

PRIVACY POLICY

Effective as of November 25, 2024

1. Our Philosophy and Commitment

We are committed to protecting your personal data and ensuring a high level of protection in accordance with Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data (GDPR) and the amended French Data Protection Act No. 78-17 (hereinafter referred to collectively as the "Regulation").

To this end, our privacy policy provides information on how we collect and use your personal data within the scope of our activities. It applies to our website (<https://www.camping-la-garangeoire.com/>) (hereinafter referred to as "the website").

2. Who is responsible for processing your personal data?

Castel Camping La Garangeoire - SIREN 301 365 326 00018 – Saint-Julien-des-Landes

Referred to as "we" or "our" in this document.

As the data controller, we determine the purposes and means of processing your personal data.

3. What personal data do we collect?

We may collect information that can identify you and thus constitutes personal data. We only collect personal data that is strictly necessary for the intended purposes (principle of data minimization). We ensure their security, confidentiality, and appropriate retention periods (or as required by law).

The categories of personal data we collect include:

- **Identification data (client or stay participant):** such as name, address, email, marital status;
- **Contact details of the client(s):** phone number, mailing address, email;
- **Reservation, billing, and payment data:** details related to a booking (amount, dates, type of accommodation, preferences, etc.), payment dates, and payment methods;
- **Data related to bookings through corporate committees, if applicable:** such as company name and identifier;
- **Data related to our interactions:** correspondence and, where applicable, recorded phone conversations (if not objected to by the concerned person);
- **Marketing data for sending offers (with your consent).**

The mandatory nature of personal data is indicated at the time of collection.

4. Why do we process your personal data?

We collect and process your personal data for the following purposes:

Purpose	Bases légales
Managing, executing, and tracking a reservation	Legitimate interest
Ensuring the best service during your stay	Contract
Billing and payment management	Contract
Managing your personal account on the website, if applicable	Contract
Marketing and gathering customer reviews	Legal obligation
Fraud detection	Legal obligation
Providing information under judicial or legal requirements	Legal obligation
Dispute management	Legitimate interest
Responding to your data rights requests	Legal obligation
Non-functional cookies (if applicable)	Consent

You can withdraw your consent at any time regarding processing based on this legal basis.

5. Who are the recipients of your personal data?

For the purposes mentioned above, your personal data may be shared with:

- Our authorized personnel, when necessary for the intended purposes;
- Our subcontractors, such as IT service providers (hosting, etc.) or others assisting in service delivery, without using the data for other purposes;
- Partners, if applicable (contact us for more details);
- Private or public third parties, if required for managing a booking (e.g., CAF, corporate committees).

We may also share data with authorities, administrations, and French courts in the context of legal or judicial proceedings.

We do not sell personal data.

If personal data is shared with any third party, we ensure only the necessary data is transmitted for the intended purpose.

For more details, you can contact us directly via email (see Section 9).

6. How is your personal data secured?

We take the security of your data seriously by ensuring its integrity, availability, and confidentiality through appropriate technical and organizational measures. These measures include:

- Restricting access to data to operationally necessary staff;
- Encrypting data and ensuring secure transmission;
- Deleting data after the retention period.

If a subcontractor is involved, they are contractually obligated to uphold appropriate security measures.

In the event of a personal data breach, we will notify the CNIL within 72 hours and take measures to mitigate risks.

7. How long is your personal data retained?

We may retain your personal data for the following periods:

- Up to 5 years after a reservation (or the legal prescription period);

- Up to 10 years for invoices, as required by law;
- For marketing purposes: up to 3 years from the last interaction;
- Cookies: 13 months.

8. Are your personal data transferred outside the EU?

We do not transfer your personal data outside the European Union. If any service provider is located outside the EU, we ensure the transfer complies with EU adequacy standards or standard contractual clauses (SCCs).

9. What are your rights regarding your personal data?

Under GDPR, you have the following rights concerning your data:

- **Right of access:** Obtain information on whether we process your data and receive a copy in an understandable format.
- **Right to erasure:** Request deletion of your data under specific conditions.
- **Right to rectification:** Correct or complete inaccurate data.
- **Right to restrict processing:** Temporarily halt data usage in certain cases.
- **Right to object:** Object to data processing at any time for reasons related to your specific situation.
- **Right to data portability:** Retrieve your data for personal use or transfer it to another service provider.
- **Post-mortem directives:** Define instructions regarding your data after your death.

To exercise these rights, you may contact us:

- By email: info@garangeoire.com
- By mail: **Camping La Garangeoire, La Garangeoire, 85150 Saint Julien des Landes**

You can also lodge a complaint with the French data protection authority, CNIL, located at **3 Place de Fontenoy, 75334 PARIS CEDEX 07**.

11. Updates to this policy

This privacy policy may be updated to reflect changes in applicable regulations.