

PRIVACY POLICY

This privacy policy explains how Maison Fleurs Bleues collects, uses, stores, and protects personal data in accordance with the General Data Protection Regulation (GDPR) and French law.

1. Data Controller

Maison Fleurs Bleues
303 Rte. des Fleurs Bleues
24160 Salagnac
France

Email: info@maisonfleursbleues.com

Maison Fleurs Bleues is responsible for processing personal data as described in this policy.

2. Personal data we collect

We only process data necessary for reservations, communication, and legal obligations, including:

- First and last name
- Address
- Telephone number
- Email address
- Arrival and departure dates
- Payment information (excluding full bank details)
- Nationality (required by French law)
- Additional information voluntarily provided by the guest (e.g. dietary preferences)

We do not process sensitive data unless strictly necessary and voluntarily provided.

3. Purposes of processing

We process personal data for:

- Managing and confirming reservations
- Responding to questions and communicating with guests
- Fulfilling legal obligations, including the mandatory *fiche individuelle de police*

- