



Privacy Policy & Website Terms

Last updated: February 2026

1. Who we are

Tap Tavern is operated by:

The Richmond Town Tavern Limited (Company Number 10372306)

Trading as Tap Tavern

Registered office:

2 Burton House, Repton Place, White Lion Road, Amersham, Bucks, HP7 9LP

Trading address:

Tap Tavern, Princes Street, Richmond, TW9 1ED

Contact (data protection): contact@taptavern.co.uk

Website: www.taptavern.co.uk

We are the “data controller” for your personal data under UK data protection law.

2. What this policy covers

This Privacy Policy and Website Terms explain how we collect, use and protect your personal data when you:

- visit our venue
- use our website or guest WiFi
- make a booking or enquiry
- buy tickets / attend events
- enter promotions
- interact with us on social media
- leave reviews or feedback.

3. Personal data we collect

We may collect:

A) Information you give us

- Name, email address, phone number and (where needed) postal address
- Booking and enquiry information

- Payment and transaction details (processed securely by payment providers)
- Dietary requirements and allergy information
- Marketing preferences
- Messages, reviews, complaints and feedback
- Competition / promotion entries

B) Information we collect automatically

- CCTV footage inside and around the venue (and the date/time you are recorded)
- Website analytics (e.g. IP address, device type, pages visited)
- WiFi log-in and usage data (if you use our guest WiFi)
- Booking history and visit patterns (to help us improve service and operations).

4. How we use your data

We use personal data to:

- manage bookings and enquiries
- provide our services to you at the venue
- process payments and refunds
- handle customer service requests and complaints
- send service messages about your booking (e.g. confirmations/changes)
- send marketing (only where permitted and in line with your preferences)
- run promotions and prize draws
- maintain safety and security (including via CCTV)
- improve our website, offers, events and guest experience
- comply with legal and licensing obligations.

5. Our lawful bases

We only process your data when we have a lawful basis, including:

- Consent: for marketing and non-essential cookies (where you opt in)
- Contract: to manage bookings and provide services you request
- Legal obligation: e.g. where required for licensing, safety or law enforcement requests
- Legitimate interests: to run and improve our business, prevent fraud, and keep guests and staff safe.

Where we rely on legitimate interests, we balance those interests against your rights and expectations.

6. Marketing

If you opt in (or where the law allows), we may contact you with updates about events, offers and news.

You can opt out at any time by using the unsubscribe link in our emails or by contacting: contact@taptavern.co.uk

Please allow up to 10 working days for changes to take effect.

7. Who we share data with

We may share limited personal data with trusted suppliers who help us operate, such as:

- booking, ticketing and reservation platforms
- payment processors
- email/marketing platforms
- website hosting and analytics providers
- WiFi and CCTV/security providers
- professional advisers (e.g. accountants, legal advisers) where required

We only share what is necessary and require suppliers to keep data secure and use it only for the agreed purpose.

8. International transfers

Some suppliers may store or process data outside the UK. Where this happens, we ensure appropriate safeguards are in place (such as UK-approved contractual protections).

9. How long we keep data

We keep personal data only as long as necessary:

- booking and enquiry records: typically up to 2 years
- marketing records: until you unsubscribe / opt out
- CCTV footage: typically up to 31 days unless required for an investigation or legal claim

We may keep data longer where required by law or to establish, exercise or defend legal claims.

10. Cookies

Our website uses cookies and similar technologies to function and to understand how visitors use the site.

You can control cookies through your browser settings. If you disable cookies, some parts of the site may not work properly.

11. Your rights

You have rights under UK GDPR, including to:

- access your data
- correct inaccurate data
- request deletion (in certain circumstances)
- restrict or object to processing (in certain circumstances)
- withdraw consent (where processing is based on consent)
- complain to the Information Commissioner's Office (ICO)

To exercise your rights, contact: contact@taptavern.co.uk

12. Website terms and venue rules

By using our website or visiting the venue, you agree to:

- act lawfully and respectfully towards staff and other guests
- follow staff instructions and venue policies
- not misuse our website or WiFi (including attempting unauthorised access)

We may refuse entry or service where necessary for safety, licensing or legal reasons.

Website content: Unless stated otherwise, content on our website is owned by us or our licensors. You may view and print pages for personal use only and must not copy, sell or exploit content without permission.

13. Changes to this policy

We may update these terms from time to time. The latest version will be available on our website.