



Privacy Policy

The Pear & Olive

Last updated: 30th June 2026

Who we are

The Pear & Olive ("we", "us", "our") is a cafe based in Cockerton Village, Darlington. This policy explains how we collect, use, and protect your personal information when you sign up to our newsletter or Coffee Club loyalty scheme, or otherwise interact with us.

If you have any questions about this policy or how we handle your data, you can contact us at:

Email: info@thepearandolive.co.uk

What information we collect

When you sign up to our newsletter or Coffee Club, we collect:

- Your **name**
- Your **email address**
- Your **date of birth** (optional)

We only collect what's needed to run our newsletter and loyalty scheme — we don't collect any other personal information through these forms.

Why we collect it

We use your information to:

- Send you news, offers, and updates about The Pear & Olive
- Run our Coffee Club loyalty scheme
- Send you a birthday treat or offer, if you've given us your date of birth

We only send you marketing emails because you've actively opted in to receive them. This is our lawful basis for processing your data under UK GDPR — your **consent**. You can withdraw this consent at any time (see "Your rights" below).

How we store and use your data

We use **MailerLite**, a third-party email marketing platform, to store your details and send our emails. MailerLite acts as our data processor, meaning they store and process your data on our behalf, under their own data protection and security obligations. You can read MailerLite's own privacy policy at mailerlite.com.

We do not sell, rent, or share your personal information with any other third parties for their own marketing purposes.

How long we keep your data

We'll keep your information for as long as you remain subscribed to our newsletter or Coffee Club. If you unsubscribe, or ask us to delete your data, we'll remove it within a reasonable timeframe, except where we're required to keep limited records for legal or accounting purposes.

Your rights

Under UK GDPR, you have the right to:

- **Access** the personal data we hold about you
- **Correct** any inaccurate or incomplete data
- **Delete** your data ("right to be forgotten")
- **Withdraw consent** to marketing at any time, by unsubscribing via the link in any email we send, or by contacting us directly
- **Complain** to the Information Commissioner's Office (ICO) if you believe we've mishandled your data — visit ico.org.uk

To exercise any of these rights, email us at info@thepearandolive.co.uk and we'll respond as soon as possible.

Cookies

Our website, www.thepearandolive.co.uk, uses cookies — small files stored on your device that help our site function and improve your experience.

Essential cookies are required for the website to work properly (for example, remembering items in an online order). These are set automatically and don't require your consent.

Non-essential cookies may include analytics tools (helping us understand how visitors use our site) and marketing or social media cookies. These are only set with your permission, which you can give or decline via the cookie banner when you first visit our site.

You can change your cookie preferences at any time using the cookie settings link in our site footer, or by adjusting your browser settings to block or delete cookies. Please note that blocking some cookies may affect how parts of our website work.

For more general information about cookies, visit allaboutcookies.org.

Children's data

Our newsletter and Coffee Club are intended for adults. We do not knowingly collect data from children.

Changes to this policy

We may update this policy from time to time, for example if we change how we collect or use data. Any changes will be posted on this page with an updated "last updated" date.

Contact us

If you have any questions about this privacy policy or your data, please contact:

The Pear & Olive Email: info@thepearandolive.co.uk