GREEN & FORTUNE

Privacy & Cookies Policy

Last updated: 21 October 2026

1. Introduction

This Privacy & Cookies Policy explains how Green & Fortune Enterprises Limited ("we", "us" and "our") handles personal information relating to Bartholomew's website, www.bartholomews.co.uk, and associated enquiries, reservations, events, purchases and marketing communications. It also explains cookies and similar technologies used in connection with the website.

Where you follow a link to a separate booking, ticketing or other service, that provider may also provide its own privacy information.

2. Who we are

Green & Fortune Enterprises Limited is responsible for the personal information it handles for Bartholomew's. Our contact address is Kings Place, 90 York Way, London N1 9AG.

For questions about this policy or to exercise your data protection rights, please email rebecca.eatough@greenandfortune.co.uk.

3. Information we collect

The information we collect depends on how you interact with us and may include:

Your name, email address, telephone number and details supplied in contact or enquiry forms.

Reservation and event information, including dates, party size, requests, preferences and related correspondence.

Ticket and purchase details, such as items ordered, booking references, transaction status and customer service enquiries.

Newsletter sign-up details, marketing preferences and records of consent or unsubscribe requests.

Technical information about website visits, such as device and browser details, IP address, usage events and online identifiers where relevant technologies are used.

If you voluntarily tell us about dietary needs, allergies or accessibility requirements, we use this information to respond to your request or support the service you have asked for. Please provide only information relevant to your enquiry or booking.

4. How and why we use your information

We use personal information for the purposes set out below, relying on an appropriate lawful basis under UK data protection law according to the circumstances:

Purpose	Lawful basis
Answering enquiries and arranging reservations or events	**Legitimate interests in responding to enquiries, or steps taken at your request before entering into a contract.**
Providing bookings, tickets and purchased services	**Performance of a contract, where applicable.**
Maintaining business and financial records	**Compliance with legal obligations, where applicable.**
Sending newsletters and other marketing messages	**Consent, or legitimate interests where the electronic marketing soft opt-in lawfully applies.**
Operating and improving our website, understanding visits and measuring campaigns	**Legitimate interests or consent, depending on the activity; separate cookie consent rules may also apply.**
Maintaining website security and preventing misuse	**Legitimate interests in securing our services, or compliance with applicable law.**

5. Bookings, events and purchases

We use Collins and Design My Night in connection with restaurant and event bookings. Tickets are purchased through Design My Night. Information entered through these services may be made available to us to manage your reservation, event or purchase. These providers may also process information for their own purposes, as explained in their respective privacy notices.

Payment information may be handled through the relevant ticketing or payment service. Please refer to the provider's payment and privacy information when completing a transaction.

6. Newsletters and marketing

You may subscribe to our newsletters by entering your email address in a newsletter form or by selecting an optional marketing consent box. We also receive contact details when you make a booking or enquiry; providing those details does not, by itself, mean you have agreed to receive marketing.

We use WordFly and Acteol in connection with customer relationship management and marketing communications. We send electronic marketing where we have the required permission or where a lawful exception, such as the soft opt-in, applies. You can opt out at any time using the unsubscribe link in our marketing emails or by contacting us at rebecca.eatough@greenandfortune.co.uk.

We may retain a limited record of an unsubscribe request to help ensure that your preference is respected.

7. Cookies and similar technologies

What are cookies?

Cookies are small files stored on your device by websites. Similar technologies, including pixels and local storage, can support website functions, help measure how a website is used or enable advertising-related activities.

Types of technologies used

Depending on the pages and services you use, our website may use the following categories:

Essential technologies: support core website functions, security and services requested by visitors.

Functional technologies: support features such as embedded content, maps or preferences.

Analytics technologies: help us understand website usage and performance, including through Google Analytics.

Advertising technologies: help measure advertising campaigns and related interactions, including technologies associated with Google Ads and Meta Pixel.

Third-party service technologies: may be used when you interact with Google Maps, Collins, DesignMyNight or other embedded services.

Some technologies are provided by third parties. The cookies and identifiers involved can vary depending on the pages visited, browser settings and services used. For further information about third-party technologies, please refer to the relevant providers' privacy and cookie information.

Your choices

Under UK law, certain cookies and similar technologies require consent before they are used, while limited exceptions apply to particular purposes. You can control or delete cookies through your browser settings;

doing so may affect website functionality. Browser controls are not a substitute for a website consent mechanism where one is required.
You may also use privacy controls offered directly by third-party services. If you have a question about cookies used in connection with our website, please contact us at rebecca.eatough@greenandfortune.co.uk.

8. Who we share information with

We share information where needed to operate the website and provide services, including with booking and ticketing providers (Collins and DesignMyNight), CRM and email marketing providers (WordFly and Acteol), and relevant website, analytics and advertising service providers (including Google and Meta). The information shared depends on the service and the relevant provider's role.
We do not share customer information between Green & Fortune venues for their separate use. We may also disclose information where required by law or necessary to establish, exercise or defend legal claims.

9. International processing

Some of our service providers may operate or process information outside the United Kingdom. Where a transfer of personal information is subject to UK data protection transfer restrictions, applicable safeguards or recognised transfer arrangements must be used.

10. How long we keep information

We retain personal information for no longer than necessary for the purpose for which it was collected. The period depends on the type of information and the reason it is held, including the duration of a booking or customer relationship, relevant legal or accounting obligations, the handling of enquiries or disputes, and the need to respect marketing preferences. Information is deleted or anonymised when it is no longer required, subject to applicable retention obligations.

11. Security

We take appropriate technical and organisational measures to protect personal information against unauthorised access, alteration, loss and misuse. No method of internet transmission or electronic storage is completely secure.

12. Your rights

Depending on the circumstances, you have rights under UK data protection law to request access to, correction or erasure of your personal information; to restrict or object to processing; and to request data portability. Where we rely on consent, you may withdraw it at any time without affecting the lawfulness of earlier processing. Some rights are subject to legal conditions and exceptions.

To exercise your rights, email rebecca.eatough@greenandfortune.co.uk. You may also complain to the Information Commissioner's Office (ICO) at www.ico.org.uk. We would appreciate the opportunity to address your concern first.

13. Other websites

Our website may link to third-party sites and booking or purchasing services. Their privacy and cookie practices are governed by their own notices, which we encourage you to read.

14. Updates to this policy

We may update this policy to reflect changes to our services, technology or legal requirements. The latest version will be made available on our website with its update date.

020 7014 2847
enquiries@greenandfortune.co.uk

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