

## **About This App**

There are no porkies told when we say we've been brewing beer & running pubs for over 300 years. Whilst many things have changed in that time, pubs still remain at the heart of British life.

Welcome to Honeycomb Houses, come on in & indulge in our wide variety of tipples, delicious dishes & decadent desserts. You can use Honeycomb Houses app to save your favourite local pubs, book a table or a room, start a tab and pay your bill, or simply keep up to date with special offers and local promotions. If you need any assistance, please do check our FAQ or ask in your local pub.

## **FAQ**

### **Which devices can I download the app too?**

You can download the app from the App Store and Google Play, so the app is available on any iPhone, iPad and Android device.

### **What happens when I register my card for an app payment?**

A pre-authorisation will be made of £1.01 to validate your card. We do not debit any money and you will see this appear in your "Pending Transactions" list on your online statement. This will then disappear within 7 days.

### **What does the app do and why should I use it?**

Honeycomb Houses simplifies your ordering process, helping to make your experience even more enjoyable. You can save your most visited and favorite pubs for quick access next time you visit. You can book a table, book a room (at selected sites only), start a tab pay your bill, or keep up-to-date with special offers and local promotions. If you need any assistance, feel free to ask a member of staff in your Honeycomb House.

### **Why do I need a picture of myself to use payments?**

We need a photo of your good self for nothing more than additional security measures. Your picture is important because it allows Honeycomb Houses to identify you and validate that you are the one authorising payment. Please ensure your customer profile pictures are clear and easy to see.

### **What incentive is there for me to use the app?**

We have created the app to enhance your experience when you visit us. We want all our guests to not only enjoy themselves, but to feel safe and secure. By using our order and pay app you're practicing safe socializing, by limiting the amount of contact. We hope that you enjoy using our app and we welcome any feedback or ideas you may have. As a token of appreciation, we'll be offering some exclusive offers and discounts for app users. Keep an eye on our special offers section for details.

### **Where Can I Give Feedback?**

Whether or not you enjoyed using our app, we're always looking to receive feedback. To give feedback on the app, our food or your overall experience, head back to the homepage and tap on 'How Did We Do?'

### **Can I order just drinks?**

Yes! We encourage you to use the app to order anything on the menu your heart desires.

### **Do I have to queue if I'm paying with the app?**

No queuing is involved with the app. Once a member of staff has seated you at your table, feel free to get started on your order! The app is an alternative to paying with cash or card at the bar. So

**Can't Check In?**

The app will only allow you to check-in when you are nearby or inside a Honeycomb House. If you are in a pub and you still have difficulty, please check your internet connection and that you have location services enabled for the Honeycomb Houses app in your phone settings.

**What do you do with the information I share?**

We use the information you provide to enhance your experience with us, we do not sell it to others! Check our privacy policy for more information.

**How do I close my app account?**

We sincerely hope you wish to continue using Honeycomb Houses app as your favourite pub destination. However, if you move away or just no longer wish to use the app and would like us to delete your app profile, please email [holly@brakspear.co.uk](mailto:holly@brakspear.co.uk). We'll process your request within 10 business days.

**What can I pay for with the app?**

You can pay for any Honeycomb Houses purchase using the app.

**Which forms of payment can I use?**

We accept any debit or credit card from Visa or MasterCard.

**How do I remove my credit card?**

Select 'Payment Methods' from your profile page and select Delete. You will no longer be able to make payments with the app until you add another payment method.

**Why do I need to allow notifications from the Honeycomb House's app to use payments?**

For your security, we need to be able to send you a message every time a purchase is made. We do this via push notification to keep you informed of any account activity. You can also review all your activity in History.

**Where can I see what I've previously spent at a Honeycomb House?**

You can view all of your account activity including purchases in the History tab

**What happens if my phone runs out of battery or I lose internet connection?**

If the tab owner, or anyone who has joined a tab, becomes unable to continue using the app, our pub teams will continue to be able to use the tills to take orders and process payments. Please speak to a team member before leaving to settle the bill or pay for any individual claimed items.

**Other Questions?**

Please email [info@brakspear.co.uk](mailto:info@brakspear.co.uk) and we will respond as soon as possible.

