

PRIVACY STATEMENT ABBAYE DU PALAIS SAS 01/02/2023

Contact details

Abbaye du Palais SAS, located at 3 le Palais, 23250 Thauron France and registered with the Chambre de Commerce of Guéret under number 922 872 452 00011, is responsible for the processing of personal data as reflected in this privacy statement for the websites <https://www.abbayedupalais.com>, <https://www.abbayedupalais.eu>, <https://www.abbayedupalais.fr>, <https://www.abbaydupalais.nl> and <https://www.abbayedupalais.co.uk> and through the intermediary of our partners WIX (Website hosting) Thais-Soft (reservation module), YMLP (emailing), Pay-line (e-payment) et Customer Alliance (reviews). Marieke Haverkamp is the data protection officer of Abbaye du Palais SAS. She can be reached at info@abbayedupalais.com or telephone +33 5 55 64 02 64.

Cookies or similar techniques we use

Abbaye du Palais SAS uses only technical and functional cookies and analytical cookies that do not invade your privacy. A cookie is a small text file that is stored on your computer, tablet or smartphone the first time you visit our websites. The cookies we use are necessary for the technical operation of the websites and your ease of use. We make sure the websites work properly and remember your preferences, for example. They also allow us to optimise our website. You can opt out of cookies by configuring your internet browser to stop storing cookies. You can also delete any information previously stored via your browser settings.

Links to other websites

In order to provide you with even more information, our websites sometimes link to other sites. Abbaye du Palais SAS is not responsible for the information found on these websites, nor is it responsible for the privacy policies of these sites.

Personal data that we process

Abbaye du Palais SAS collects (all or some of) the following data:

- First and last name, maiden name
- gender
- address, postal code, place of residence, country
- telephone number(s)
- email address
- reason for stay (e.g. holiday, business, course, wedding, etc.)
- how you got to know us (advertisement, Facebook, website, etc.)
- who you are coming with (alone, with partner, family, group)
- the language you speak / communicate in
- age of accompanying children
- any special circumstances that need to be taken into account, such as a special diet
- credit card details
- other personal details you actively provide

For what purpose and on what basis do we process personal data?

Abbaye du Palais SAS processes your personal data for the following purposes:

- handling of information requests
- processing (availability) requests
- handling of reservations and special requests
- processing your payment
- Calling or e-mailing you if necessary to provide our services
- send you practical information related to your reservation
- Inform you about (changes to) our services and products by means of a newsletter.

Abbaye du Palais SAS also processes and stores personal data if we are legally obliged to do so, such as data we need for our tax return and the guest register.

Automated decision-making

Abbaye du Palais SAS does not make decisions about matters that could (significantly) affect individuals on the basis of automated processing. These are decisions made by computer programmes or systems, without a human being (e.g. an employee of Abbaye du Palais SAS) being involved. Abbaye du Palais uses the following computer programmes or systems:

- Thais-soft: the online booking system on which we collect your personal data, booking and payment details
- Pay-line: for collecting payments via your credit card
- Customer Alliance for collecting reviews
- YMLP for sending e-mailing (newsletters)
- Microsoft office 365 / Outlook for handling email traffic
- Wix contact form for contacting us via our websites

Sharing personal data with third parties

Abbaye du Palais SAS will never share your data with or sell it to third parties without your consent and will only provide it if it is necessary for the execution of our agreement with you or to comply with legal obligations.

How long we keep personal data

Abbaye du Palais SAS will not keep your personal data for longer than is strictly necessary to fulfil the purposes for which your data is collected. We use the following retention periods:

- your emails: 5 years
- your reservations with the corresponding personal data: 6 years
- your payments: 6 years
- your first name, surname and email address: as long as you are registered for the newsletter
- your credit card details: one month after your stay

How we secure personal data

Abbaye du Palais SAS takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. If you feel that your data is nevertheless not properly secured or there are indications of misuse, please contact us at info@abbayedupalais.com.

Inspection, modification or deletion of data

You can send a request to inspect, correct, delete, transfer your personal data or request the withdrawal of your consent or objection to the processing of your personal data to info@abbayedupalais.com.

To make sure that the request for inspection is made by you, we ask you to send a copy of your proof of identity with the request. In this copy, erase your passport photo, MRZ (machine readable zone, the strip with numbers at the bottom of the passport), passport number and Citizen Service Number (BSN). This is to protect your privacy. We will respond to your request as soon as possible, but within four weeks.

Abbaye du Palais SAS would also like to inform you that you have the possibility to file a complaint with the national (French) regulator, the CNIL. You can do so via the following link: <https://www.cnil.fr/fr/agir> .

This privacy statement was last updated on 1 February 2023.