



PRIVACY POLICY

FOR THE WEBSITE :

HOTEL DE L'ATELIER

ARTICLE 1 : INTRODUCTION

This privacy policy applies to the website: www.hoteldelatelier.com.

The purpose of this privacy policy is to expose users of the site to:

- How their personal data are collected and processed. All data which is likely to identify a user shall be considered as personal data. These include the first and last name, postal address, email address, location of the user or his IP address;
- What are the rights of users regarding this data;
- Who is responsible for the processing of personal data collected and processed;
- To whom this data is transmitted;
- Optionally, the site's "cookies" file policy.

This privacy policy complements the legal notices that users can consult at the following address: <https://www.hoteldelatelier.com/mentions-legales/>

ARTICLE 2 : GENERAL PRINCIPLES FOR DATA COLLECTION AND PROCESSING

In accordance with the provisions of Article 5 of the European Regulation 2016/679, the collection and processing of your data comply with the following principles:

- Lawfulness, loyalty and transparency: data can only be collected and processed with the consent of the user who owns the data;

- Limited purposes: the collection and processing of your data are carried out to meet one or more of the objectives set out in these general conditions of use;
- Minimization of data collection and processing: only data necessary for the proper execution of the objectives pursued by the site are collected;
- Data retention reduced in time: data are kept for a limited time, of which the user is informed.
- Integrity and confidentiality of data collected and processed: HOTEL DE L'ATELIER is committed to ensuring the integrity and confidentiality of the data collected.

In order to be lawful, and in accordance with the requirements of Article 6 of European Regulation 2016/679, the collection and processing of personal data may only take place if they comply with at least one of the following conditions:

- You have expressly consented to the treatment;
- Processing is necessary for the proper performance of a contract;
- The processing fulfils a legal obligation;
- The processing is explained by a need related to the safeguarding of the vital interests of the data subject or another natural person;
- The treatment may be explained by a need related to the performance of a public interest task or that falls under the exercise of public authority;

ARTICLE 3 : PERSONAL DATA COLLECTED AND PROCESSED AS PART OF THE SITE NAVIGATION

A. DATA COLLECTED AND PROCESSED AND METHOD OF COLLECTION

The personal data we collect varies depending on the purpose of the collection and the Service we provide to you.

Generally, we may collect the following categories of personal data directly:

- a) Personal details, such as your last name, first name, e-mail address, postal address and telephone number(s);
- b) Exchanges with us, which may include details of phone conversations;
- c) Browsing history, such as the pages visited, the date of the visit, the location during the visit, or the IP address;

d) Payment information when a purchase or reservation is made on our website or online shops. Usually the invoice with your name, billing address and payment data such as your credit card or bank account;

In order to constantly improve the quality of the services offered on our website, mobile site and online shop and their alignment with your expectations, HOTEL DE L'ATELIER is likely to use «cookies», text files used to identify your terminal when you log into one of our services.

The deposit of cookie or tracer in your terminal (computer, tablet, smartphone, etc.) allows the HOTEL DE L'ATELIER to collect personal information and data, according to your choice of settings for your terminal. For more information on the use of cookies, please refer to Article 6 below.

We may also collect personal data about you indirectly when you share content on social networks, websites, shops or applications relating to our products and services, or answering our post and promotional ads on social networks.

In addition, when a payment is made on the website, a proof of the transaction including the reservation request and the invoice will be kept in our IT systems.

B. PURPOSE OF THE COLLECTION AND PROCESSING OF PERSONAL DATA

Your data are mainly used for reservation and purchase purposes (provision of services, specific services and products), prospecting, loyalty, animation, commercial information, satisfaction surveys, organisation of contests, new services and products intended to improve your customer experience within our establishment, statistical studies, recruitment, after-sales service, processing of your requests and/or complaints. In addition to the cases where your consent has been obtained (in particular to provide you with personalized offers), the processing of your data for the various purposes mentioned above is in particular necessary:

- To ensure the performance of the service contract;
- To comply with a legal obligation;
- For the legitimate interests of our institution (including developing new services and offerings, improving customer service, etc.).

In particular, your data is used:

- To allow you to benefit from all the services or services available on the website of our establishment, its mobile site, its store and its mobile website: e-newsletter, reservation management, assistance and complaints, management of loyalty programs, etc. ;
- To allow you to browse our website;
- To best match our information, notifications, offers and other forms of services to your interests ;
- To facilitate the completion of the booking and purchase paperwork.

C. DURATION OF RETENTION OF PERSONAL DATA

HOTEL DE L'ATELIER undertakes to keep your personal data for a period not exceeding that necessary for the purposes mentioned above or as required by law.

D. LINK TO THIRD PARTY WEBSITES

Our website, our online store, our social media and mobile app pages may contain links to third-party websites.

We are not responsible for the collection, use, management, sharing or disclosure of data and information by such third parties.

