

TERMS

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GIFT VOUCHERS – Terms and Conditions of Sale

Validity

Vouchers have no expiry date. They will state six months but we will always accept. Coppi vouchers can be redeemed against purchases at Coppi Restaurant only.

Delivery of Gift Vouchers

Vouchers can be purchased in-house or via the online section on our website.

Making a Booking with A Gift Voucher

Gift voucher bookings must be made in advance via telephone and are subject to availability. Bookings can be made directly with the restaurant on 02890 311959.

Refunds and Cancellations Voucher are non-refundable and cannot be exchanged, either fully or in part for cash of any amount. If a voucher is used in the restaurant and there is a balance owed this can be returned in vouchers.

Lost or Stolen Vouchers

Vouchers are the responsibility of the customer and any vouchers either lost or stolen cannot be replaced.

Privacy Policy

The following privacy statement applies to any customer data collected and/or held by Coppi Restaurants Ltd.

At Coppi the privacy and protection of personal data is treated with the utmost seriousness. Our privacy statement sets out the data protection practices currently in place within the company. We fully endorse and adhere to the principles of the Data Protection Acts 1998 and 2003 and also the GDPR regulations of 2018. Specifically, we state that we will: Obtain and process information fairly. Keep it only for one or more specified, explicit and lawful purpose. Use and disclose it only in ways compatible with these purposes. Keep it safe and secure. Keep it accurate, complete and up to date. Ensure that it is adequate, relevant and not excessive. Retain it for no longer than is necessary for the purpose or purposes intended. Give a copy of his/her personal data to that individual, on written request. If at any time you believe that this web site has not adhered to these principles, please notify Coppi by e-mail at info@coppi.co.uk and we will use all commercially reasonable efforts to promptly determine and correct the problem.

Your Data & GDPR

Coppi will collect data on our customers for different purposes which are detailed below. Your data can be reviewed by yourself at any time by submitting an access request to info@coppi.co.uk. You also have the right to delete your information from our database at any time by again emailing your details to info@coppi.co.uk.

This data will be used for sending marketing materials and reviewing analytical data relating to reservations and website usage of Coppi Restaurants Ltd.

Reservations

Coppi will collect some information on you just so we can manage your dinner reservation or event. This information may also be used for marketing but this will only be upon your consent.

Your Name, Phone, Email address and payment information may be taken when making a reservation and this information is stored by our Reservation software, namely Open Table and only used for purposes relating to your reservation and not accessed for any other reason or passed onto 3rd parties.

You can view Open table Terms of Use here: <https://www.opentable.ie/legal/terms-and-conditions> and their privacy policy here: <https://www.opentable.ie/legal/privacy-policy>.

When your credit or debit card account information is being transmitted to our Reservations software, namely OpenTable, or through the site, it will be protected by cryptographic protocols. To be clear, OpenTable does not itself store your credit or debit card account information, and they do not have direct control over or responsibility for your credit or debit card account information. It uses third party payment processors that are the controllers of your credit card information. The contracts with third parties that receive your credit or debit card account information require them to keep it secure and confidential.

When you consent for your details to be used for marketing purposes, we will export your contact details into our marketing database. The details we will export are Name, Email & Phone number and date/time of your reservation. More details of how this data is then used will be detailed below under 'Marketing Database'

Website subscription

Our website allows people to enter their email address to join our 'marketing database'. This information is used for below mentioned purposes in 'marketing database'.

Our Marketing Database

We collect different information from customers from different mechanics all detailed above. How we use this information is portrayed upon collection and again below.

By removing yourself from one of our marketing platforms, this will not delete you from all of our marketing mechanics. To delete yourself from all platforms, please email your details to info@coppi.co.uk detailing that you want to be deleted fully.

Facebook:

We may use Facebook service for display advertising. Email addresses are periodically uploaded to the Facebook service so that we can display adverts to you associated to Coppi. This data is only held on Facebook for the time needed for a specific campaign and not given to Facebook to use for their own campaigns.

For full details of the terms of service used by Facebook for these purposes please visit: https://www.facebook.com/legal/self_service_ads_terms/update

Twitter:

We may use Twitter services for display advertising. Email addresses are periodically uploaded to the Twitter service so that we can display adverts to you associated to Coppi. This data is only held on Twitter for the time needed for a specific campaign and not given to Twitter to use for their own campaigns.

For full details of the terms of service used by Twitter for these purposes please visit: <https://business.twitter.com/en/help/ads-policies/introduction-to-twitter-ads/twitter-ads-policies.html>

How long do we hold your data?

We will hold your data for 18 months or until the need to use it for initial purposes diminish. If you do not interact with our marketing efforts within 18 months, you will be fully deleted from our marketing database. However, your data may still be used for contacting you in relation to your reservation or functions with the restaurant.