

Solé Restaurant and Wine Bar  
83 Erb Street West #2, Waterloo Ontario, Canada N2L 6C2  
Tel 519 747-5622 Fax 519 747-3960 Email [info@sole.ca](mailto:info@sole.ca)

# Personal Information Protection Policy

**At Solé Restaurant & Wine Bar, we are committed to providing our guests with exceptional service. As providing this service involves the collection and use of some personal information about our guests, protecting their personal information is one of our highest priorities.**

## **PERSONAL INFORMATION COLLECTED**

- Name
- Telephone number
- E-mail address
- Contact information
- Financial information – payment card and credit card numbers
- Current and prior restaurant reservation details and special requests
- Birthdates and celebrations

## **REASON FOR COLLECTION OF PERSONAL INFORMATION**

- To better personalise your experience. (Birthdates – Anniversaries etc.)
- To improve customer service. (Dietary restrictions, previous special requests such as likes and dislikes)
- To process transactions – **Your information will not be sold, exchanged, transferred, or given to any outside party for any reason whatsoever, without your consent.**
- To send periodic e-mails about upcoming food festivals and promotions – **If at any time you would like to unsubscribe from receiving promotional e-mails, instructions to an unsubscribe button is provided.**

## **SECURITY OF PERSONAL INFORMATION**

Solé Restaurant and Wine Bar takes reasonable steps to help protect your personal information in an effort to prevent loss, misuse, unauthorised access, disclosure, alteration and destruction. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our customer's personal information and allowing our customers to request access to, and correction of, their personal information.

## **OUTSOURCE SERVICES THAT GAIN ACCESS TO YOUR INFORMATION**

**The following is information regarding these outsource providers and their uses.**

**Note: each provider only has access to customer information relevant for their individual services.**

### **Open Table:**

#### **About OpenTable**

OpenTable is the world's leading provider of online restaurant reservations, seating more than 12 million diners per month via online bookings across approximately 28,000 restaurants. The OpenTable network connects restaurants and diners, helping diners discover and book the perfect table and helping restaurants deliver personalized hospitality to keep guests coming back. The OpenTable service enables diners to see which restaurants have available tables, select a restaurant based on verified diner reviews, menus and other helpful information, and easily book a reservation.

In addition to the company's website and mobile apps, OpenTable powers online reservations for nearly 600 partners, including many of the Internet's most popular global and local brands. For restaurants, the OpenTable hospitality solutions enable them to manage their reservation book, streamline their operations and enhance their service levels. Since its inception in 1998, OpenTable has seated more than 490 million diners around the world.

**Open Table Privacy Policy: <http://www.opentable.com/info/privacypolicy.aspx>**

### **Aloha:**

With **NCR Aloha**, our multi-functional restaurant **POS solution** gives operators all the tools they need to boost sales and increase the pace of service. Staff can use the POS solution to enter orders and payments, streamline food preparation and delivery, and improve operations. **NCR Aloha POS** is ideal for quick service, fast casual, casual dining and fine dining restaurants.

**Aloha Privacy Policy:** <http://www.ncr.com/home/privacy-policy>

### **Chase Paymentech Canada:**

With our POS terminals, PIN pads and other integrated solutions, we deliver the most advanced payment processing solutions available, both at the point of sale and online.

**Chase Paymentech Canada Privacy Policy:** <mailto:privacyofficer@paymentech.com>

### **CUSTOMER CONSENT**

When you provide us with personal information such as pre-authorising your credit card, we assume you consent to our collecting it and using it for that specific reason of payment transactions only.

If we ask for personal information for a secondary reason, like e-mail, telephone number and birthdate, we will either ask you directly for your consent or provide you with an opportunity to say no. Saying no is called 'opting out'. By opting out, you can tell us not to collect the information.

### **HOW TO OPT OUT**

If you choose to fill out a comment card in house, you provide us with your personal information. At the bottom of the card, there is a box to check off if you do not want to receive marketing e-mails from Solé. If you provide the information over e-mail or telephone, you can also opt out verbally or in writing.

## **HOW TO GET MORE INFORMATION**

Our staff will be happy to answer any questions you may have about your personal information. If you would like more information about our policies, or you would like to see exactly what personal information we have about you in our records, or you wish to register a complaint, please contact:

- Solé Management Team
- Business Telephone: 519-747-5622
- Business E-mail: [info@sole.ca](mailto:info@sole.ca)
- Business Address: 83 Erb Street West # 2, Waterloo, Ontario N2L 6C2

You can also contact the Office of the Privacy Commissioner of Canada for assistance between the hours of 9am and 5pm, at:

- Toll-Free: 1-800-282-1367
- Phone: 613-995-8210
- Fax: 613-947-6850
- TTY: 613-992-9190
- By Mail at: 112 Kent St Place de Ville Tower B, 3<sup>rd</sup> Floor, Ottawa, ON K1A 1H3
- By the Web: <http://.privcom.gc.ca/>