

FENIX

Privacy Policy

Our privacy policy and your rights

If Fenix processes your personal data based on your consent, such as for direct electronic marketing, you can withdraw your consent at any time. You have various statutory rights in relation to your personal data.

You have the right to:

- Object to direct marketing communications at any time by unsubscribing or contacting privacy@fenix.co.uk
 - Request and obtain access to your personal data.
 - Rectification or erasure of your personal data, in certain circumstances.
 - Object to or restrict the processing of your personal data in certain circumstances.
 - Have your personal data stored in a way it is portable from the environment in which it is stored by Fenix to another environment; and
 - File a complaint with the Information Commissioner's Office.
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What we use your data for

What is your data used for? Fenix may gather, handle and use the following details that you provide during the online booking process, when you purchase a gift certificate, sign up for our online newsletter, call to make a reservation, or attend an event at one of our establishments:

- Your name
- Your address
- Your email address
- Your phone number
- Your birth date
- Your gender
- Information regarding your payment card
- Other information you provide during the booking process.

We may obtain some of the above-mentioned categories of data from sources other than yourself, such as third-party websites, applications, and people who have added you as a guest to their reservation or have purchased a gift voucher for you. We may merge this data with the information we gather.

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How we hold your personal data

Holding your personal data Fenix understands the importance of retaining your personal data for only as long as necessary to provide you with our services and enhance your customer experience.

In accordance with this principle, we will retain your data for the duration of our relationship and for further periods where required to comply with legal or regulatory obligations. This may include retaining certain records for seven years for VAT purposes, carrying out audits, detecting and preventing fraud, enforcing contracts or resolving disputes.

To determine the appropriate retention period for personal data, Fenix takes into account various factors such as the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which Fenix processes your personal data, and applicable legal requirements.

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How we protect your personal data

Protecting your personal data Fenix implements security measures to prevent the accidental loss, unauthorised access, alteration or disclosure of your personal data.

Access to your personal data is limited to employees, agents, contractors, and third parties who require it for legitimate business purposes and in accordance with this privacy notice.

Fenix provides guidelines to ensure that your personal data is processed only as per its instructions. In case of any suspected breach of personal data, Fenix has a procedure in place to handle the situation, and will notify you and the appropriate regulator as required by law.

It is important to ensure the security of your information. If you suspect that your interactions with us are not secure, please contact us immediately at privacy@fenix.co.uk

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How we disclose your information with third-parties

Disclosing information to third parties. At Fenix, we collect and process your personal data for various reasons. We do this in accordance with legal bases and strive to ensure the protection of your data.

Here are the ways we process your data: If you provide your consent, we will use your name, email and telephone number for direct electronic marketing. You may choose to opt-out at any time by contacting privacy@fenix.co.uk or by changing your preferences. We use your information to fulfill our contractual obligations, such as booking tables, accepting payment, or purchasing gift vouchers. To confirm your table bookings and gift voucher orders, we send you a confirmation email or text message. We do this to meet our contractual obligations to you and to remind you about your bookings.

We strive to enhance your dining experience at Fenix by using your personal data to optimise our website and service offerings. If you consent to direct electronic marketing, we will use your personal data to personalise the types of marketing communications you receive. We collect information about allergens and dietary requirements for your safety and well-being. We may use your data in anonymised and/or aggregated form to carry out research and improve our IT systems and website.

We may also share this data with third parties in an anonymised and/or aggregated form. Fenix may review your data if we suspect that it has been provided inappropriately, unlawfully or illegally. This is to ensure that our restaurants and website are used appropriately and lawfully.

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How your data is shared with in Permanently Unique Group LTD

At Permanently Unique Group, we are committed to safeguarding your privacy and ensuring the security of your personal information.

The above Privacy and Marketing Opt-In Policy outlines how we collect, use, share, and protect your data. By opting in, you agree to the terms outlined above.

Data Sharing Within Permanently Unique Group:

Permanently Unique Group is a company that encompasses multiple brands, including Tattu and Fenix, as well as any potential future brands that may fall under our company umbrella. By opting in, you acknowledge and consent to the sharing of your data within the Permanently Unique Group. This data sharing allows us to provide you with a seamless and tailored experience across our brands, enhancing the quality of our services and communications.

Policy's latest update: 24.08.23
