



Data Protection and Privacy Notice

Our contact details :

Name : SAS Lot Sous Toile
Address : Augié, 46310, Montamel, France
Phone number : (0033) 565360341 or (0033) 651978028
E-mail : admin@lotsoustoile.com

What type of information we have:

We collect the names and contact details of the people on the holiday booking (including first name, surname, telephone number, email and postal address). This information is provided by you at the time of booking in order for us to be able to process your holiday booking and payment.

Please note that the credit/debit card details you enter in order to make a booking pass directly to a third party (Stripe) and are only used to process the transaction you have requested. They are not stored or used by us. Please refer to their [privacy policy](#).

How we get the information and why we have it:

We use a third party named Bedful (a trading name of Tripadee Ltd) for their booking facility to manage our bookings and availability. You can contact them [here](#). Bedful is a processor of the information that you disclose when you make an online booking with us via their booking facility. We have access to the information that is collected via Bedful's booking engine at bedful.com and stored on their secure servers located in the UK. Please read the Bedful's [Privacy Policy](#) for details.

In some situations, we may also need to share information with other providers of services to enable the smooth processing of your booking e.g. Cool Camping (another trading name of Tripadee Ltd). They will store, process and share your data in line with their own terms and [privacy policy](#).

We may also need to use your personal information to comply with a relevant legal or regulatory obligation that we have.

We will never share information about you with third parties for their own marketing purposes without your express consent.

When you make your booking, you will have the opportunity to consent to marketing contact by us. You are able to remove your consent at any time by emailing/writing/or calling us. (See contact details above).

How we store your information:

We will take all necessary steps to make sure that the information we hold about you is kept secure at all times against unauthorised or unlawful loss or disclosure. We will retain it only for as long as it is



needed for its original purpose or to the extent necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. Any information no longer required will be deleted or disposed of confidentially and completely.

Under data protection law you have the following rights:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us to make a request (see page 1 for contact details).

How to complain:

In the first instance please do contact us (see page 1 for details). We should be able to resolve your request/complaint swiftly. If however you feel your data hasn't been handled correctly, you can complain to the ICO at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

Policy updates and changes:

We will frequently review and update our data protection and privacy policy to keep in line with changes in the law. Please therefore review our policy when you make a booking with us to make sure you are aware of any changes in how we collect and use your data.

Document created by Amy Webb: 26/3/19