**La Rocheraie**

**Chambre d'Hôte**

**La Rocheraie Privacy Statement**

We take our guest privacy very seriously and apply a very strict policy to ensure we treat your personal data with respect.

**Collection and storage of personal data**

We only collect personal data needed for lawful reasons and in order for us to be able to deliver chambre d’hote services here at La Rocheraie, in a safe and legal way for both us and the guest.

As we only use personal data for the purposes mentioned in the point above we assume the guest gives consent by a clear affirmative action (entering their own personal data by themselves and confirming their accommodation query by pressing a button on the enquiry form), or by completion the required registration form on arrival at La Rocheraie.

This applies to all reservations/enquires made either directly on our website or through our third-party booking channel, ‘ booking.com’.

**What information is collected?**

We may collect the following personal data depending on your method of booking or nationality:

* name
* address
* phone-number
* e-mail address
* IP address
* date and place of birth
* nationality
* Foreign Tourist Information Form

In application of Article R. 611-42 of the Code of Entry and Stay of Foreigners and the Right of Asylum, and for the purposes of preventing disturbances to public order, judicial inquiries and research into the interest of people, hoteliers, operators of villages and family holiday homes, residences and residential tourist villages, rental companies for furnished apartments and bed and breakfasts, campground, caravanning and other operators developed land are required to have completed and signed by the foreigner, upon arrival, an individual police record, the model is set by joint order of the Minister of the Interior, the Minister of Immigration and the Minister responsible tourism (France).

The legislation requires that this form is retained for a period of six months after departure and provided to the Police on request. These forms are stored securely on site at La Rocheraie and destroyed in the time frame previously detailed.

* Wix Website Analytics

Our website uses a web analytics service provided by Wix. The information generated about your use of the website (including your IP address) allows us to improve both our website and the services offered here at La Rocheraie.

**Usage of personal data**

We only use personal data to be able to deliver your stay with us at La Rocheraie in a safe way for both us and the guest and in line with any legislative requirements.

* We will never use personal data for direct marketing purposes
* We will never use personal data for profiling purposes
* We will never sell or use personal data that we have received to a third party

**Third-party services**

* Wix.com

Our site is hosted on ‘Wix’. They provide us with an on-line e-commerce platform that allows us to offer our services to you. They store your data on a secure server behind a firewall.

Your data is stored through Wix.com’s data storage, databases and general Wix.com applications. For more information you may wish to read Wix.com’s data privacy statement. <https://www.wix.com/about/privacy>

* Google.com

Our email address is hosted by Google. Gmail encryption supported by Google keeps emails private making it harder for unauthorised access to emails both sent and received. For more information you may wish to read Google’s data privacy statement. <https://privacy.google.com>

* Booking.com

La Rocheraie is advertised on Booking.com. They will share your reservation data with us here at La Rocheraie to complete your reservation. Booking.com can also exchange information and requests about accommodations and existing reservations between La Rocheraie and the guest, directing the communications through Booking.com. For more information you may wish to read Booking.Com’s data privacy statement. <https://www.booking.com/content/privacy.en-gb.html>

* SumUp

La Rocheraie uses SumUp as a platform to process your credit and debit card payments. SumUp is obliged to keep all transaction data for a period of 5 years for the purpose of combating money laundering. The data that they must keep is the information of our customers who paid by card, such as their name, email or telephone number used for the issuance of payment receipts. For more information you may wish to read SumUp’s privacy statement. <https://sumup.co.uk/privacy>

**Security**

No data transmissions over the Internet can be guaranteed to be 100% secure. Consequently, we cannot ensure or warrant the security of any information you transmit to us and you understand that any information that you transfer is done at your own risk.

Once we receive your information, we make reasonable efforts to ensure security, on our computer with password protection and secure locked storage for written information, to protect your information from unauthorized access, disclosure, alteration, or destruction.

**Guest data access requests**

If a guest asks for their personal data, we will immediately provide it free of charge. You have the right to access, modify or delete your personal data by contacting us.

Please contact **Anne Cross**at *‘larocheraie24500@gmail.com’*, with any queries, requests or concerns.