protected file within the business.

What we promise is to be **STEAK**

S – SPECIFIC

We will be specific about what you want to hear about. We will give you the option to select from ALL, DEALS, EARLY BIRD, DRINK, NEW BUSINESS. Depending on your selections will be contact you from your position.

T – TIMELY

We will ensure that you won't hear from us excessively. We aim to give you ample time to respond to our emails with bookings or enquiries.

E – EFFICIENT

You may from time to time hear from us to rate your recent visit, this allows us to be proactive and efficient with any deals, offers or staff development that we feel necessary

A – ALLIGEND

We ensure that all of your information is aligned with our private policy and company procedures. We want to ensure you that your information will always be at the front of our staff's minds when protecting your personal data.

K – KNOWLEDGEABLE

We aim to only contact you with information that will give you further knowledge into our existing brand, deals, offers. Things that we would suggest would encourage you to return to our restaurant.