The communication of information on third-party sites is governed by the privacy policy and the conditions of use of those sites. We recommend that you read the privacy policies of these websites before submitting any personal information.

E. DATA HOSTING

The website www.hoteldelatelier.com is hosted by: AMEN, whose headquarters are located at the following address:

AMEN SASU, 12-14, Rond-Point des Champs-Élysées 75008 Paris.

The host can be contacted at the following phone number : +33 (0) 811 88 77 66

The data collected and processed by the site are exclusively hosted and processed in France.

ARTICLE 4 : DATA CONTROLLER

A. DATA CONTROLLER

The HOTEL DE L'ATELIER is responsible for the processing of personal data. You can contact us by phone at +33 (0)4 90 25 01 84, by email at contact@hoteldelatelier.com or at the following postal address: Hôtel de l'Atelier. 5 Rue de la Foire. 30400. VILLENEUVE-LES-AVIGNON.

The HOTEL DE L'ATELIER is responsible for determining the purposes and means of processing personal data.

B. OBLIGATIONS OF THE CONTROLLER

The HOTEL DE L'ATELIER undertakes to protect the personal data collected, not to transmit it to third parties without the user having been informed thereof and to respect the purposes for which the data were collected.

The site has an SSL certificate to ensure that the information and the transfer of data passing through the site is secure.

An SSL certificate ("Secure Socket Layer" Certificate) is intended to secure data exchanged between the user and the site.

In the event that the integrity, confidentiality or security of your personal data is compromised, the HOTEL DE L'ATELIER undertakes to inform the user by any means.

ARTICLE 5 : USER RIGHTS

In accordance with the regulations concerning the processing of personal data, you have the following rights.

In order for the HOTEL DE L'ATELIER to grant your request, you are required to inform us: first and last name and e-mail address.

We undertake to reply within a maximum of 30 (thirty) days.

A. PRESENTATION OF USER RIGHTS FOR DATA COLLECTION AND PROCESSING

In accordance with the applicable regulations on the protection of personal data, you may, at any time, exercise your rights of access, rectification, deletion of data concerning you as well as your rights of limitation and opposition to the processing and portability of your personal data.

In addition, you have the legal right to define guidelines regarding the fate of your post-mortem personal data.

Furthermore, any minor at the time of the collection of his or her personal data may obtain its erasure as soon as possible (Cf. Article 5. B. Below).

These rights are exercised by mail at the following address :

L'HOTEL DE L'ATELIER
5 Rue de la Foire - 30400 VILLENEUVE LES AVIGNON - France métropolitaine
contact@hoteldelatelier.com

In this context, we kindly ask you to accompany your request with the elements necessary for your identification (last name, first name, e-mail) as well as any other information necessary for the confirmation of your identity.

You also have the right to appeal to the National Commission for Data Protection and Freedoms in the event of a violation of the applicable regulations on the protection of Personal Data and in particular the GDPR.

In the event that HOTEL DE L'ATELIER decides not to respond to your request for, and you wish to challenge this decision, or, if you believe that it is infringed on one of your rights listed above, you are entitled to refer the matter to the CNIL (Commission Nationale de l'Informatique et des Libertés, <https://www.cnil.fr>) or any competent judge.

B. PERSONAL DATA OF MINORS

In accordance with the provisions of Article 8 of the European Regulation 2016/679 and the French Data Protection Act, only minors aged 15 years or older may consent to the processing of their personal data.

If the user is a minor under the age of 15, the agreement of a legal representative will be required in order for personal data to be collected and processed.

HOTEL DE L'ATELIER reserves the right to check by any means that the user is over 15 years old, or that he has obtained the agreement of a legal representative before navigating the site.

If personal data concerning children are collected via our website, mobile site, online shop and mobile applications, the parents or holders of the exercise of parental authority have the possibility to oppose it by contacting us at the address indicated in article 5. A. above.

ARTICLE 6 : USE OF COOKIES FILES

The site may use "cookies" techniques.

A "cookie" is a small file (less than 4 KB), stored by the site on your hard drive, containing information about your browsing habits.

These files allow us to secure the transactions you may need to perform, temporarily store the items you wish to order up to the transaction, process statistics and traffic information, facilitate navigation and improve service for your comfort.

The data relating to the navigation of the visitors are not exploited by name; these are aggregated statistics allowing to know the most and the least popular pages, the preferred paths, activity levels per day of the week and per hour of the day, the main server malfunctions.

A. USER'S OPPOSITION TO THE USE OF COOKIES FILES

You are aware that you can object to the registration of these cookies files by configuring your navigation software.

For your information, you can find at the following addresses the steps to follow in order to configure your navigation software to oppose the registration of "cookies" files:

- **Chrome** : <https://support.google.com/accounts/answer/61416?hl=fr>
- **Firefox** : <https://support.mozilla.org/fr/kb/enable-and-disable-cookies-website-preferences>
- **Safari** : <http://www.apple.com/legal/privacy/fr-ww/>

- **Internet Explorer :** <https://support.microsoft.com/fr-fr/help/17442/windows-internet-explorer-delete-manage-cookies>
- **Opera :** <http://www.opera.com/help/tutorials/security/cookies/>

If the user decides to deactivate the cookies files, he can continue browsing the site. However, any malfunction of the site caused by this manipulation could not be considered as being due to the site editor.

B. DESCRIPTION OF COOKIES FILES USED

The editor of the site draws the attention of the user to the fact that the following cookies are used when browsing:

a) Cookies essential for the use of the site

They allow you to use the main features of the site, such as buying or booking services. By disabling the use of cookies, you will no longer be able to benefit from these features.

The information retained may not be used for commercial purposes.

b) Site performance cookies

Performance cookies allow us to optimize our website and detect any technical problems you may encounter.

They allow us to gather information about how you use the site, including the number of visits per page, the number of error messages displayed, the time spent on a page, or the number of clicks on a site area.

The information retained may not be used for commercial purposes.

c) Functionality cookies

These cookies allow the site to remember the choices you have made (such as your username, the chosen language or the region where you are located) and provide more precise and personal characteristics. These cookies can also be used to remember changes made by the user, such as text size or font. They can also be used to provide services you have requested, such as watching a video or leaving a comment on a blog. The information collected by these cookies can be made anonymous and cannot track your browsing activity on other sites.

By using our website, you agree to receive this type of cookies on your device.

d) Cookies from third-party websites and social networks

Our website contains links and/or content to other websites and social networks, and we do not know what cookies are used by them. For more information, please consult the information provided by these third-party websites and social networks on their own cookies.

ARTICLE 7 : COMPUTER SECURITY / SECURE TRANSACTIONS

Ensuring the security and confidentiality of the personal data you entrust to us is a priority for the HOTEL DE L'ATELIER. In this way, we implement all technical and organisational measures that are useful, in view of the nature, scope and context of the personal data you provide to us and the risks involved in their processing, to protect the security of your personal data and, in particular, to prevent any accidental or unlawful destruction, loss, alteration, disclosure, intrusion or unauthorised access to such data.

We offer a secure online payment system with the latest technology.

HOTEL DE L'ATELIER strives to combat identity theft practices on the internet. That is why we use, for example, a device to detect fraudulent payments made by bank card. This device is designed to protect you in the event of loss or theft of your credit card.

The security and confidentiality of personal data is based on the best practices of each. That is why we invite you not to communicate your passwords to third parties, to log out systematically from your profile and social account (especially in the case of linked accounts) and close your browser window at the end of your working session, especially if you are accessing the internet from a shared computer station with other people. This will prevent other users from accessing your personal information.

ARTICLE 8 : RESPECT YOUR PRIVACY

We are committed to the protection of your privacy and respect the following 2 principles.

- We do not associate with your cookies any information that directly and personally identifies you. Cookies do not allow you to know your address, your telephone number or any other identifying information.
- We do not provide any personal information to advertisers or third party sites that display our ads based on your interests.

If your computer or mobile phone is used by more than one person, or if it has multiple browsing software, it is possible that the content displayed to other users matches your preferences. If you wish, you can change your browser settings.

For more information on how cookies work and targeted advertising, you can visit the Cnil website: <https://www.cnil.fr/en/cookies-les-outils-pour-les-maitriser>.

ARTICLE 9 : CONDITIONS FOR AMENDING THE PRIVACY POLICY

This Privacy Policy may be consulted at any time at the following address:

<https://www.hoteldelatelier.com/mentions-legales/>

HOTEL DE L'ATELIER reserves the right to modify it in order to guarantee its compliance with the law in force.

Therefore, the user is invited to regularly review this privacy policy in order to stay informed of the latest changes that will be made.

If you have any further questions about this policy or how HOTEL DE L'ATELIER processes your personal data, please contact us at contact@hoteldelatelier.com.

HOTEL DE L'ATELIER reserves the right to adapt the privacy policy. When we make substantial changes to this Declaration, we publish a link to the Declaration on the homepage of our website.

It is communicated to the user that the last update of this privacy policy took place on: 27/01/2020.

ARTICLE 10 : USER ACCEPTANCE OF THE PRIVACY POLICY

By browsing the site, the user certifies that he has read and understood this privacy policy and accepts the terms thereof, particularly as regards the collection and processing of his personal data, as well as the use of files "cookies" .

The data are intended for the hotel and its providers. You have the right to access, correct and delete your personal data and you may object to the processing of your data. To exercise these rights, simply write to the hotel at the following address:

L'HOTEL DE L'ATELIER
5 Rue de la Foire - 30400 VILLENEUVE LES AVIGNON - France métropolitaine
contact@hoteldelatelier.com