

PRIVACY NOTICE

The Globe

Last updated: 22 August 2026

The Globe, respects your privacy and is committed to protecting your personal information. This notice explains what information we collect, why we use it, who we may share it with and the rights you have under UK data-protection law.

Who we are

The Globe, is the data controller responsible for the personal information covered by this notice.

The Globe
Market Place
Somerton
Somerset
TA11 7LX

Email: info@theglobeinnsomerton.com

Telephone: 01458 273545

Information we may collect

Depending on how you contact or interact with us, we may collect:

- Your name, email address and telephone number
- Your booking date, time and party size
- Information connected with a table, Christmas or private-function booking
- Messages, enquiries and correspondence you send to us
- Dietary, allergy, accessibility or other requirements you choose to provide
- Payment and transaction information, where applicable
- Technical information about your use of our website, such as your IP address, browser, device and cookie information
- Feedback, complaints and details of any incidents involving you

Please only provide health, dietary or accessibility information where it is relevant to your booking or visit.

How we collect your information

We may collect personal information when you:

- Use our website contact form
- Make or amend a table booking
- Contact us by telephone, email, social media or in person
- Enquire about a party, function, buffet or other event
- Purchase goods or services from us
- Enter a competition or promotion
- Give us feedback or make a complaint
- Use our website and accept relevant cookies

We may also receive booking information from a reservation provider or another person making a group booking on your behalf.

Why we use your information

We use personal information to:

- Answer questions and respond to enquiries
- Arrange, confirm and manage bookings
- Provide food, drink, functions and other requested services
- Record dietary, allergy or accessibility requirements
- Take and reconcile payments
- Manage complaints, refunds and customer-service matters
- Maintain the safety and security of our customers, staff and premises
- Keep appropriate business, tax and accounting records
- Protect our legal rights and deal with disputes
- Maintain and improve our website and services
- Send marketing communications where we have permission or another lawful basis to do so
- Meet our legal and regulatory responsibilities

Our lawful bases

UK data-protection law requires us to have a valid reason for using personal information. Depending on the circumstances, we rely on:

Contract: where using the information is necessary to take steps at your request or provide a booking, function or other service.

Legitimate interests: where it is reasonably necessary to operate and improve our business, respond to customers, maintain security, prevent fraud, manage complaints or protect our legal interests. We consider the effect on your rights before relying on this basis.

Legal obligation: where we need to retain or disclose information to comply with tax, accounting, licensing, food-safety or other legal requirements.

Consent: where you have actively agreed to a particular use, such as certain marketing communications or non-essential website cookies. You may withdraw consent at any time.

Where you voluntarily provide health-related information, such as allergy or accessibility requirements, we will use it only where necessary to accommodate your needs and provide our service safely.

Marketing

We will not add you to a marketing list simply because you contacted us or made a booking. Where we send marketing by email or text, we will only do so when permitted by law. You can unsubscribe at any time by using the unsubscribe option in the message or contacting us directly.

We do not sell your personal information.

Who we share information with

Where necessary, we may share limited personal information with trusted organisations that help us operate, including:

- Our website provider, Wix
- Our online reservation and booking provider
- Payment-processing providers

- Email, telephone and IT-service providers
- Accountants, insurers, solicitors and professional advisers
- Contractors providing essential business services
- Police, courts, regulators, local authorities or other public bodies where required by law
- A purchaser or successor if our business is sold or transferred

These organisations may only use the information for the relevant service or as otherwise permitted by law. Bookings made through an external reservation service may also be subject to that provider's own privacy notice.

International data transfers

Some of our technology providers may process or store information outside the United Kingdom. Where this happens, we require appropriate safeguards to protect personal information, such as an adequacy regulation, approved contractual protections or another lawful transfer mechanism.

How long we keep information

We only retain personal information for as long as it is reasonably needed. As a general guide:

- Routine enquiries are normally retained for up to 12 months after the matter is completed
- Booking and customer-service records may normally be retained for up to 24 months
- Function-booking information may be kept for up to 24 months after the event
- Financial and transaction records may be retained for up to six years where required for tax and accounting purposes
- Complaints, accidents or legal records may be kept for longer where necessary to establish, exercise or defend legal claims

Information may be deleted sooner where there is no continuing reason to retain it.

Cookies

Our website may use cookies and similar technology to function correctly, remember preferences, understand how visitors use the site and support embedded services. Essential cookies may operate without consent where they are strictly necessary. We will request permission before setting non-essential cookies where consent is legally required.

You can manage cookies through the website's cookie settings and your browser. Disabling some cookies may affect how the website works.

Security

We take reasonable technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. However, no website, email system or internet transmission can be guaranteed to be completely secure.

Your rights

Depending on the circumstances, you may have the right to:

- Ask for a copy of the personal information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your information
- Ask us to restrict how we use your information
- Object to certain uses of your information, including direct marketing

- Ask us to transfer information you provided in a portable format
- Withdraw consent where our use is based on consent

These rights are not absolute and may be limited in certain circumstances. To exercise a right, email info@theglobeinnsomerton.com. We may need to verify your identity before completing the request.

Your right to object

You have the right to object where we process your personal information based on our legitimate interests. You also have an absolute right to object to the use of your personal information for direct marketing.

Complaints

Please contact us first if you have concerns about how we use your information. We will try to resolve the matter. You also have the right to complain to the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

Changes to this notice

We may update this Privacy Notice when our services, suppliers or legal responsibilities change. The latest version will be published on our website with its updated date.