



## Bed and Breakfast **LA CADANELLAU**

2575 Route de Nègrepelisse  
82300 CAUSSADE – FRANCE

# PRIVACY POLICY

**WEB SITE :** <https://www.chambredhotes-caussade-lacadanellau.com/>

## COLLECTION OF INFORMATION

When you visit the web site <https://www.chambredhotes-caussade-lacadanellau.com/> and that you complete the form on the "contact / reservations" page, we collect the following information that you agree to fill in:

- your identity: name, first name
- the complete postal home address: street, number in the street, city and postal code, country
- your phone numbers
- your e-mail address
- your formula choice
- information concerning your request for a stay, check-in and check-out dates, number of persons accompanying you and age of these persons.

These personal datas are only used to identify you and to answer your request. They are saved in our client file.

If you confirm your reservation, these informations are included in the personalized contract sent to you which is used to register your reservation.

These identity informations are recorded and stored in our client file to resume for a future reservation or you to share news or promotions that affect our cottages activity and related services.

These personal datas are in no way communicated or used for other purposes vis-à-vis third parties. They remain strictly confidential in our file named above and secure.

This is the reason why we do not publish your comments on your stay in the hosting sites of our own site. Indeed, very often, these sites ask the complete identities of the customers to have access to the comments. We do not want to risk future uses.

We leave our customers free to post their comments on the media of their choice.

Your comments are published by us only on the page "The guest book by our hosts" of the **LA CADANELLAU** website, and this, in a limited way by mentioning only the first names, the city, the number of department, possibly the country for strangers and the content of your comment.

The informations concerning your payment are recorded in two different documents:

- the acknowledgment of receipt when you pay the deposit validating your reservation.
- the bill handed to you at the end of your stay.

The bank, the concerned agency, the check number or the mention bank transfer are indicated, depending on the chosen mode. These informations are kept in the client file and in the accounting records. The account numbers are in no way retained by us in any form whatsoever. Not accepting payments by credit card, no information associated with this method of payment is retained.

In addition, we do not record any information about your computer (hardware, type, brand, etc ...), your browser, your IP address, your software, or the pages you visit inside our site.

We do not have the devices to collect these informations which are useless.

In the same way, our site being devoid of all advertising, you are not able to undergo the cookies through us.



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In order to be able to follow the traffic on the visited pages and to follow the evolution, the host of the site:  
<https://www.chambredhotes-caussade-lacadanellau.com/>

communicate us monthly corresponding statistics.

These are only in numerical base which informs us on:

- the total number of visitors
- the number of pages visited
- a daily chart showing the two values above
- the visits percentage via mobile phones without having access to the numbers and phones owners identity.
- the quantified detail of these visits per page

For the Bed and Breakfast **LA CADANELLAU**, all these statistics are completely anonymous and we do not have access to identify anyone or anything.

**LA CADANELLAU** does not adhere to Google Analytics or any other management system, and therefore does not have additional statistical information to specifically identify visitors to the site.

Finally, **LA CADANELLAU** does not make spontaneous prospection based files that would be purchased or rented and that would allow him to collect information on the prospects.

### USE OF COLLECTED INFORMATION

- Personalize your contact and answer your requests for stay
- To provide you with information on the possible novelties
- Eventually inform you about the improvement of our website
- Improve our services and your needs in new activities
- Contacting you by email or postal mail
- Tell you about specific events

### CONFIDENTIALITY OF ON-LINE TRADE

We do not practice e-commerce as such.

We are the only owners of the information collected on the site:

<https://www.chambredhotes-caussade-lacadanellau.com/>

Your personal informations will not be sold, exchanged, transferred, or given to another company or customer for any reason.

### DISCLOSURE TO OTHER PARTIES

As already stated in the general principle of confidentiality, we do not sell, trade, transfer, or give your personally identifiable informations to other parties.

However, we would be obliged to share certain information with the authorities or the insurance companies, in order to investigate, prevent or take measures concerning illegal occupations of premises rented to **LA CADANELLAU**, alleged frauds including payment of your stays, in situations involving potential threats to the physical security of persons as well as the safety of the buildings, the violation of our general conditions of use of rented premises, to denounce inappropriate and intolerable words, and finally when the law there we constrained.

All information collected will not be provided to other parties for marketing, advertising, or other uses than those mentioned above.



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### **INFORMATION PROTECTION**

The collected informations are protected by the traditional means of personal computers protection held by **LA CADANELLAU**. Regular backups are also performed on peripheral devices belonging to us and stored safely. Only the two owners of **LA CADANELLAU** have access to the concerned files. There are no authorized employees in the overall operating structure of **LA CADANELLAU**.

We do not accept any liability for the use and exploitation of your personal datas by any other third party who has circumvented the rights and principles of this charter, and therefore breached confidentiality through unauthorized access. Such violations would be immediately reported to the competent authorities with information to the persons concerned.

All other informations on our privacy policy are detailed in our General Data Protection Regulation, which is currently being drafted and available from 30 June 2018 for consultation on request.

### **UNSUBSCRIBE**

We use the e-mail address you provided to send you information about your stay, our services and changes, any news, and our best wishes at the beginning of the year. At any time, you can modify your personal datas or unsubscribe from our client file. To do this, simply send us your request by any means at your convenience with traceability, except by phone. We will send you an acknowledgment of receipt confirming the correct execution of the requested changes or your deletion of the said file. In case of re-registration later, and on your initiative, you will have to communicate again all of your contact information allowing us to satisfy you in all of our contacts, the whole as defined above.

### **DISSEMINATION AND CONSENT**

This charter is available on the website on the "CONTACT AND RESERVATION" page by clicking on the "DOWNLOAD" button which gives you access to the complete document.

It is modifiable without notice according to the evolution of the official directives.

By using our site, you consent to note privacy policy.

**REFERENCE TO DOCUMENT:** Version 1.0 - 20180525

Done in Caussade, on 2018 may 25,

Daniel LOUISE  
Owner  
Datass Protection Officer.