

## Privacy Policy - Restaurant Suus

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Suus is responsible for the processing of your personal data. We collect your data to manage your reservations, contact you, process payments, and make your stay as comfortable as possible. For more detailed information, please refer to the full privacy statement below.

### Who are we?

Horeca Expl. SUUS B.V. hereinafter referred to as 'Suus', located at Plesmanweg 701, 2579 JG, The Hague, is responsible for the processing of your personal data. For questions regarding this privacy statement, you can contact us via [privacy@restaurant-suus.com](mailto:privacy@restaurant-suus.com) or by phone at +31(0)70 2076920.

### What personal data do we collect and why?

We collect different types of data for specific purposes:

- **Identification Data:** such as your name, contact details (phone number, email address), and any dietary preferences or special requests.
  - Purpose: To manage your restaurant reservation, communicate with you regarding your booking, and ensure a tailored dining experience.
  - Legal Basis: Performance of the contract (to fulfill your reservation).
- **Financial Data:** such as your credit card details or payment information when making a reservation or purchasing gift vouchers.
  - Purpose: To process payments for your restaurant booking or other purchases.
  - Legal Basis: Performance of the contract.
- **Booking Data:** such as your reservation details, number of guests, and any special meal requests.
  - Purpose: To ensure a smooth dining experience, accommodate preferences, and manage seating arrangements.
  - Legal Basis: Performance of the contract.
- **Marketing Data:** such as your preferences for newsletters, promotions, and special offers.
  - Purpose: To inform you about our restaurant services, special menus, and exclusive events.
  - Legal Basis: Your consent or legitimate interest if you have used our services. You may opt-out at any time by clicking the unsubscribe link in our emails or contacting us at [welcome@restaurant-suus.com](mailto:welcome@restaurant-suus.com).

- **Security Data:** If Restaurant Suus uses security cameras, we may collect footage from security cameras for the purpose of ensuring the safety of our guests, staff, and property. Footage is stored securely and deleted after a reasonable retention period unless required for legal investigations.
- **Health Data:** such as information about allergies, dietary restrictions, or accessibility needs.
  - **Purpose:** To better serve you by accommodating specific dietary requirements and ensuring a safe dining experience.
  - **Legal Basis:** Your explicit consent (health data is considered sensitive personal data under the GDPR).
- **Children’s Data:** We do not knowingly collect or process data from individuals under the age of 16. If we become aware that a minor has provided personal data without parental consent, we will take appropriate steps to delete such information.

#### How do we obtain your data?

We obtain your personal data in various ways:

- **Directly from you:** You provide us with your data when making a reservation, subscribing to our newsletter, or contacting us.
- **From third parties:** We may also receive data from third-party booking platforms, event organizers, or online ordering services.

#### With whom do we share your data?

We only share your personal data with:

- **Service providers:** Such as online reservation systems (e.g., Quandoo, OpenTable), payment processors, and marketing partners.
- **Government authorities:** If legally required (e.g., tax authorities in case of financial records).
- **Social media platforms:** If you interact with us via social media (e.g., Facebook, Instagram), your data may be shared with these platforms in accordance with their own privacy policies.

#### Your rights

You have the following rights concerning your personal data:

- **Right of access:** You can request information on the personal data we process about you.
- **Right to rectification:** You can have incorrect or incomplete data corrected.
- **Right to erasure:** You can request the deletion of your data.
- **Right to restrict processing:** You can request that we limit the processing of your data.
- **Right to data portability:** You can receive your data in a structured, commonly used format.
- **Right to object:** You can object to the processing of your data, for example, for marketing purposes.

- Right to withdraw consent: If processing is based on your consent, you can withdraw this consent at any time.
- Right to file a complaint: You may file a complaint with the Data Protection Authority if you believe your rights are violated.

#### How long do we retain your data?

We do not retain your personal data longer than necessary for the purposes for which it was collected:

- Reservation data: Up to 6 months after your last reservation, unless you opt into a loyalty program, in which case it will be retained for as long as your account remains active.
- Financial data: 7 years (as required by fiscal laws).
- Marketing data: Until you withdraw your consent.
- Security camera footage: Deleted within 30 days unless required for investigations.

#### Data Security Measures

We take appropriate technical and organizational measures to protect your personal data, including encryption, firewalls, secure servers, and access controls. Only authorized personnel have access to your data.

#### International Transfers

If you make a reservation with us from outside the European Economic Area (EEA), or a third party (such as an event organizer) books on your behalf, personal data may be transferred internationally. We ensure that all data transfers comply with GDPR regulations to protect your privacy.

#### Use of cookies and similar technologies

Our website uses cookies and similar technologies to enhance your experience, collect statistics, and personalize content. We use third-party services such as Google Analytics, Facebook Pixel, and reservation tracking tools. You can manage your cookie preferences through your browser settings.

#### Changes to this privacy statement

We reserve the right to modify this privacy policy. Substantial changes will be communicated via email, website pop-ups, or other appropriate channels.

#### Contact Us

For any questions or to exercise your privacy rights, contact us at:

Email – [privacy@restaurant-suus.com](mailto:privacy@restaurant-suus.com)  
Phone - + 31 (0)70 207 6920