

Privacy Policy

Last modified: 22 March 2018 — Adherence to EU's General Data Protection Regulation (GDPR)

1. WELCOME TO CHÂTEAU DE CLAIDS

Thank you for using our Services ("Services"). We are Château de Claid (‘The Château’) 9, Moulin de Claid, 50190 Saint Patrice de Claid, France.

You may be a private person or be part of an organization (commercial or non-commercial). We strive to be paper-free and keep things easy and uncomplicated. This Privacy Policy constitutes the only Agreement or contract ("Agreement") between you - the User ("User") - and us at The Château.

The User, you, should carefully read the Agreement before using our Services. By using Our Services, you agree to be bound by the Agreement. This is a legally binding agreement. If you do not agree with the Agreement you should not use Our Services. If you are using our Services on behalf of a commercial or a non-commercial or a governmental legal entity ("Legal Entity"), that Legal Entity unreservedly accepts the Agreement.

By using our Services, and/or paying for our Services you ratify our terms of use and privacy policy. Please do read them: We've kept them brief.

2. EU'S GENERAL DATA PROTECTION REGULATION (GDPR)

The Château strives to comply to the EU's General Data Protection Regulation (GDPR).

The Chateau does not share your email address with third-parties. We only email in direct and logical follow up to actions initiated by you (e.g. in response to your booking a room or asking for information, or in response to you enrolling and being enrolled to one of our services.

You can simply UNSUBSCRIBE through either clicking a provided Unsubscribe link inside emails (whenever applicable) by emailing us or calling us, indicating your desire to Unsubscribe.

We explicitly ask your permission to correspond with you. You may always write us to ask to be forgotten, to ask how we use your data (see also these terms), and to ask for your data.

We will notify you within 72 hours if ever we experience a breach in security potentially compromising your data.

3. WHAT WE COLLECT THROUGH YOUR USE OF THE SERVICES

We automatically and manually collect the following data: User Interface data, such as web browser details, operating system, ISP full domain (xyz.name.com), IP Address (xxx.xxx.xxx.xxx), Access route from other sites (Full URL), hyperlinks followed from our site, visits to individual web site pages and documents (including time/date/duration stamps), search criteria, and any and all other browsing details typically collected by industry standard UI logging systems and visitor tracking systems such as Google Analytics.

We further collect all data you voluntarily enter and submit on the forms published on our site.

We further collect all electronic communication received from you, including email, email attachments, support tickets, electronic data submissions, server uploads to our server space and voice mails.

We further collect payment and payment transaction details exchanged in the context of you booking one or more rooms in The Château.

Collectively, all collected data and information represents data ("the Data").

4. WHY WE COLLECT DATA

We collect the Data to be able to provide the Services.

We collect the Data for internal purposes only. No information is shared with third parties unrelated to The Château through subcontracting or otherwise, unless with your explicit permission.

We collect the Data in order to keep track of our web site usage and to incidentally monitor whether or not a specific person or organization has accessed a specific page or downloaded a specific file or document.

We collect the Data in order to be able to better serve you and respond to your queries and requests, with appropriate ability to reference historically earlier communications, transactions, and other activities.

5. HOW DO WE COLLECT AND STORE DATA

All data is electronically collected on the Château server and office equipment and/or and/or on equipment of The Château subcontractors.

Data is routinely stored inside Canada, United States of America, Israel, and Singapore. The Château does use server equipment in France

maintained inside the secure premises of the INTERNET cloud infrastructure of Industry Leader Google Cloud, and/or her competitor Amazon Web Services.

Data stored on our servers is secured by use of industry standard security measures. It is further secured with the security features in place at the Data Centers where our server equipment is operated.

6. DO WE USE COOKIES

Yes, we may choose to do so, in order to facilitate the aforementioned automatic access to pages and the personalized experience. These cookies are stored on your own computer system and may be deleted by you at any time and at your own discretion.

7. WHO HAS ACCESS TO DATA

Only The Château officers, full-time or part time team members and subcontractors have access to the data - on a Need-to-Know basis only. Access to data is limited to The Château purposes only.

8. TO WHOM IS DATA DISCLOSED

Data is never disclosed in a manner as to reveal the identity of any party, except when prior consent is explicitly requested and received from the party from whom the data was retrieved.

9. HOW IS DATA DISPOSED

Data disposal depends on the role of the data. Some data is disposed of within seconds or hours, sometimes we choose to archive and retain information for long term reference purposes. Disposal is typically done through deleting the data from the storage device.

Feel free to contact us regarding data pertaining to you. Email management@chateaudeclaids.fr or call +33-9-7301 3386.