**Privacy Policy**

Using this site and/or our services implies your consent to the processing of your Personal Data as described in this Privacy Policy.

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**1. Introduction**

This Privacy Policy describes how Chalet Hugo and its officially recognised representatives (“we” or “us”) are committed to protecting and respecting your privacy.

This policy sets out the basis on which the Personal Data that you provide to us will be processed and how we may use your Personal Data.

**Definitions**

Personal Data: any information relating to an identified or identifiable natural person.

Processing: any operation or set of operations which is performed using your Personal Data.

Subject: a person whose Personal Data is being processed or used by us.

Child / Children: a person under 18 years of age.

**Data Protection Principles**

We agree to follow the following data protection principles, set out as follows:

Processing is lawful, fair, transparent. Our Processing activities are driven by legal requirements. We always consider your rights before Processing your Personal Data and will provide you information regarding Processing upon request.

Our Processing activities fit the purpose for which Personal Data was gathered.

Processing of Personal Data is done with the minimal data required for the purpose.

Where Personal Data is required to be stored in order to fulfil our obligations to supply information to you, transact with you and conduct our business with you, we undertake not to store your Personal Data for longer than necessary.

We will do our best to ensure the integrity, confidentiality and accuracy of Personal Data.

**Data Subject’s rights**

The Data Subject has the following rights:

Right to information: you have the right to know whether your Personal Data is being processed; what data is gathered, from where it is obtained and why and by whom it is processed.

Right to access: you have the right to access the data collected from/about you. This includes your right to request and obtain a copy of your Personal Data gathered.

Right to rectification: you have the right to request rectification or erasure of your Personal Data that is inaccurate or incomplete.

Right to erasure: you can request for your Personal Data to be erased from our records.

Right to restrict processing: where certain conditions apply, you have the right to restrict the Processing of your Personal Data.

Right to object to processing: in certain cases, you have the right to object to Processing of your Personal Data, for example in the case of direct marketing.

Right to object to automated Processing: you have the right to object to automated Processing, including profiling; and not to be subject to a decision based solely on automated Processing. This right you can exercise whenever there is an outcome of the profiling that produces legal effects concerning or significantly affecting you.

Right to data portability: you have the right to obtain your Personal Data in a machine-readable format or if it is feasible, as a direct transfer from one Processor to another.

Right to lodge a complaint: in the event that we refuse your request under the Rights of Access, we will provide you with a reason. If you are not satisfied with the way your request has been handled please contact us.

Right for the help of supervisory authority: you have the right for the help of a supervisory authority and the right for other legal remedies such as claiming damages.

Right to withdraw consent: you have the right withdraw any given consent for Processing of your Personal Data.

**2.** **How we collect your Personal Data**

**Telephone**

If you provide us with personal information whilst on a call with us, we will input this into our website or internal system for processing. We will not sign you up to any newsletters without consent.

**Website Forms**

When you submit a form on our website, we will record all information submitted including any personal information provided (eg. your name and email address).

**Newsletters**

If you choose to join our email newsletter, the email address that you submit to us and any other personal information supplied (such as first and last names and mailing list preferences) will be stored in order to send our email newsletter. While your email address remains on our mailing list you may receive newsletter-style emails from us.

You can unsubscribe from emails by using the unsubscribe links contained in any email newsletters that we send you or by requesting removal via email. When requesting removal via email, please send your email to us using the email account that is subscribed to the mailing list.

If you are under 16 years of age you MUST obtain parental consent before joining our email newsletter.

You are responsible for the security of your email software used to send emails to us.

**Analytics**

Google Analytics

Like most websites, this site uses Google Analytics (GA) to track user interaction. We use this data to determine the number of people using our site, to better understand how they find and use our web pages and to see their journey through the website.

Although GA records data such as your geographical location, device, internet browser and operating system, none of this information personally identifies you to us.

We consider Google to be a third-party data processor.

**Facebook**

We use Facebook Pixel Tracking to help us measure visits from our Facebook to our website. This also allows us to target adverts to Facebook users who have visited or interacted with our site. We class Facebook as a third-party data processor.

We have no control or use over Facebooks services, which may track your site usage directly.

**Ecommerce**

We may use a variety of modern payment providers to bill for our services or products online. These companies use secure storage and will have access to your personal and payment information. We never store or have any access to your credit / debit card details.

We share information with these companies only to the extent necessary for the purposes of processing payments you make via our website.

4. **How we store your information**

**Data Retention**

Any data provided (including Personal Data) will be stored for our records and minimum legal requirements. For example, we need to keep records of our customers in order to supply information regarding bookings and services provided in relation to a stay at Chalet Hugo.

We store all email address preferences for Newsletters so that we know if you are subscribed or unsubscribed.

We annually remove personal information from our system that we have no legal requirement to keep.

We reserve the right to store your data in secure locations for processing such as a bespoke administration system or protected Google Sheets / Drives.

In operating our website, it may become necessary to transfer data that we collect from you to locations outside of the European Union for processing and storing. By providing your Personal Data to us, you agree to this transfer, storing or processing. We do our upmost to ensure that all reasonable steps are taken to make sure that your data is stored securely.

Unfortunately, the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send to us electronically. Sending such information is entirely at your own risk.

**Data Breaches**

We will report any unlawful data breach of this website’s database or the database(s) of any of our third party data processors to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that Personal Data stored in an identifiable manner has been stolen.

**Children**

Our website is intended for over 18’s only. Any information regarding a Child or Children must only be submitted on request when provided by a parent, guardian or the child where a parent or guardian is present. Any information requested is always kept strictly to a minimum.

**3. Third Party Data Processors**

We use a number of third parties to process Personal Data on our behalf. These third parties have been carefully chosen

Google: Analytics, Google Maps, Google Calendar, YouTube.

Facebook: We use Facebook to display our social feed via their proprietary app.

Instagram: We embed Instagram feeds onto our website to provide a convenient link between our site and Instagram page.

PayPal: – We use PayPal for securely processing payments.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website.

On occasion we include links to third parties on this website. Where we provide a link, it does not mean that we endorse or approve that site’s policy towards visitor privacy. You should review their privacy policy before sending them any personal data.

**5. Contact**

If you have any questions about this privacy policy or your Personal Data, please contact Alida Acton, Chalet Hugo, enquiries@chalet-hugo.com.

**6. Privacy Policy alterations**

We may notify you of changes to our Privacy Policy by email.