

Privacy Policy

Linwood Collection Ltd / Coppa Collective Plc

Last updated: March 2026

Linwood Collection Ltd, part of Coppa Collective Plc, is committed to protecting and respecting your privacy. This policy explains how we collect, use, store and protect your personal information when you interact with our websites, venues, services and communications.

We take your privacy seriously and handle your personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Who We Are

For the purposes of data protection law, the **data controllers** are:

Linwood Collection Ltd / Coppa Collective Plc

20 St Thomas Street

London

SE1 9RS

United Kingdom

If you have any questions about this policy or how your data is handled, you can contact us at:

info@linwoodcollection.co.uk

2. Information We May Collect

We may collect and process the following categories of personal data:

Personal Identification Information

- Name
- Email address
- Postal address
- Telephone number

Demographic Information

- Date of birth
- Gender
- Preferences and interests

Booking & Transaction Data

- Table reservations
- Accommodation bookings
- Gift voucher purchases
- Payment transaction confirmations (processed via secure third-party providers)

Marketing & Communication Preferences

- Newsletter subscriptions
- Promotional preferences
- Event registrations

Technical & Website Data

- IP address
- Browser type
- Device information
- Website usage data
- Cookies and tracking technologies

3. How We Collect Your Information

We collect personal information in several ways, including when you:

- Sign up for newsletters
- Make table reservations
- Book accommodation
- Purchase gift vouchers
- Register for events or workshops
- Log into guest WiFi
- Submit feedback or contact forms
- Visit our website
- Interact with our marketing communications
- Engage with our social media channels

Information may also be collected automatically through cookies and analytics technologies when you visit our websites.

4. How We Use Your Information

We use your personal data to:

- Process and manage bookings and reservations
- Provide accommodation and hospitality services
- Respond to enquiries and customer support requests
- Manage gift voucher purchases
- Improve our venues, services and customer experience
- Monitor website performance and usage
- Send marketing communications where you have opted in

- Manage competitions, events and promotions
- Maintain internal records and operational administration
- Comply with legal and regulatory obligation

5. Legal Basis for Processing

Under UK GDPR we rely on the following lawful bases to process personal data:

Contractual Necessity

To fulfil reservations, accommodation bookings, purchases or other services you request.

Consent

Where you have opted in to receive marketing communications.

Legitimate Interests

To improve our services, enhance guest experiences, monitor website usage and manage our business operations.

Legal Obligation

Where processing is necessary to comply with legal requirements such as financial reporting or regulatory compliance

6. Marketing Communications

If you sign up to receive marketing communications from us, we may contact you with:

- News about our venues
- Event invitations
- Promotions and offers
- Seasonal campaigns
- New product or service announcements

We use a third-party email marketing platform to send our communications and analyse engagement such as open rates and clicks to help us improve our marketing.

You may unsubscribe from marketing communications at any time by:

- Clicking the **unsubscribe link** in any email
- Contacting us at **info@linwoodcollection.co.uk**

Unsubscribing from marketing will not affect **essential service communications** relating to bookings or purchases.

7. Sharing Your Information

We do not sell or trade your personal data.

However, we may share your information with trusted third-party providers who support our business operations. These may include:

- Reservation systems
- Accommodation booking platforms
- Gift voucher providers
- Email marketing platforms
- Website hosting providers
- IT and security services
- Analytics providers
- Payment processing services

These providers only process your information on our behalf and are required to keep it secure and confidential.

8. Third-Party Service Providers

To operate our services, we use specialist providers including:

ResDiary

Used to manage table reservations.

Profitroom

Used to manage accommodation bookings.

Toggle

Used for online gift voucher purchases.

Airship

Used for customer communications and marketing newsletters.

Each provider maintains their own privacy policies which explain how they handle data within their systems.

9. Cookies and Website Tracking

Our websites use cookies and similar technologies to improve your browsing experience and understand how our websites are used.

Cookies may be used to:

- Analyse website traffic and usage patterns

- Remember your preferences
- Improve site performance
- Support marketing and advertising activity

You can manage cookie preferences through your browser settings. Disabling cookies may affect the functionality of certain areas of our website.

Further information may be available in our **Cookie Policy**.

10. Where We Store Your Data

Your personal data is stored securely within the **European Economic Area (EEA)** or in jurisdictions that provide adequate levels of data protection.

We implement appropriate technical and organisational security measures to protect personal data from:

- Unauthorised access
- Loss or misuse
- Disclosure or alteration

These measures include secure systems, encryption, access controls and internal data protection procedures.

11. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including:

- Delivering services
- Maintaining business records
- Complying with legal obligations

Marketing data is retained until you withdraw consent or unsubscribe from communications.

Where data is no longer required, it will be securely deleted or anonymised.

12. Your Data Protection Rights

Under UK data protection law you have the right to:

- Request access to the personal data we hold about you
- Request correction of inaccurate information
- Request deletion of your personal data
- Request restriction of processing
- Object to processing of your data for marketing purposes
- Request transfer of your data to another organisation (data portability)

To exercise any of these rights please contact:

info@linwoodcollection.co.uk

You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

<https://ico.org.uk>

13. Security

We are committed to ensuring that your information is secure. We implement appropriate technical, physical and organisational safeguards to protect personal data against unauthorised access, loss, or misuse.

Access to personal data is restricted to authorised personnel and trusted partners who require it to perform their roles.

14. Links to Third-Party Websites

Our websites may contain links to other websites. Once you leave our site, we do not have control over how those websites handle your data.

We recommend reviewing the privacy policies of any external websites you visit.

15. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or business practices.

The most current version will always be published on our website.

16. Contact Us

If you have any questions about this Privacy Policy or how your personal data is handled, please contact:

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