

LOCKDOWN

Privacy Notice

Updated: 22/07/2026

Registered name: Bull Hospitality Ltd.

This privacy notice explains how Lockdown Bar & Kitchen, including our City Island and Canary Wharf venues, ("we", "us", "our") collects, uses and protects your personal information when you visit our website, contact us, make a booking, attend one of our venues or events, apply for a role, or otherwise interact with our services.

Contact Details

Post: Flat 5203, Bagshaw Building, 1 Wards Place, London, E14 9EJ, GB

Telephone: 0203 633 4777

Email: events@thelockdownbar.com

What Information We Collect, Use, and Why

To provide our services (restaurant, bookings, events, event enquiries, private hire enquiries, table reservations, competition entries)

We may collect:

- Names and contact details
- Table booking details
- Private hire and event booking details
- Visit history
- Payment details (processed securely through third-party providers)
- Dietary requirements
- Special requests
- Records of enquiries and communications

For guest experience, marketing, and events (including community events)

We may collect:

- Names and contact details
- Marketing preferences
- Booking and visit history
- Website usage data (e.g. IP address, browsing behaviour)
- Images or videos from events or within the venue (where appropriate)
- Records of consent

We may collect information when you:

- Contact us through our website
- Register for events via Eventbrite or Cliq
- Join mailing lists
- Interact with our social media
- Use promotional experiences such as our digital photo booth

This helps us:

- Improve our service and guest experience
- Share relevant updates, events, and offers
- Promote our venue (including social media content)

For recruitment

If you apply for a role with us through our website, by email or another recruitment platform, we may collect:

- Contact details
- Employment and education history
- Right to work documentation
- Identification documents
- References
- Criminal record checks where required

For safety, security, and legal purposes

We may collect:

CCTV footage in public areas

Incident reports and health & safety information

Financial transaction records

Correspondence relating to complaints or claims.

Lawful Bases for Processing

Under UK GDPR, we rely on the following lawful bases:

Contract

To manage bookings, provide hospitality services, and process payments.

Legitimate Interests

To:

Improve our services and guest experience

Manage bookings and relationships

Promote events, offers, and updates

Handle enquiries and complaints

Ensure the safety and security of our guests and staff

We always balance this against your rights and interests.

Legal Obligation

To comply with:

Employment law

Health and safety regulations

Financial and tax requirements

Consent

Where required, such as:

Marketing communications

Use of certain images or recordings

You can withdraw your consent at any time.

Your Data Protection Rights

You have the right to:

Access your personal data

Correct inaccurate or incomplete data

Request deletion of your data

Restrict how your data is used

Object to processing

Request transfer of your data

Withdraw consent at any time

To make a request, please contact us using the details above.

We will respond within one month.

Where We Get Personal Information From

We collect information:

- Directly from you when you contact us by email, telephone, social media or via our website
- Through table reservations made via ResDiary
- Through event registrations made via Eventbrite or Cliq
- Through private hire and event enquiries
- From organisers booking events on behalf of guests
- Through our digital photo booth where you choose to have photos emailed to you
- Through website analytics and marketing tools

We use trusted third-party providers to manage bookings, event registrations, marketing communications and photo delivery. These providers process personal data on our behalf in accordance with their own privacy policies and applicable data protection laws.

That covers:

ResDiary

Eventbrite

Cliq

Photo booth software

Mailchimp

Social media such as Instagram, TikTok and Facebook

How Long We Keep Your Information

We retain personal data only as long as necessary:

Bookings & customer data: retained for operational and service purposes

Financial records: retained as required by law

Marketing data: kept until you opt out

CCTV footage: retained for a limited period for security purposes

When no longer needed, data is securely deleted or anonymised.

How to Complain

If you have concerns about how we use your data, please contact us first.

If you are not satisfied with our response, you can contact:

Information Commissioner's Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

We respect your privacy as much as we value your experience with us.