

## 1. Introduction and Scope

We, Fiaschetteria “Pistoia” West Village, located at 114 Christopher Street, New York, NY 10014, attach great importance to the protection and privacy of our guests, website visitors, and other business relations. Your personal information is handled and safeguarded with care.

This Privacy Statement explains how we collect, use, and protect your personal information in connection with our restaurant activities, including table reservations, inquiries, and related communications.

We comply with the **New York SHIELD Act**, the **Federal Trade Commission Act (Section 5)**, and other applicable data privacy and consumer protection laws. In case of any personal data shared with our parent company or service providers in Europe, we also apply international privacy safeguards consistent with the **EU General Data Protection Regulation (GDPR)**.

## 2. Contact for Privacy Matters

If you have any questions about how we handle personal information, or if you wish to exercise your rights under this Privacy Statement, you may contact our privacy representative:

- **Contact person:** [Contact Person]
- **Email:** [Contact Email Address]
- **Telephone:** [Contact Phone Number]
- **Postal address:** [Full Address of the New York Location]

You may also contact us in writing at the address above if you believe your privacy has been violated or if you wish to request access to, correction of, or deletion of your personal information.

## 3. What Personal Information We Collect and How We Use It

We collect only the personal information that you choose to provide to us when interacting with our restaurant. This includes information provided when you:

- make a **table reservation** by phone, email, or through a booking platform;
- **contact us** with an inquiry or request;
- **visit our website** or any digital page we operate.

The categories of personal information we may collect include:

- full name;

- telephone number;
- email address (if provided);
- date and time of your reservation;
- any additional information you voluntarily provide that is necessary to manage your reservation;
- **technical information** automatically collected when you visit our website, such as:
  - your **IP address**;
  - browser type and version;
  - device type;
  - date, time, and duration of your visit;
  - referring or exit pages.

We collect this technical information solely to ensure the security and proper functioning of our website, to diagnose technical problems, and to protect our systems from misuse or unauthorized access.

We use the information described above solely to:

- confirm and manage your reservation;
- contact you if necessary;
- comply with legal and administrative recordkeeping obligations; and
- maintain the integrity and security of our business operations.

We may use **strictly necessary cookies** to ensure that the website functions correctly. We do **not** use cookies or similar technologies for tracking, analytics, or advertising purposes.

We do **not** collect or process sensitive personal information, payment card details, or data for marketing, newsletters, analytics, or customer profiling purposes.

#### **4. Legal Basis and Consent**

By making a reservation, contacting us, or visiting our website, you acknowledge and consent to the collection and use of your personal information as described in this Privacy Statement.

We process personal information only for purposes directly related to providing our services and meeting applicable legal or administrative obligations. We do not collect or use your information for any unrelated or incompatible purposes.

You may withdraw your consent at any time by contacting us using the details provided in Section 2. Upon receiving such a request, we will stop processing your personal information for the relevant purpose unless retention is required by law.

## **5. Retention of Personal Information**

We keep personal information for as long as necessary to achieve the purposes for which it was collected or as otherwise required by law.

The length of time information is retained may vary depending on the nature of the data, the business context, and our legal or operational obligations. Once information is no longer needed for those purposes, we take steps to delete it or render it permanently unreadable in a manner consistent with our internal practices and applicable law.

## **6. Sharing of Personal Information**

We do not sell, rent, or trade your personal information to any third party.

We may share limited personal information only when necessary for legitimate business purposes, including with:

- **service providers** who assist us in operating our reservation systems, IT infrastructure, or website;
- **professional advisors** (such as accountants or legal counsel) where disclosure is required for compliance or legitimate business interests;
- **governmental or regulatory authorities** when legally required to do so (for example, for inspections, audits, or lawful requests).

Any third party with access to personal information acts under a confidentiality obligation and may use the data only for the specific purpose for which it was shared.

If personal information is shared with our parent company established in the Netherlands, such transfers are made under appropriate contractual safeguards consistent with applicable international privacy standards, including the use of Standard Contractual Clauses or equivalent protective measures.

## **7. Data Security**

We take the protection of personal information very seriously. Fiaschetteria “Pistoia” West Village maintains administrative, technical, and physical safeguards intended to protect your information from loss, misuse, or unauthorized access.

Access to personal information is limited to authorized personnel and service providers who require it to perform their duties. We expect all such parties to handle personal information responsibly and in accordance with applicable privacy and security standards.

We periodically review our safeguards and business practices to ensure that they remain appropriate to the nature and scope of our operations and consistent with the requirements of the **New York SHIELD Act**.

## **8. Breach Notification**

If an incident occurs that compromises personal information in our possession, Fiaschetteria “Pistoia” West Village will assess the situation and take steps it considers appropriate to respond and reduce potential harm.

Where required by applicable law, we will notify affected individuals and, if necessary, relevant authorities. The timing, form, and content of such notifications will depend on the circumstances of the incident and the legal requirements in effect at that time.

## **9. International Data Transfers**

Personal information that we collect may, from time to time, be shared or stored outside the United States as part of our normal business operations.

Whenever personal information is transferred across borders, Fiaschetteria “Pistoia” West Village takes steps it considers appropriate to help ensure that the information remains adequately protected and handled in a manner consistent with this Privacy Statement.

## **10. Your Rights and Choices**

While no specific privacy law in New York grants automatic rights of access, correction, or deletion of personal information, Fiaschetteria “Pistoia” West Village recognizes the importance of allowing individuals to manage their information.

If you wish to review, update, or request deletion of personal information that we hold about you, you may contact us using the details provided in Section 2. We will make reasonable efforts to respond to your request, subject to our legitimate business needs and any legal or administrative requirements.

Please note that certain information may need to be retained for record-keeping, security, or compliance purposes, even after a request for deletion.

## **11. Changes to This Privacy Statement**

We may update or modify this Privacy Statement at any time and for any reason. Any changes will be posted on our website with the updated revision date indicated at the top of the page.

If changes are material in nature, we may provide additional notice as we consider appropriate under the circumstances. We encourage you to review this Privacy Statement periodically to stay informed about how we handle personal information.

Your continued use of our services after any update constitutes acceptance of the revised Privacy Statement.

## 12. Contact Information and Oversight References

If you have any questions or concerns about this Privacy Statement or the way we handle personal information, please contact us at:

- Fiaschetteria "Pistoia" West Village
- **Attn:** [Contact Person]
- **Email:** [Contact Email Address]
- **Telephone:** [Contact Phone Number]
- **Postal address:** [Full Address, City, State, ZIP]

If you believe your privacy rights have been violated or your personal information has been handled improperly, you may also contact:

- the **Federal Trade Commission (FTC)** at <https://www.ftc.gov>
- the **Office of the New York State Attorney General** at <https://ag.ny.gov>