

Privacy Policy

Effective date: 01/10/2026

Pub: Coal & Cotton

Address: 44 Leigh Road, Worsley, Manchester, M28 1LR

Contact: info@coalandcotton.co.uk / 0161 790 0944

1. About this Privacy Policy

Coal & Cotton respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, store and protect personal information when you visit our pub, make a booking, contact us, use our website or interact with us in any other way.

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Information We Collect

Depending on how you interact with us, we may collect:

- Your name and contact details.
- Booking and reservation information.
- Information provided when you contact us or make an enquiry.
- Payment and transaction information where necessary to process payments.
- CCTV images recorded on our premises.
- Information relating to events, functions or private bookings.
- Marketing preferences and communications history.
- Website information, such as IP address and information collected through cookies.
- Information relating to accessibility or dietary requirements where you choose to provide it.

We do not normally collect sensitive personal information unless you voluntarily provide it and there is a lawful reason for us to use it.

3. How We Use Your Information

We may use your personal information to:

- Manage table, event and private-function bookings.
- Respond to enquiries and requests.
- Process payments and transactions.
- Provide our services to you.
- Manage customer complaints or queries.
- Operate and maintain the security of our premises.

- Operate CCTV for security, crime prevention and the safety of guests and team.
- Send promotional information where you have given appropriate consent or where otherwise permitted by law.
- Maintain business records and comply with legal and regulatory obligations.

4. CCTV

CCTV operates at Coal & Cotton for the purposes of protecting guests, employees and property, preventing and investigating crime, and maintaining safety and security.

CCTV footage is only accessed by authorised persons where there is a legitimate reason to do so. Footage will normally be retained for 6 weeks, unless it is required for an incident, investigation, insurance matter or legal proceeding.

Appropriate signage is displayed where CCTV is in operation.

5. Legal Basis for Processing

We rely on one or more of the following lawful bases under UK data protection law:

- **Contract:** where processing is necessary to provide a service you have requested, such as managing a booking.
- **Legal obligation:** where we are required to retain or provide information to comply with the law.
- **Legitimate interests:** where processing is necessary for purposes such as security, fraud prevention, business administration or responding to enquiries, provided your rights are not overridden.
- **Consent:** where we ask for your consent, such as for certain types of marketing.

Where we rely on consent, you can withdraw it at any time.

6. Marketing

If you choose to receive marketing communications from us, we may contact you about events, offers and other news relating to Coal & Cotton.

You can unsubscribe from marketing communications at any time by following the instructions in the communication or contacting us directly.

We will not sell your personal information to third parties.

7. Sharing Your Information

We may share personal information with trusted service providers where necessary to operate our business, such as:

- Booking and reservation providers.
- Payment service providers.
- IT, website and email service providers.
- Professional advisers where necessary.

- Law enforcement or other authorities where we are legally required or permitted to do so.

We require relevant service providers to handle personal information appropriately and securely.

8. How Long We Keep Your Information

We only keep personal information for as long as reasonably necessary for the purpose for which it was collected, or for as long as required by law.

Retention periods vary depending on the type of information. For example, CCTV footage may be retained for approximately 6 weeks, subject to the circumstances described above.

9. Keeping Your Information Secure

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

However, no method of storing or transmitting information can be guaranteed to be completely secure.

10. Your Rights

Subject to certain legal exemptions, you may have rights under UK data protection law, including the right to:

- Request access to personal information we hold about you.
- Ask us to correct inaccurate or incomplete information.
- Ask us to delete your personal information in certain circumstances.
- Ask us to restrict how we use your information in certain circumstances.
- Object to certain types of processing, including direct marketing.
- Withdraw consent where processing is based on consent.
- Request certain information in a portable format where applicable.

To exercise your rights, please contact us using the details above.

11. Cookies and Our Website

If we operate a website, it may use cookies or similar technologies to provide functionality, understand website usage and, where applicable, support marketing.

You can control or disable cookies through your browser settings. Where legally required, we will ask for consent before using non-essential cookies.

12. Children's Privacy

Our services are primarily intended for adults. We do not knowingly collect personal information from children except where necessary for a legitimate business purpose and with appropriate safeguards.

13. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services or legal requirements.

The latest version will be made available at coalandcotton.co.uk.

14. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact:

Coal & Cotton
44 Leigh Road, Worsley M28 1LR
info@coalandcotton.co.uk

0161 790 0944

You also have the right to complain to the UK's data protection regulator, the **Information Commissioner's Office (ICO)**, if you believe your personal information has been handled unlawfully.

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Website: ico.org.uk