Types of Data:

Article 6(1)(f) of the GDPR states that we can process your data where it “is necessary for the purposes of the legitimate interests pursued by the controller [us] or by a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject [you] which require protection of personal data.”

Consent

Article 4(11) of the GDPR states that (opt-in) consent is “any freely given, specific, informed and unambiguous indication of the data subject’s wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.”

This means that: you have to give us your consent freely, without us putting you under any type of pressure; you have to know what you are consenting to and you should have control over which processing activities you consent to and which you don’t. We will always ask you before we forward your information to any of our clients.

This will most likely be in the form of a tick box on an email or printed material. We will keep records of the consents that you have given in this way.

Your consent is required in order for us to process your personal data.

You may withdraw your consent at any time by using the “contact us” section of the website.

Data collection prior to 25th May 2018.

If you have had previous contact with us and provided personal Data this will be covered by the Data Protection Act legislation and will allow us to maintain our records. However you will receive future requests for consent in line with the GDPR.

Consent obtained under Directive 95/46/EC: Controllers that currently process data on the basis of consent in compliance with national data protection law are not automatically required to completely refresh all existing consent relations with data subjects in preparation for the GDPR.

Consent which has been obtained to date continues to be valid in so far as it is in line with the conditions laid down in the GDPR.

## Confidentiality

We will ensure all forms of data recording are within compliance of the Data Protection Act and GDPR guidelines and that any data processors used are also compliant and have provided confirmation of this.

We will ensure in-house best practice within these guidelines for the manual processing of expenses payments, filing and general office duties.

## Electronic Information and communications systems

Brakspear has taken all reasonable steps available in order to prevent unauthorised access to our database, including but not limited to firewalls, cloud services and controlled distribution of passwords.

This relates to: computer equipment, e-mail, the internet, telephones, mobiles, personal digital assistants (PDAs) and voicemail, but it applies equally to the use of fax machines, copiers, scanners, CCTV, and electronic key fobs and cards.

All staff are expected to protect electronic communications systems and equipment from unauthorised access and harm at all times. This involves use of passwords and antivirus software. Staff should use antivirus software as directed by their IT Managers.

All staff are responsible for the security of the equipment allocated to or used by them, and must not allow it to be used by anyone other than as permitted by the IT Team.

## Information requests

DSAR: Data Subject Access Requests: One of main objectives under GDPR is to protect and clarify the rights of EU citizens and individuals in the EU with regards to data privacy. This means that you retain various rights in respect of your data, even once you have given it to us.

Please use the "Contact us" section of the website if you wish to discuss these rights. We will endeavour to deal with your request without undue delay, and in any event to respond within one month. Please note that we may keep a record of your communications to help us resolve any issues which you raise. There will be an admin fee of £25 to cover the cost of collating the data.

You may ask us to confirm what information we hold about you at any time, and request that we update, modify or delete that information.

What are cookies?

These pieces of information are used to improve services for you through, for example:

1. enabling a service to recognise your device so you don't have to give the same information several times during one task
2. recognising that you may already have given a username and password so you don't need to do it for every web page requested
3. measuring how many people are using services, so they can be made easier to use and there's enough capacity to ensure they are fast
4. analysing anonymised data to help us understand how people interact with govt services so we can make them better

**Google Analytics** Used to track visitors Collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

**Google Maps** [maps.google.co.uk](https://maps.google.co.uk) Google uses these cookies for their Google Maps service, but does not provide details on what these cookies are used for at the time of writing.

**Twitter** [Api.twitter.com](https://api.twitter.com) Used to track visitors Features for sharing via Twitter, and viewing tweets by other people.

**Facebook Pixels** Used to track visitors Facebook Custom Audiences to deliver advertisements to Website Visitors on Facebook based on email addresses" and that Cvent may use information they collect from users "to display advertisements from our Customers to their target audience of users

**Loyalty Card Data** For each transaction that a loyalty card is attached to the products, division & total spend is passed to our Loyalty provider. The loyalty software then processes this data and issues rewards based on the spend, products.

Each transactional details are recorded with the customer details and is kept for the history of the loyalty program in a secure electronical location.

**Notification of Changes** If we decide to change our privacy policy, we will post those changes on this page so our users are always aware of what information we collect, how we use it, and under circumstances, if any, we disclose it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users by way of an email. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.