

Privacy Policy

Who We Are?

DRG is a restaurant group with 21 restaurants in Glasgow, Edinburgh and Aberdeen and 4 food court outlets in Scotland, Belfast and Manchester.

Brands within the DRG include Di Maggio's, Café Andaluz, Amarone, Barolo, The Anchor Line, Atlantic, The Citizen and Cadiz.

At DRG, we are committed to maintain the trust and confidence of our visitors to our website. In particular, we want you to know that DRG will never sell, rent or trade email lists with other companies and business for marketing purposes.

We at the DRG (Di Maggio's Restaurant Group) respect your right to privacy. This Privacy Policy describes the types of personal information that you may provide to us or which we may otherwise collect when you communicate with us, including when you visit our websites and when you use the Free WiFi service when you dine in one of our restaurants. This Privacy Policy also describes how we may use your information, with whom we may share it and how we protect it. We also tell you how you can reach us to update your information, unsubscribe from receiving marketing communications from us, or answer any questions that you may have about our privacy practices.

By communicating with us, including when you access and use our website or when you register and use the Free WiFi service in one of our restaurants, you are accepting and agreeing to the information practices described in this Privacy Policy. This Privacy Policy explains:

1. The information we collect and how we obtain it
2. How we protect your information
3. How we use the information we collect
4. Information we share
5. Collection of information by third party sites
6. Cookies
7. Disabling / Enabling Cookies
8. Revisions to this Privacy Policy
9. How to contact us

1. The information we collect and how we obtain it

We collect personal information relating to you, such as your name, address, phone number and/or e-mail address (“Personal Information”) in the following situations:

Information you provide when you contact us (including by email, phone, SMS, via the website or otherwise), subscribe and use our Free WiFi service when you dine in one of our restaurants, subscribe for e-mail newsletters and update services, order items from us, participate in market research initiatives or promotional events, complete a questionnaire or competition entry form or submit a job application form.

Information collected automatically using cookies: whenever you interact with our website (including when you browse the website or download information from it) we collect and store certain types of information about your visit using cookies. We describe how we use cookies and how you can disable them below. The information we collect using cookies includes information which identifies the computer you use to access the website, the date and time of the visit and the pages visited.

Information collected automatically when you use the Free WiFi service in one of our restaurants: we may collect certain information concerning your use of our Free WiFi service you dine in one of our restaurants in order to produce aggregated and anonymous reports concerning the use of the Free WiFi service. These reports will not personally identify you.

2. How we protect your information

We apply appropriate security measures to prevent unauthorized access to Personal Information we hold about you. All Personal Information about our customers is stored within a robust secure environment.

Our practice is that no data is ever provided to third parties except in the circumstances described in section four below.

Please note that email correspondence with us is in free format text and cannot be encrypted. Accordingly please do not send any sensitive information such as credit card details or passwords via email. Please also note that perfect security does not exist on the Internet. You’ll know that you’re in a secure area of our website when a “padlock” icon appears on your screen and the “http” portion of our URL address changes to “https.” The “s” stands for “secure.”

3. How we use the information we collect

We will only use your Personal Information for the purpose(s) for which you provide it to us including for example to:

- respond to your enquiries, provide you with updates on our services and details of promotional events;
- process orders and payments and arrange delivery of items;
- provide to you the Free WiFi service in our restaurants;
- communicate with you regarding orders, promotions and market research initiatives;
- improve our services;
- update and maintain our records;
- prevent or detect fraud or abuses of our website or our Free WiFi service;
- enable third parties to carry out technical, logistical or other functions on our behalf to make the website more useful to you; and/or
- process job applications.

Updates and Promotional offers: You have to opt in contacted for this purpose, we send you updates and information on our promotional offers. These may include joint promotions with our business partners. If you no longer want to receive such offers, please notify us by writing to:

DATA PROTECTION

Di Maggio's Restaurant Group

87 St Vincent Street

Glasgow

G2 5TF

4. Information we share

We only share your Personal Information with our appointed carriers, sub-contractors and distributors and with other entities as described below. We ensure the parties with whom we share your Personal Information follow practices at least as protective as those described in this Privacy Policy, except in the event of a business transfer as specified below.

Agents: from time to time we employ other companies to perform functions on our behalf including fulfilling order deliveries, sending customer communications, analysing data, providing marketing assistance, processing payments, improving our services and providing customer service. They may have access to Personal Information needed to perform their functions, but are not permitted to use it for other purposes.

Business transfers: in any corporate transactions (e.g. buying or selling of businesses, stores or business units) Personal Information is generally one of the

transferred assets. We reserve the right to transfer any information we have about you in the event we sell or transfer all or a portion of our business or assets. Should such a sale or transfer occur, we will use reasonable efforts to try to ensure that the transferee uses Personal Information in a manner that is consistent with this Privacy Policy.

Fraud / Credit Risk: where necessary to prevent fraud or reduce credit risk we may exchange your Personal Information with other companies and organisations.

Legal reasons: we may disclose information about you (i) if we are required to do so by law, (ii) in response to a request from law enforcement authorities or other government officials, or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

With your consent: other than as set out above, you will receive notice when information about you might go to third parties and you will have an opportunity to choose not to share your information.

5. Collection of information by third party sites

The DRG website may contain links to other websites whose privacy practices may be different to ours. You should check the privacy notices of those third party sites as we have no control over information that is submitted to or collected by those third party sites. We are not responsible for the content of these sites, any products or services that may be offered through these sites, or any other use of these sites.

