

## Privacy Policy

### 1. CORPORATE NAME

Identity: SAS FK CHALETS - Les Chalets de la Serraz (La Clusaz)

Company number: 899606198

Registered office : 3862 Route du Col des Aravis - 74220 La Clusaz (France)

SAS FK CHALETS - LES CHALETS DE LA SERRAZ is represented by Mr Frédéric BLANC and Mrs Karine PENOT.

### 2. INFORMATION AND CONSENT

By accepting the present Privacy Policy, the user is informed and provides his free, precise and unambiguous consent concerning the use of his personal data communicated on the website [www.chalets-la-serraz.fr](http://www.chalets-la-serraz.fr), on the telephone, by e-mail and at the reception of Chalets de la Serraz. The user's consent also concerns his browsing data and any other data he may subsequently provide to SAS FK CHALETS - LES CHALETS DE LA SERRAZ.

The user must read this Privacy Policy carefully in order to decide freely and voluntarily if he/she wishes to provide his/her personal data to SAS FK CHALETS - LES CHALETS DE LA SERRAZ.

### 3. PROCESSING OF USER DATA

Personal data provided on the website, by telephone, e-mail and at the reception of Les Chalets de la Serraz will be processed by SAS FK CHALETS - LES CHALETS DE LA SERRAZ for the following purposes.

1:

1. data provided to make bookings, both via the website, telephone, e-mail and also at the reception of Les Chalets de la Serraz for individual bookings, group bookings, chalet rentals, room bookings, restaurant bookings, and ancillary services such as the Spa:

- Manage booking requests made by users.
- Sending confirmation or documentation on reservations made.
- Record and validate the reservation at the hotel, independent chalets and restaurant level with the hotel and restaurant management software CHR 365 used by our services.
- Recording reservation requests concerning the wellness and spa services offered by SAS FK CHALETS - LES CHALETS DE LA SERRAZ in partnership with JOUR DE SPA - BRUNO BEAUVOIR (La Clusaz).
- To manage and respond to requests made by the user.
- To manage possible promotions and commercial offers.

- If consent has been given, to send personalised commercial communications on behalf of SAS FK CHALETS - LES CHALETS DE LA SERRAZ.

2. data provided to change or cancel reservations:

- To manage requests concerning changes and cancellations of reservations addressed to SAS FK CHALETS - LES CHALETS DE LA SERRAZ by the user.

- Respond to requests addressed to SAS FK CHALETS - LES CHALETS DE LA SERRAZ.

3. data provided on the ancillary communication media:

- Managing the subscription or unsubscription of the SAS FK CHALETS - LES CHALETS DE LA SERRAZ newsletter.

Data provided on contact forms and the company's website:

- To manage contact and information requests sent by the user through the channels provided for this purpose on the SAS FK CHALETS - LES CHALETS DE LA SERRAZ websites.

- To manage the requests received.

- To analyse the use of the website, the preferences and behaviour of the user. Statistical reports may be generated as a result. These statistical reports will not be sold or communicated to third parties and will only be used internally.

#### 4. RESERVATIONS AND CUSTOMER CARE - USE OF PERSONAL DATA

The justification for processing your personal data will be the execution of the contract between the parties.

1. to make reservations for individual bookings, group bookings, rooms, individual chalet bookings, restaurant bookings and additional services such as the services offered by our partner JOUR DE SPA - BRUNO BEAUVOIR (La Clusaz).

2. to manage the users' reservations: the consent requested and, in verification, the respect by the users of the general conditions. 3) For modifications or cancellations of your reservation: the execution of the contract between the parties.

3) For modifications or cancellations of your reservation: the execution of the contract between the parties.

4) To send the Newsletter: the consent given by the user.

The consents obtained for the aforementioned purposes are separate and the user may revoke one of them without affecting the others. To revoke this consent, the user may contact SAS FK CHALETS - LES CHALETS DE LA SERRAZ directly by e-mail at: [contact@chalets-la-serraz.fr](mailto:contact@chalets-la-serraz.fr).

## 5. SHARING YOUR DATA

The user's data is not sold to third parties, it is only used internally for the follow-up of the clients, whether it be for the hotel, the rental of individual chalets, the restaurant or for the ancillary services of the Chalets de la Serraz, including the Spa.

## 6. STORAGE OF DATA

Your data will be stored for the following periods:

1) Data provided to make bookings, both via the website, telephone, e-mail, at the reception for individual bookings, group bookings, individual chalet rentals, rooms, at the restaurant and ancillary services such as the Spa will be stored for the duration of the contractual relationship, and after the end of the contractual relationship, for the period of limitation of any legal actions that may arise.

The data provided to register as a user with SAS FK CHALETS - LES CHALETS DE LA SERRAZ will be stored for as long as the user does not withdraw the consent given. However, if you withdraw your consent, this will not affect the lawfulness of the prior processing.

Data provided to modify or cancel bookings will be stored for the duration of the contractual relationship, and after the end of the contractual relationship, for the limitation period of any legal actions that may arise.

Data provided to send the Newsletter will be stored as long as the user does not withdraw the consent provided for this purpose. 5. Data provided through the website's contact forms will be stored for the period required to process and respond to your request and, when the request is completed, for the limitation period for legal actions arising from that request.

## 7. USER'S RESPONSIBILITY

The user :

- guarantees that he/she is of legal age and over 18 years old. He/she guarantees that the data he/she provides to SAS FK CHALETS - LES CHALETS DE LA SERRAZ is accurate, precise, complete and up-to-date. The user is responsible for the accuracy of all data provided and must keep the information provided correctly up to date to reflect his real situation.

- The user warrants that he/she has informed the third parties whose data he/she has provided, if any, of the issues addressed in this document. Furthermore, he/she warrants that he/she has obtained their permission to provide their data to SAS FK CHALETS - LES CHALETS DE LA SERRAZ for the purposes indicated.

- He will be responsible for any false or inaccurate information he provides on the site and for any direct or indirect damage caused to SAS FK CHALETS - LES CHALETS DE LA SERRAZ or to third parties.

## 8. RIGHTS AND WITHDRAWAL

A user may write to SAS FK CHALETS - LES CHALETS DE LA SERRAZ - 3862 Route du Col des Aravis - 74220 La Clusaz (France), or by e-mail to [contact@chalets-la-serraz.fr](mailto:contact@chalets-la-serraz.fr), enclosing a copy of his/her identity card, at any time and free of charge, to :

- Withdraw a consent already granted.

- Receive confirmation as to whether or not SAS FK CHALETS - LES CHALETS DE LA SERRAZ is processing the user's personal data.

- To access his/her personal data.

- Rectify inaccurate or incomplete data.

- Request the deletion of personal data when the data is no longer necessary for the purposes for which it was originally collected.

## 9. SECURITY AND CONFIDENTIALITY

SAS FK CHALETS - LES CHALETS DE LA SERRAZ will treat the user's data confidentially, in accordance with the regulations in force, taking the technical and organisational measures necessary to guarantee the security of the data and prevent any modification, loss, processing or unauthorised access, taking into account the current technology, the nature of the data stored and the risks to which they are exposed.