



## Privacy Policy

Your privacy is important to us and everyone at Logis de L'Arceau ("We" and "Us") is committed to respecting and protecting your privacy. This privacy policy sets out how We use and protect any information that you give to the Logis de L'Arceau and gites.

This privacy policy follows the official guidelines under the 'General Data Protection Regulation (GDPR) (EU) 2016/679'. For more information on the GDPR [click here](#).

### What information We collect and why and how will We use your data

We only store or process data which you have given directly to Us and which We need to accept reservations on our website or in person on your reservation form. This includes: Name, contact information – address / telephone, passport or birth date information, any other requirements and payment information (if you pay through our website with Stripe payments or iZettle).

We collect this information in order to provide you with confirmation of accommodation availability and price based upon your requirements. If you wish to proceed with a booking the information you provide will be used to confirm your booking and fulfil your reservation. After your stay is over We may ask you for optional feedback.

### How We store your personal data – Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, We have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information We collect online or in hard copy format.

For administrative purposes We may keep a record of any electronic correspondence between you and Us such as, but not limited to, emails and contact form information.

We store your information on our systems in order to fulfil and manage your request such as, but not limited to, Booking Confirmation forms and invoices for your stay or additional services.

We may also store personal data in paper format such as, but not limited to, Booking Confirmation forms and signed Terms & Conditions, pool and gym usage and liability waiver forms..

Your electronic data is stored on secure online systems. To the best of our knowledge our system providers are GDPR (EU) or Privacy Shield (USA) compliant. The data that We collect from you may be transferred to, processed or stored at, a destination outside the European Economic Area (EEA). By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this privacy policy.

### The systems, and the reason We use them, include:

Wix and Wix Hotels: website, cookies, reservation system and payments processing via Stripe – [privacy policy](#)

Stripe (EU): Online payment processing - [privacy policy](#)

iZettle (EU): Online payment processing – French [privacy policy](#) and English [privacy policy](#)

PayPal (EU): online payment processing – [privacy policy](#)

We will take all reasonable steps to safeguard your personal data and to ensure its security on our systems. However, the internet is not 100% secure and for this reason We cannot guarantee the security of any personal data which is transferred over the internet or email.

#### How long will We store your information?

Your information may be stored as archives for record-keeping and back-up purposes only. Examples of this could be, but not limited to, Booking Confirmation Forms and Invoices.

We may need to keep your personal details until up to 5 years after We cease doing business with you for tax, insurance and auditing purposes.

#### Who do we share your data with?

We do not sell, rent or lease your personal information. We reserve the right to share your personal data with other third parties if required for legal or statutory reasons or in order to enforce or apply our terms and conditions of stay. For example, in the case of an insurance claim, a tax audit, or to prevent fraud.

#### Your rights under the GDPR

The GDPR provides you, as an individual, a number of rights. We firmly believe in your rights and will support you in obtaining these rights as part of our service to you:

Right to access the information We have collected from you

Right to be informed of the information We have stored about you

Right to rectification of any of the information you have provided Us

Right to erasure of any information you have provided Us

Right to restrict processing of any of your information

Right to object to processing of your information

Right to withdraw consent for Us to use your information

Right to data portability of your information

Right to lodge a complaint about how We have stored or processed your information

To discuss any of the above rights or to action any of the above rights with regards to Logis de L'Arceau and gites please contact Us on [logisdelarceau@aol.com](mailto:logisdelarceau@aol.com)

Please note that We may need to retain certain information for recordkeeping purposes, to complete transactions or when required by law.

#### Links to other sites

We provide links to third party web sites, such as links to official Tourist Offices websites, on our website. These links are placed on the website to provide useful, relevant information.

However, the websites We link to are not under our control and We cannot accept responsibility or liability for any information found on these websites or the actions of the organisations that control these websites.

We strongly suggest you read each sites specific Privacy Policy before sharing your personal information with it.

#### Changes to our privacy policy

We aim to keep this Privacy Policy under regular review and any future updates will be posted on this page. This Privacy Policy was last updated on 02 June 2018.

#### Contact us

We welcome any comments, questions or requests relating to this Privacy Policy or about the information We hold about you... please email [logisdelarceau@aol.com](mailto:logisdelarceau@aol.com).