Privacy Policy

Effective: September 2026 | PDF prepared: 9 November 2026
51 High Street, Esher, Surrey, KT10 9RQ

1. Who We Are

“We”, “us” and “our” means Búho (“Búho”), of 51 High Street, Esher, Surrey, GB KT10 9RQ. Búho is the data controller responsible for your personal information under UK data protection law (the UK GDPR and the Data Protection Act 2018).

This policy explains what personal information we collect through buho.uk and our events, how we use it, who we share it with, and the choices and rights you have.

2. Information We Collect

Information you give us

- Contact details - name, email address, phone number, and social handles (e.g. LinkedIn or Instagram) if you provide them, for example when signing up for an event, joining our mailing list, or entering your details on our website.
- Booking and event information - details you provide when registering interest in or booking a table, ticket, or event, including any referral information (e.g. who invited you).
- Payment information - where you make a purchase or booking, payment is handled by our third-party payment provider. We do not store full card details ourselves; use of that information is governed by that provider’s own privacy policy.
- Communications - anything you tell us when you contact us by email, phone, or social media, including enquiries and feedback.

Information collected automatically

- Usage and device information collected via cookies and similar technologies when you visit buho.uk, such as pages viewed, browser type, and general location. See our Cookie section below.

3. How We Use Your Information

We use your personal information to:

- Process and manage bookings, tickets, and enquiries for our events and venue.
- Send you marketing communications by email, SMS, or other channels where you have opted in, including invitations to future events and offers.
- Operate and improve buho.uk and understand how visitors use it.
- Respond to questions, feedback, and customer service requests.
- Meet our legal, tax, and regulatory obligations, and protect against fraud or misuse of our services.

4. Our Legal Basis For Processing

Under UK GDPR, we rely on the following legal bases:

- Consent - for marketing emails and text messages, and non-essential cookies. You may withdraw consent at any time.
- Contract - to process a booking, ticket, or other request you have made with us.
- Legitimate interests - to operate and improve our business and website, for example understanding how our events perform, provided this does not override your rights and interests.
- Legal obligation - where we need to keep or share information to comply with the law (for example, tax records).

5. Marketing Communications

If you opt in to hear from us, we may send you marketing emails and/or text messages about upcoming events, offers, and news from Búho.
Marketing text messages may be sent using automated systems. Message frequency will vary. Standard message and data rates from your mobile provider may apply - please contact your provider with questions about your plan.
You can opt out of marketing messages at any time: click “unsubscribe” on any marketing email, reply STOP to a text message, or email us at invoices@buho.uk. Opting out of marketing does not affect service messages relating to a booking you have made (for example, a booking confirmation), and your consent to marketing is never a condition of making a booking or purchase.

6. Cookies

Our website may use cookies and similar technologies to make the site work, remember your preferences, and understand how visitors use buho.uk (for example, via analytics tools). Where cookies are not strictly necessary for the site to function, we will ask for your consent before setting them, in line with UK PECR rules. You can control or delete cookies through your browser settings at any time.

7. Who We Share Your Information With

We may share your information with:

- Service providers who help us run our business, such as payment processors, email/SMS marketing platforms, booking or ticketing systems, and website hosting or analytics providers - who only process your information on our instructions.
- Professional advisers and authorities, where required to comply with the law, or to establish, exercise, or defend legal claims.
- A buyer or successor, if we sell or reorganise all or part of our business.

We do not sell your personal information to third parties for their own marketing purposes.

8. International Transfers

Some of our service providers may process personal information outside the UK. Where this happens, we take steps to ensure your information is protected to a standard consistent with UK data protection law, such as through the UK’s International Data Transfer Agreement or adequacy regulations.

9. How Long We Keep Your Information

We keep personal information only for as long as necessary for the purposes it was collected - for example, for as long as you remain subscribed to marketing, or for as long as needed to fulfil a booking and meet our accounting and tax obligations. When information is no longer needed, we delete or anonymise it.

10. Your Rights

Under UK data protection law, you have the right to:

- Access the personal information we hold about you.
- Correct inaccurate or incomplete information.
- Request deletion of your information in certain circumstances.
- Object to, or request that we restrict, certain processing.
- Request a portable copy of information you've provided to us.
- Withdraw consent at any time, where we rely on consent to process your information.

To exercise any of these rights, contact us at invoices@buho.uk. You also have the right to complain to the UK's data protection regulator, the Information Commissioner's Office (ICO), at ico.org.uk, though we'd appreciate the chance to resolve any concerns directly first.

11. Children

Búho is a venue for adults. Our website and events are not directed at children, and we do not knowingly collect personal information from anyone under 18.

12. Changes To This Policy

We may update this policy from time to time, for example to reflect changes in our practices or the law. The effective date at the top shows when it was last updated. We encourage you to check back periodically.

13. Contact Us

If you have any questions about this Privacy Policy, please contact us:
Búho
51 High Street, Esher, Surrey, GB KT10 9RQ
invoices@buho.uk

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