

Privacy Policy

This policy explains how Tovah collects, uses, stores, and protects personal information when you use our website, make a booking, or contact us. We are committed to handling personal data responsibly and transparently.

1. Information We Collect

We may collect personal information when you:

- make a booking
- submit an enquiry
- contact us by email or form
- join a mailing list
- complete a waiver, form, or feedback request

Information collected may include:

- name
 - email address
 - phone number
 - billing details
 - booking details
 - communications you send to us
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2. How We Use Your Information

We use personal information to:

- process and manage bookings
- send booking confirmations and access details
- respond to enquiries and support requests
- communicate important booking information
- improve services and customer experience
- meet legal and regulatory obligations

We only use your information where necessary and appropriate.

3. Booking & Payment Systems

Bookings and payments may be processed through secure third-party systems.

These providers process data on our behalf to:

- manage reservations
- process payments securely
- send automated confirmations and reminders

We only use reputable providers that meet data protection standards.

4. Mailing Lists & Marketing Communications

If you choose to join our mailing list, we may send:

- updates about services or events
- special offers or announcements
- important venue news

You may unsubscribe at any time using the link in emails or by contacting us.

We do not send marketing emails without consent.

5. Sharing Your Information

We do not sell or rent personal data.

Information may be shared only where necessary, including:

- payment processors
- booking system providers
- legal or regulatory authorities when required

All third parties are expected to handle data securely.

6. Data Storage & Security

We take reasonable steps to protect personal information from loss, misuse, or unauthorised access.

Data is stored securely and retained only for as long as necessary for operational, legal, or accounting purposes.

7. Your Rights

Under UK data protection law, you have the right to:

- request access to your personal data
- request correction of inaccurate information
- request deletion of your data where appropriate
- withdraw consent from marketing communications
- lodge a complaint with the Information Commissioner's Office (ICO)

Requests can be made using the contact details on our website.

8. Cookies & Website Usage

Our website may use cookies or similar technologies to:

- improve website functionality
- understand website usage
- enhance user experience

You can manage cookie preferences through your browser settings.

9. Contact

If you have questions about this policy or how your data is handled, please contact us using the details provided on our website.

✓ Policy Updates

We may update this Privacy Policy from time to time. The latest version will always be available on our website.