



Breakwater Bistro – Privacy Policy

Breakwater Bistro is operated by •Mayford Hospitality Ltd• (Company No. 1627515), VAT No. 488958109, registered at Berry Head Rd, Brixham TQ5 9AF, United Kingdom (“we”, “us”, “our”).

We respect your privacy and are committed to protecting your personal data. This policy explains how we collect, use, store, and safeguard your information in line with the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018.

1. Information We Collect

We may collect the following personal information when you interact with us:

- Identity & Contact Data – name, email address, phone number, billing/delivery address.
- Booking Data – reservations, deposits, dietary requirements or special requests.
- Transaction Data – payments, purchases, and order history.
- Marketing Data – preferences in receiving promotions or newsletters.
- Website Data – technical data such as IP address, browser type, and cookies when using our website.

2. How We Use Your Data

We use your data for the following purposes:

- To process bookings, reservations, and payments.
- To provide dining and hospitality services.
- To communicate with you regarding your booking or enquiry.
- To send marketing communications (only if you have consented).
- To comply with legal, tax, and accounting obligations.
- To improve our website, services, and customer experience.

3. Sharing Your Data

We will never sell your personal information.

We may share limited data with:

- Service providers (e.g., payment processors, IT providers) to deliver our services.
- Professional advisers (e.g., accountants, legal advisers).
- Authorities where required by law or regulation.

All third parties are required to respect the security of your data and process it lawfully.

4. Data Retention

We will only keep your personal information for as long as necessary to fulfil the purposes we collected it for, including legal, tax, and accounting requirements. Reservation data is normally retained for up to 24 months, unless required longer by law.

5. Your Rights

Under UK GDPR you have the right to:

- Access the personal data we hold about you.
- Request correction of inaccurate data.
- Request erasure of your personal data (where lawful to do so).
- Object to or restrict how we use your data.
- Withdraw consent for marketing communications at any time.

Requests can be made by contacting us (see section 7).

6. Security

We take appropriate technical and organisational measures to protect your data against unauthorised access, alteration, disclosure, or loss. However, please note that no internet-based system can be completely secure.

7. Contact Us

If you have any questions about this Privacy Policy, or to exercise your data protection rights, please contact us:

Breakwater Bistro – Mayford Hospitality Ltd

Berry Head Rd, Brixham TQ5 9AF, United Kingdom

Email: info@breakwaterbistro.co.uk

Phone: 01803 856738

If you are not satisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk

8. Updates

We may update this Privacy Policy from time to time. Any changes will be posted on our website with the updated effective date.

Effective Date: September 2025
