

Privacy and Cookie Policy

Information on the processing of personal data of users of the website dagrandmavenice.com, provided pursuant to Articles 13 and 14 of Regulation (EU) 2016/679 ("GDPR"), Italian Legislative Decree 196/2003, as amended by Legislative Decree 101/2018, and the Italian Data Protection Authority's Cookie Guidelines of 10 June 2021.

1. Data controller

GRANDMA RESTAURANT S.R.L.

Registered office: Via Domenico Di Giura 54, c/o Centro Direzionale – 85100 Potenza (PZ), Italy
Operating site (Da GrandMa restaurant): Sestiere Cannaregio 1062-1063 – 30121 Venice (VE), Italy
VAT no. and Tax code: IT02232910766 – REA PZ-223324
Certified email (PEC): grandmarestaurant@pec.it
Email: info@dagrandmavenice.com
Phone: +39 041 2994190

The controller has not appointed a Data Protection Officer (DPO), as it is not required to do so under Article 37 GDPR.

2. Data we process

Browsing data

The IT systems running the website collect, during normal use, certain data whose transmission is implicit in the use of Internet protocols, such as IP address, browser and device type, operating system, date and time of access and pages visited. This data is used to ensure the website works properly and securely, and is not used to identify users.

Data you provide

When you write to us, fill in a contact form, book a table or ask for information about events, we process the data you give us: first name, last name, email, phone number, date, number of guests and any notes.

Please do not include health information (such as allergies or food intolerances) in the forms; you can share it directly with our staff. If you choose to include it anyway, we will use it solely to handle your request and serve you safely, based on your explicit consent (Article 9(2)(a) GDPR).

Cookies

This website uses cookies and similar technologies, described in section 9 "Cookie Policy".

3. Purposes, legal basis and retention

- **Website operation and security** (browsing data).

Legal basis: the controller's legitimate interest (Article 6(1)(f) GDPR).

Retention: for as long as strictly necessary and no longer than 12 months, unless needed to investigate unlawful activity.

- **Handling bookings, enquiries and event requests.**

Legal basis: steps taken at your request prior to entering into a contract, or performance of a contract (Article 6(1)(b) GDPR).

Retention: for as long as needed to handle your request and no longer than 24 months thereafter.

- **Compliance with legal obligations** (e.g. tax and accounting obligations for invoiced services and events).

Legal basis: legal obligation (Article 6(1)(c) GDPR).

Retention: 10 years, as required by Article 2220 of the Italian Civil Code.

- **Protection of the controller's rights**, including in legal proceedings.

Legal basis: the controller's legitimate interest (Article 6(1)(f) GDPR).

Retention: for the duration of any dispute and until the applicable limitation periods expire.

- **Newsletter and promotional communications** (news, menus, events).

Legal basis: consent (Article 6(1)(a) GDPR), which you can withdraw at any time using the unsubscribe link in every email.

Retention: until consent is withdrawn.

4. Is providing data mandatory?

Providing your data is optional. However, without the data marked as required in the forms, we will not be able to handle your booking or respond to your request. Choosing not to subscribe to the newsletter has no effect on any other service.

5. How data is processed

Data is processed electronically and, where necessary, on paper, using appropriate technical and organisational measures to protect it against unauthorised access, loss or disclosure. No automated decision-making within the meaning of Article 22 GDPR takes place.

6. Recipients

Data is processed by the controller's authorised staff and may be shared with:

- Envool S.r.l., provider of the Envool Horeca booking platform and of website development and maintenance services;
- the email delivery service provider (Brevo, based in France);
- providers of the third-party services listed in the Cookie Policy, within the limits of the consent given;
- tax, accounting and legal advisors;
- public authorities, where required by law.

Providers processing data on behalf of the controller are appointed as data processors under Article 28 GDPR; an up-to-date list is available on request. Data is not published or sold to third parties for marketing purposes.

7. Transfers outside the EU

Data is processed mainly within the European Economic Area. Where any provider processes data outside the EEA, transfers will only take place to countries or organisations covered by a European Commission adequacy decision, or on the basis of the Standard Contractual Clauses approved by the Commission.

8. Your rights

You may at any time ask the controller for access to your data, its rectification or erasure, restriction of processing and data portability, and you may object to processing based on legitimate interest (Articles 15–22 GDPR). You may also withdraw your consent at any time, without affecting the lawfulness of processing carried out before withdrawal.

To exercise your rights, write to info@dagrandmavenice.com or to our certified email grandmares-restaurant@pec.it. We will reply within one month of your request.

If you believe the processing of your data infringes the GDPR, you have the right to lodge a complaint with the Italian Data Protection Authority (Garante per la protezione dei dati personali – www.garanteprivacy.it) or with the supervisory authority of your country of residence.

9. Cookie Policy

What cookies are

Cookies are small text files that the website stores on your device while you browse, to make it work properly or to collect information about how it is used. They can be set directly by the website (first-party cookies) or by external services embedded in its pages (third-party cookies).

Technical cookies

These are necessary for the website to work and to provide the services you request, such as navigation, language selection, bookings and remembering your cookie preferences. They do not require consent (Article 122 of Italian Legislative Decree 196/2003) and cannot be disabled from the banner.

Analytics and third-party cookies

These are only set after you give your consent through the banner shown on your first visit. Until then, they remain blocked.

Cookies used on this website

Cookie / service	Type	Purpose	Duration
Session cookies	Technical, first party	Website operation and security	Session
Language preference	Technical, first party	Remembering your chosen language	12 months
Cookie preferences	Technical, first party	Storing the choices made in the banner	6 months
Envool Horeca (Envool S.r.l.)	Technical	Operation of the booking system	Session
Google Analytics 4 (_ga, _ga_*) – Google Ireland Ltd	Analytics, third party – with consent	Aggregate statistics on website use	Up to 2 years
Google Maps – Google Ireland Ltd	Third party – with consent	Displaying the map with the restaurant's location	Up to 6 months

For third-party services, please refer to their own privacy policies, for example Google's: policies.google.com/privacy.

Managing your consent

On your first visit, a banner lets you accept all cookies, reject non-essential ones or choose which to enable. Closing the banner with the “X” means you continue browsing with technical cookies only. You can change or withdraw your choices at any time via the “Cookie preferences” link at the bottom of the page.

You can also delete or block cookies in your browser settings (Chrome, Safari, Firefox, Edge). Blocking technical cookies may prevent some features of the website, such as bookings, from working properly.

10. Children

This website is not intended for children under 14, who must not provide personal data without the consent of a parent or guardian.

11. Changes to this policy

This policy may be updated from time to time. The version in force is always the one published on this page.