

PRIVACY STATEMENT

VILLAGE VACANCES STAVELOT CVBA
(co-operative company with limited liability)
DIAMANTSTRAAT 8, BTE 433, FRAME 21
2200 HERENTALS
0464.910.409

Village Vacances Stavelot CVBA attaches great importance to the protection of your personal data (and respect for your privacy).

We want to provide clear and transparent information about which data we collect and how we handle personal data.

We endeavour to ensure your privacy and therefore handle personal data with care.

Village Vacances Stavelot CVBA complies in all cases with the applicable laws and regulations, including the General Data Protection Regulation.

This means that in all cases:

- Your personal data will be processed in accordance with the purpose for which it was provided, these purposes and type of personal data are described in the Privacy Statement;
- Only this personal data will be processed to the minimum necessary for the purposes for which they were provided;
- We will ask for your express permission if this is needed for the processing of your personal data;
- Appropriate technical and organisational measures will be taken to ensure the security of your personal data;
- No personal data will be transferred to other parties unless this is necessary for the purpose for which it was provided;
- We will be aware of your rights regarding your personal data, point this out to you and respect them.

As Village Vacances Stavelot CVBA we are responsible for the processing of your personal data.

If, after reading our privacy statement, or in a more general sense, you have questions or wish to contact us, please contact us via the contact details given below:

Route de Trois Ponts 175
B- 4970 Stavelot – Belgium

Why do we process personal data?

Your personal data will be processed by Village Vacances Stavelot CVBA for the following purposes and legal bases and this for the following duration:

Business process/processing	Functional description processing	Legal basis	Duration
Customer management	The administration of the clientele, the management of rental requests, invoicing, follow-up of payments, personalised marketing and advertising	Permission/agreement customer	No longer than necessary for the ordinary course of business
Personnel administration	Administration of personnel and payroll administration	Permission/agreement personnel	No longer than necessary within the framework of personnel administration Five years within the framework of the legislation on social documents
Supplier management	Administration of suppliers, management of placed orders, payment of suppliers, prospecting of suppliers and evaluation.	Permission/agreement suppliers	No longer than necessary for the ordinary course of business
Administration shareholders and owners	Administration of shareholders and owners	Permission/agreement shareholders and owners	No longer than necessary for the ordinary course of business
Accounting	Accounting	Legal requirement	no longer than useful for the purposes or legal requirement
Public Relations	Creating goodwill for the organisation	Permission of the person concerned	no longer than useful for the purposes
Sending newsletters and invitations	Sending newsletters and invitations	Permission of the person concerned	no longer than useful for the purposes

We may request and store the following personal data from you for the above purposes:

- Personal identity data: name, first name, address, telephone number, fax, email.
- Identity data issued by the government: identity card number, national registration number.
- Personal characteristics: gender, date of birth, place of birth, nationality.

Other personal data that we may process:

- IP address and location data
- other personal data that you actively provide, for example by creating a profile on our website, in correspondence and by telephone
- Data about your activities on our website

- Data about your surfing behaviour across various websites (e.g. as part of an advertising network)
- Bank account number

We only use the collected data for the purposes for which we obtained the data.

Provision to third parties?

We may provide the data you provide to us to third parties if this is necessary for the execution of the above described purposes.

We use a third party for:

- providing the internet environment (web hosting);
- providing an IT infrastructure (incl. IT network ...);
- obtaining legal services;
- providing accounting and administration.

We never pass on personal data to other parties with whom we have not entered into a processing agreement.

We will of course make the necessary arrangements to ensure the security of your personal data with these parties (processors).

Furthermore, unless this is legally required or legally permitted, we will not pass on the information you provide to third parties.

We may also share personal data with third parties if you give us permission to do this. You have the right to withdraw this permission at any time.

We do not provide personal data to parties which are located outside the EU.

We only process personal data of minors (persons younger than 16 years) if written permission has been given by a parent or legal representative. However, we cannot check whether a visitor of the website is older than 16 years. We advise parents or guardians to be involved in the online activities of their children, in order to prevent data about children being collected without parental consent. If you are convinced that we have collected personal information about a person under the age of 16 without the required permission, please contact us.

Retention period

Village Vacances Stavelot CVBA does not retain personal data longer than necessary for the purpose for which it was provided or required by law.

Cookies, or similar techniques, that we use

We only use technical and functional cookies, and analytical cookies that do not infringe on your privacy. You can opt out of cookies by setting your internet browser to prevent it from storing cookies. In addition, you can also delete all information previously saved via the settings of your browser.

Your rights regarding your data?

You have the right to view, correct or delete the personal data we have received from you.

You can also object to the processing of your personal data (or a part thereof) by us or one of our processors.

You also have the right to have the data provided by you transferred by us to yourself or by your order directly to another party.

We may ask you to identify yourself before we can respond to aforementioned requests.

We aim to respond to your request as quickly as possible, within thirty days.

Every request for this must be made in writing to the following address:

Route de Trois Ponts 175
B- 4970 Stavelot – Belgium

You can always ask which data we process about you and have this data corrected, deleted or transferred via the above address.

Complaints?

We ask you to contact us in writing at the following address if you have a complaint about the processing of your personal data:

Route de Trois Ponts 175
B- 4970 Stavelot – Belgium

You always have the right to file a complaint with the data protection authority; this is the supervisory authority in the area of privacy protection.

Changes to the privacy statement

Village Vacances Stavelot CVBA may change its privacy statement. Any such changes will be announced on our website.