

Privacy Statement BienViennue

Last updated: February 4, 2025

BienViennue, located in the Loire Valley, attaches great importance to the protection of your personal data. In this privacy statement, we explain how we handle your personal data, in accordance with the General Data Protection Regulation (GDPR).

1. Controller

The controller responsible for processing your personal data is:

- Company Name: BienViennue
- Address: Rue de la Motte 12, 37800, Marcilly-sur_Vienne, France
- E-mail: bienviennue@gmail.com
- Telephone number: +33 7 89 23 87 16 or +33 6 8 84 91 08

2. What personal data do we collect?

We collect and process the following personal data:

- Contact details: Name, address, telephone number, e-mail address.
- Booking details: Date of stay, number of guests, specific preferences.
- Payment details: Bank account number, payment information (for bookings and deposits).
- Communication: Information from correspondence, such as e-mails and telephone calls.
- Website usage: Data about your visit to our website, such as IP address and browser information (via cookies).

3. Purposes of data processing

We process your personal data for the following purposes:

- Processing bookings: For managing and confirming your reservation.
- Processing payments: For deposits and remaining payments.
- Communication: To inform you about your booking, arrival information or any changes.
- Legal obligations: For maintaining records and tax documentation.
- Improvement of our services: For analysis of website usage and customer satisfaction surveys.

4. Legal basis for processing

We process your personal data based on:

- Performance of a contract: For managing your reservation.

- Consent: For sending newsletters or marketing communications (if applicable).
- Legal obligation: For administrative and tax obligations.
- Legitimate interest: For improving our services and website.

5. Sharing data with third parties

Your personal data will not be sold or shared with third parties, unless:

- This is necessary for the execution of your reservation (e.g. a payment provider).
- This is required by a legal obligation.
- You have given explicit consent for this.

6. Retention period

We will not retain your data for longer than is necessary for the purposes mentioned above.

7. Your rights

You have the following rights with regard to your personal data:

- Right of access: You can request an overview of the data we process about you.
- Right to rectification: You can have incorrect or incomplete data corrected.
- Right to erasure: You can request to have your data deleted (insofar as legally permitted).
- Right to object: You can object to the processing of your data.
- Right to data portability: You can request to have your data transferred to another party.

To exercise these rights, you can contact us via bienviennue@gmail.com. We will respond to your request within 4 weeks.

8. Data security

We take appropriate technical and organizational measures to protect your personal data against loss, misuse and unauthorized access. This includes:

- Encryption of data.
- Access control to systems.
- Regular evaluation of security measures.

9. Cookies

Our website uses cookies to improve functionality and performance.

10. Complaints

If you have a complaint about the processing of your personal data, please contact us via bienviennue@gmail.com.

11. Contact

If you have any questions about this privacy statement or the processing of your personal data, you can contact us via:

- E-mail: bienviennue@gmail.com
- Telephone: +33 7 89 23 87 16 or +33 6 8 84 91 08