Visitors to our Website

When someone visits a DRG website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. You can find more information on how cookies are used on this website in the Cookies Policy below.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Newsletter Sign Up

As part of the registration process for our monthly e-newsletter, we collect personal information. We use that information for a couple of reasons: to tell you about stuff you've asked us to tell you about; to contact you if we need to obtain or provide additional information; to check our records are right and to check every now and then that you're happy and satisfied. We don't rent or trade email lists with other organisations and businesses.

We use a third party provider, MailChimp, to deliver our newsletter. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter. For more information, please see [MailChimp's privacy notice](#).

You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails or by emailing our data protection officer info@drq.co.uk

WiFi

When you use wifi we may collect data about:

- a) Your device;
- b) The volume of data which you use;
- c) The website and application which you access: and
- d) Your usage by access time, frequency and location.

We use third party provider, Wireless Social to deliver our wifi system. For more information please see Wireless Social privacy notice

Booking Data

When you book online, in restaurant and by phone we will collect the following data:

- a) Name
- b) Address data
- c) Email
- d) Contact number
- e) Order history
- f) Booking notes

We use third party provider Res Diary as our booking system

For more information please see [Res Diary privacy notice](#). You can opt into to receive marketing promotions at the time of booking.

DRG Apps

When you use our apps for rewards

- a) Name
- b) Address data
- c) Email
- d) Contact number
- e) Order history
- f) Booking notes

We use a third party provider for our apps.

For more information please see Hunggr privacy notice. You can opt into to receive marketing promotions at the time of booking or while using the app.

Third Party Providers

We use a number of companies **including Deliveroo, Just Eat, 5pm and ITISON** for food delivery and restaurants booking.

- a) Name
- b) Address data
- c) Email
- d) Contact number
- e) Order history
- f) Booking notes

The information collected includes

We use a third party provider for our apps.

For more information please see Hunggr privacy notice. You can opt into to receive marketing promotions at the time of booking or while using their apps app.

Links to Other Web Sites

This privacy notice does not cover the links within this site linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you'll need to check that site's privacy statement.

Cookies Policy

We use a system of classifying the different types of cookies which we use on the Website, or which may be used by third parties through our websites. The

classification was developed by the International Chamber of Commerce UK and explains more about which cookies we use, why we use them, and the functionality you will lose if you decide you don't want to have them on your device.

What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your personal computer, mobile or other device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

A list of all the cookies used on the Website by category is set out below.

Strictly necessary cookies

These cookies enable services you have specifically asked for. These cookies are essential in order to enable you to move around the Website and use its features, such as accessing secure areas of the Website.

Performance cookies

These cookies collect anonymous information on the pages visited. By using the Website, you agree that we can place these types of cookies on your device.

These cookies collect information about how visitors use the Website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how the Website works.

Functionality cookies

These cookies remember choices you make to improve your experience. By using the Website, you agree that we can place these types of cookies on your device.

These cookies allow the Website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

Third party cookies

These cookies allow third parties to track the success of their application or customise the application for you. Because of how cookies work we cannot access these cookies, nor can the third parties access the data in cookies used on our site.

For example, if you choose to 'share' content through Twitter or other social networks you might be sent cookies from these websites. We don't control the setting of these cookies, so please check those websites for more information about their cookies and how to manage them.

How long are cookies stored for?

Persistent cookies - these cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.

Session cookies - these cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience.

You can find more information about cookies at www.allaboutcookies.org and www.youronlinechoices.eu.

7. Disabling / Enabling Cookies

You can accept or decline cookies by modifying the setting in your browser. The "help" portion of the toolbar on most Internet browsers will tell you how to change your browser cookie settings, including how to have the browser notify you when you receive a new cookie, and how to disable cookies altogether. For further details on how to do this please visit the educational sources <http://www.allaboutcookies.org> and <http://www.youronlinechoices.eu>.

Please note that if you disable cookies you may not be able to use all the features of our website.

CCTV

When you visit our venues, these usually have CCTV systems operated for the security of both customers and partners. These systems may record image during your visit.

How we use CCTV

Why?

To protect our customers, premises, assets and staff from crime, we operate CCTV in our venues which record images for security.

We do this on the basis of our legitimate business interests.

Please note that if we discover any criminal activity through our use of CCTV, fraud monitoring and suspicious transaction monitoring, we will process this data for the purposes of preventing or detecting unlawful acts. We aim to protect the individuals we interact with from criminal activities.

8. Revisions to this Privacy Policy

We may update or revise all or any part of this Privacy Policy from time to time. A copy of the current Privacy Policy will be posted on our website and we encourage you to check it from time to time so you are aware of any changes or updates to the notice.

We keep our privacy notice under regular review. This privacy notice was last updated on 10 May 2018

9. How to contact us

Should you:

- a) have any questions about this Privacy Policy or how we use your Personal information
- b) no longer wish to receive promotional offers;
- c) decide that you no longer wish us to hold or use any of your Personal Information;
- d) wish to change the use to which your Personal Information can be put;
- e) want to change the Personal Information we hold about you; and/or
- f) have any questions about this Privacy Policy

Please write to us at:
Marketing Department
Di Maggio's Restaurant Group
87 St Vincent Street
Glasgow
G2 5TF

Or please data protection by emailing us at: info@thedrg.co.uk

The Personal Information which you provide to us or which we gather from the website or in the course of providing services to you is controlled by The Di Maggio's Restaurant Group. Di Maggio's trades under the name of The Di Maggio's Restaurants Limited (company number SC390675), Registered Office: 87 St Vincent Street, Glasgow, G2 5TF.