

Legal notice:

You are currently connected to the booking engine of Hôtel de Tourrel. The user having access to this site agrees to comply with the current general terms and conditions of use:

Hotel owners: Ralph Hüsgen, Margot Stängle

Hôtel de Tourrel SARL

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General Information:

By default, when you access our website, our web server collects certain information such as the IP address, the version and type of browser used to access our site, the website from which you visit us, the date and the duration of your visit. This IP address does not allow us to identify the user and nor is this our goal. You can browse through our website without having to provide personal data.

If you wish to book through our website, we may collect and process the following data:

- Contact details (first and last name, email address, telephone number)
- Payment method and credit card details (for transaction and reservation purposes)
- Your arrival and departure dates
- Please note that we may also collect additional information such as country, city, address, zip code, purpose of the visit and other questions/comments.

These data are transferred to our institution via our reservation system. We use this data for statistical purposes only which allow us mainly to improve the content and user experience of our website and to offer relevant offers and information to our customers. The processing of such data is strictly necessary for the proper execution of our services and allows us to meet the obligations towards our clients. Your data is processed for the following purposes:

- Manage your reservation and request of accommodation
- Manage your stay in our Hotel and monitor your consumption (minibar, bar, restaurant)
- Manage our customers relations before, during and after your stay (Preferences and requirements of our clients)
- Predict and anticipate future behavior and create a loyalty program
- Ensure the management of customer files that have had an aggressive or inappropriate behavior in the hotel premises when staying with us
- Conduct analyses in order to determine your interests, travel patterns, booking history and customer profile to communicate relevant and value adding offers and perform a personalized service

The provision of personal data is neither required by law nor required by contract and you are under no obligation to provide personal information. However, please note that the provision of personal data may be partially required as part of our services. If you do not provide the information, we specify to be necessary, we may not be able to provide you with the full scope of our services such as making a reservation.

You have the right at any time to withdraw any consent you have given regarding the processing and storage of your data. Please note that this will only effect future processing. The lawfulness of processing data carried out on the basis of your initial consent will not be affected.

Supply of data to third parties:

Unless otherwise stated in this declaration, any data you share with us, or any data we collect from you while using our website, will be kept secret and will not be shared with third parties, except in situations where it is a legal obligation, or when this data has to be transmitted for purposes of implementing the contractual relationship you sign up to. Third party partners and businesses, including online payment providers, will only access this data when it is necessary to process your order.

Marketing communication:

On our website, you can choose to receive marketing communications. In this case, we process data such as your email address, your consent and your acknowledgment of our privacy policy. We will send you marketing communications for an indefinite period until you unsubscribe or decide not to receive further communications. If you no longer wish to receive marketing communications, you may object to them at any time without any fees.

Responsibility:

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Updating our privacy policy

The use of our website implies the full and complete acceptance of the general terms and conditions of use described above. New legal requirements or changes or new features on our website may require an update of our privacy policy. In this case, any additional information will be provided and updated here. We therefore recommend reviewing our privacy policy periodically. The date of the latest version of our privacy policy can be found below:

12 November 2019.