



Privacy Policy & Website Terms

Last updated: February 2026

1. Who we are

Sonny's Riverside is operated by:

SONNYS RIVIERA LIMITED (Company Number 16419963)

Trading as Sonny's Riverside

Registered office:

2 Burton House, Repton Place, White Lion Road, Amersham, Bucks, HP7 9LP

Trading address:

Sonny's Riverside, Riverside Walk, Kingston-upon-Thames, KT1 1QN

Website: www.sonnys-riverside.com

Email (data protection): hello@sonnys-riverside.com

We are the "data controller" for your personal data under UK data protection law.

2. What this policy covers

This Privacy Policy and Website Terms explain how we collect, use and protect your personal data when you:

- visit our rooftop bar and pizzeria
- book tables, private events or parties
- buy tickets / attend live music, DJs or community events
- use our website or guest WiFi
- join our mailing list or promotions
- interact with us on social media or leave reviews.

3. Personal data we collect

We may collect:

A) Information you give us

- Name, email address, phone number (and other booking details)
- Private hire / event booking details
- Payment and transaction details (processed securely by payment providers)
- Dietary requirements and allergy information

- Marketing preferences
- Messages, reviews, complaints and feedback

B) Information we collect automatically

- CCTV footage for safety and security (and date/time recorded)
- Website analytics (e.g. IP address, device type, pages visited)
- WiFi log-in and usage data (if you use guest WiFi)
- Booking history and event attendance (to help us improve service).

4. How we use your data

We use personal data to:

- manage bookings, private hire and events
- process payments and refunds
- send service messages about your booking/event
- handle customer service requests and complaints
- send marketing about events and offers (only where permitted and in line with your preferences)
- maintain safety and security (including via CCTV)
- improve our venue, website, food and drink offer, and guest experience
- comply with legal and licensing obligations.

5. Our lawful bases

We process data only when we have a lawful basis, including:

- Consent: for marketing and non-essential cookies (where you opt in)
- Contract: to manage bookings and provide services you request
- Legal obligation: e.g. licensing, safety, law enforcement requests
- Legitimate interests: operating and improving our business, preventing fraud, and protecting guests/staff.

Where we rely on legitimate interests, we balance those interests against your rights and expectations.

6. Marketing

If you opt in (or where the law allows), we may contact you with updates about:

- live music, DJs and community events
- food and drink launches
- private hire and party bookings

You can opt out at any time using the unsubscribe link or by emailing: hello@sonnys-riverside.com

Please allow up to 10 working days for changes to take effect.

7. Who we share data with

We may share limited personal data with trusted suppliers such as:

- booking and ticketing platforms

- payment processors
- email/marketing platforms
- website hosting and analytics providers
- WiFi and CCTV/security providers
- professional advisers where required

We only share what is necessary and require suppliers to keep data secure and use it only for the agreed purpose.

8. International transfers

Some suppliers may store or process data outside the UK. Where this happens, we ensure appropriate safeguards are in place (such as UK-approved contractual protections).

9. How long we keep data

We keep personal data only as long as necessary:

- booking and enquiry records: typically up to 2 years
- marketing records: until you unsubscribe / opt out
- CCTV footage: typically up to 31 days unless required for an investigation or legal claim

We may keep data longer where required by law or to establish, exercise or defend legal claims.

10. Cookies

Our website uses cookies and similar technologies to function and to understand how visitors use the site.

You can control cookies through your browser settings. If you disable cookies, some parts of the site may not work properly.

11. Your rights

You have rights under UK GDPR, including to:

- access your data
- correct inaccurate data
- request deletion (in certain circumstances)
- restrict or object to processing (in certain circumstances)
- withdraw consent (where processing is based on consent)
- complain to the Information Commissioner's Office (ICO)

To exercise your rights, contact: hello@sonnys-riverside.com

12. Website terms and venue rules

By using our website or visiting the venue, you agree to:

- act lawfully and respectfully towards staff, guests and neighbours
- follow staff instructions and venue policies
- not misuse our website or WiFi (including attempting unauthorised access)

We may refuse entry or service where necessary for safety, licensing or legal reasons.

Website content: Unless stated otherwise, content on our website is owned by us or our licensors. You may view and print pages for personal use only and must not copy, sell or exploit content without permission.

13. Changes to this policy

We may update these terms from time to time. The latest version will be available on our website.