

Le Choisel Privacy Policy

The General Data Protection Regulation (GDPR) is a European Union (EU) law taking effect on May 25, 2018. The goal of GDPR is to give EU citizens control over their personal data.

In support of changes to EU data protection law, Le Choisel has updated this Privacy Policy.

In this privacy policy, we explain how we collect and use your personal information. This privacy policy applies to all personal information we process about you when you use our services, visit our website or social media page, or otherwise interact with us.

1. Who are we

We are: Le Choisel

Contact address: 500 Choisel, Lonlay l'Abbaye, 61700, Orne, Normandy, France.

Email: info@lechoisel.com

Website: www.lechoisel.com

Le Choisel is responsible for the collection and use of your personal data described in this privacy policy.

2. The types of personal data we process

We may collect and process the following categories of personal information:

a. Name and other identifying information

For example, we may record your first name, last name, your country of residence.

b. Your contact details

Your contact details may include your address, telephone number and email address.

c. Information about your bookings

When you make a booking with us, we process your buying information. This information may include details about your product, prices and the date of your purchase.

d. Our communication with you

When you send us an email or chat with us online or via social media, we register your communication with us. We also register your communication preferences. When you email us, we will register your comments, questions, or complaints in our database.

e. Information we collect when you use our website and other digital media

When you visit our website or social media pages, and leave a comment, we may register your email address and IP address.

f. Information in relation to social media

Depending on your social network settings we may receive information from your social network provider. For example, when you contact us using a social network account, we may receive your social network profile including your contact details, interests and contacts.

g. Information you choose to share with us

You may choose to share information with us, for example when you share your interests and preferences with us, leave a comment for us on Facebook, fill out a customer survey, or submit an entry for a contest.

3. How we collect your data

We collect the personal data in the following ways:

a. We collect data you provide to us

When you contact us for information, book a holiday, subscribe to receive our emails, or participate in a promotional contest.

b. Through social network providers

Depending on your social network settings, we may receive information from your social network provider.

c. From third party sources

When you book a holiday through a booking agent, or participate in a promotional contest organised by that third party and have agreed to your details being disclosed to us.

4. For which purposes we use your data

The main purposes for which we use your personal information are:

a. To provide our services to you

To fulfill your bookings, we need to process most of the information described above. For example, we need your name, address, postal code, and country, and to confirm your booking, we need your email address.

b. To develop and improve our services

- We process your personal data for our legitimate interests to develop better services and offers for our customers, to improve our range of holiday programmes, and to improve the design and content of our website.

c. For statistical research

• We use tools to perform statistical research into general trends regarding the use of our services, website, and social media and the behaviour and preferences of our customers.

d. To send you updates and special offers tailored to your interests

• You may also subscribe to receive emails with updates and special offers tailored to your interest. We may also use other communication channels to send you personalized ads and special offers, such as postal mail or, with your consent, social channels (such as Facebook Messenger, WhatsApp).

• **Opt-in and opt-out, unsubscribe, and right to object.** We only send you emails with updates and special offers with your prior opt-in. You can opt-out from receiving emails and unsubscribe from these emails any time by replying with 'unsubscribe' in the email heading.

e. For record keeping and to comply with statutory obligations

We collect, store and use your data for internal business purposes, such as record keeping and to comply with our legal and fiscal obligations.

5. Security and retention

We take the protection of personal data very seriously.

We will take appropriate technical and organizational measures to protect your personal data against loss or unlawful use.

Your personal data will be retained for as long as required for the purposes described in this privacy policy or in so far as such is necessary for compliance with statutory obligations and for solving any disputes.

6. Your rights

1. Right to access

You may ask us whether or not we process any of your personal data and, if so, receive access to that data in the form of a copy. When complying with an access request, we will also provide you with additional information, such as the purposes of the processing, the categories of personal data concerned as well as any other information necessary for you to exercise the essence of this right.

2. Right to rectification

You have the right to have your data rectified in case of inaccuracy or incompleteness. Upon request, we will correct inaccurate personal data about you and, taking into account the purposes of the processing, complete incomplete personal data, which may include the provision of a supplementary statement.

3. Right to erasure

You also have the right to have your personal data erased, which means the deletion of your data by us.

Erasement of your personal data only finds place in certain cases, prescribed by law and listed under article 17 of the General Data Protection Regulation (GDPR). This includes situations where your personal data are no longer necessary in relation to the initial purposes for which they were processed as well as situations where they were processed unlawfully.

4. Right to restriction of processing

You have the right to obtain the restriction of the processing of your personal data, which means that we suspend the processing of your data for a certain period of time. Circumstances which may give rise to this right include situations where the accuracy of your personal data was contested but some time is needed for us to verify their (in)accuracy. This right does not prevent us from continuing to store your personal data. We will inform you before the restriction is lifted.

5. Right to data portability

Your right to data portability entails that you may request us to provide you with your personal data in a structured, commonly used and machine-readable format and to have such data transmitted directly to another controller, where technically feasible. Upon request and where this is technically feasible we will transmit your personal data directly to the other controller.

6. Right to object.

You also have the right to object to the processing of your personal data, which means you may request us to no longer process your personal data. This only applies in case the 'legitimate interests' ground (including profiling) constitutes the legal basis for processing.

7. How we look after this policy

This privacy policy was most recently amended on 24 May 2018 and replaces earlier versions.

We may amend this privacy policy from time to time, and will notify you of any changes prior to these changes taking effect.