



Restaurant Website Privacy Policy

This Privacy Policy explains how our restaurant collects, uses, discloses, and safeguards your information when you visit our website and use our online booking system. We are committed to protecting your privacy and ensuring your personal data is handled securely.

1. Information We Collect

We collect personal information that you voluntarily provide to us when making a reservation, subscribing to newsletters, or contacting us. This includes:

- **Contact Details:** Name, email address, and phone number.
- **Reservation Data:** Date, time, party size, dietary restrictions, and special requests.
- **Payment Information:** Credit card details processed securely via our third-party payment gateway (deposits for groups over 6 people).
- **Technical Data:** IP address, browser type, and cookies to improve website functionality.

2. How We Use Your Information

We use the collected information for specific, legitimate business purposes:

- To process, manage, and confirm your table reservations.
- To enforce our 24-hour cancellation and deposit policies.
- To communicate updates, booking reminders, or promotional offers (if opted in).
- To improve our website performance, user experience, and guest services.

3. Sharing Your Information

We do not sell or rent your personal data. We only share information with trusted third-party services necessary for restaurant operations:

- **Booking Platforms:** To log, track, and manage your seating allocations.
- **Payment Processors:** Enforcing secure tokenisation for booking deposits and cancellation penalties.
- **Legal Authorities:** Only when required by law or to protect our legal safety and rights.

4. Data Security & Retention

We implement robust technical and organisational security measures to protect your data from unauthorised access. Your contact and booking records are retained only as long as necessary to fulfil service delivery, tax obligations, or legal requirements.

5. Your Rights

Depending on your location, you have rights regarding your personal data, including the right to access, correct, or request the deletion of the personal information we hold about you. To exercise these rights, please contact our management team directly.

A NORFOLK COUNTRY INN



THE
FALGATE
INN



WELCOME TO
THE FALGATE
INN

A Norfolk Country Inn

[BOOK A TABLE](#)

[VIEW MENUS](#)



GREAT FOOD
Seasonal, local
and freshly prepared



FINE ALES
Carefully selected
local brews



COMFORTABLE STAYS
Cosy rooms in the
heart of Norfolk



EVENTS & MUSIC
Regular events and
a warm atmosphere



GREAT LOCATION
Easy to find,
hard to forget