

# Privacy Policy

The Stockbridge Arms Fish Restaurant

Last updated: 2 October 2026

## WHO WE ARE

The Stockbridge Arms Fish Restaurant in Keighley is responsible for the personal information collected through our website and customer services.

If you have questions about this policy or wish to exercise your privacy rights, please contact us using the details on our Contact Us page and mark your enquiry "Privacy".

## INFORMATION WE COLLECT

Depending on how you interact with us, we may collect your name, telephone number, email address, booking date and time, party size, messages and marketing preferences.

We collect information when you book a table, contact us, enter a prize draw or choose to receive promotional messages. Bookings made by telephone or in person may also be entered into our booking records.

Our website hosting service may collect technical information, such as your IP address, browser information and access logs, to operate and protect the website.

Please provide only the information needed for your booking or enquiry. Avoid including sensitive medical information in online forms.

## HOW WE USE YOUR INFORMATION

We use your information to manage table bookings, contact you about your reservation, answer enquiries, resolve complaints and administer prize draws when these are offered.

We also use relevant information to maintain accurate customer records, prevent duplicate entries, protect our website and meet legal obligations.

If you choose to receive marketing, we use your contact details to send restaurant news, offers and promotions through the channels you have selected.

## OUR LAWFUL BASES

We rely on contractual necessity where information is needed to arrange or provide a service you request, such as a table reservation.

We rely on legitimate interests to answer general enquiries, resolve complaints, keep accurate records and protect our services. Our interests are operating the restaurant efficiently and providing customer service, while respecting your privacy.

We rely on consent for optional promotional emails and text messages. Where a prize draw is offered, we use entry information to administer it in accordance with its terms.

We rely on legal obligation where we must retain or disclose information to comply with the law.

## MARKETING AND PRIZE DRAWS

Making a booking, contacting us or entering a prize draw does not automatically subscribe you to marketing.

Marketing choices are separate and optional. You can withdraw consent at any time by using the unsubscribe instructions in a message or contacting us. Withdrawal does not affect the lawfulness of earlier use of your information.

We may keep a limited record of your opt-out so that we can respect your preferences.

## WHO WE SHARE INFORMATION WITH

Relevant information may be handled by service providers supporting our website hosting, booking forms, customer records, email and text messaging services.

We share only information needed for the relevant service. Providers acting on our behalf must protect it and use it according to our instructions.

We may also disclose information where required by law or where necessary to establish, exercise or defend legal claims.

We do not sell your personal information.

## INTERNATIONAL PROCESSING

Some technology providers may process information outside the UK. Where this involves a restricted international transfer, appropriate protections must apply, such as UK adequacy regulations or approved contractual safeguards. You can contact us for information about the safeguards relevant to your data.

## HOW LONG WE KEEP INFORMATION

We keep personal information only for as long as needed for its purpose.

For bookings and enquiries, this includes completing the service and dealing with related questions or complaints. Prize draw records are kept for administration, prize fulfilment and any related disputes.

Marketing records are kept while consent remains valid, subject to periodic review. Limited opt-out records may be retained to prevent unwanted marketing.

Legal requirements and unresolved disputes may require some records to be kept longer. Information is deleted or anonymised when no longer needed.

## COOKIES

Cookies and similar technologies may be used to support website functions. Where consent is required, optional technologies should only operate after you agree. This privacy policy does not itself give consent to cookies.

You can manage cookies through your browser settings. Blocking essential cookies may affect website features.

## YOUR RIGHTS

Depending on the circumstances, you can request access to your information, correction of inaccurate details, deletion, restriction of processing or transfer of information to another service.

You can withdraw consent at any time.

You have the right to object to direct marketing at any time. You can also object to processing based on legitimate interests.

Contact us using the details on our Contact Us page to make a request. We may need to verify your identity before responding.

## COMPLAINTS

Please contact us if you have concerns about how we use your information. You also have the right to complain to the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk).

## POLICY UPDATES

We may update this policy as our services change. The latest version and its update date will appear on this page.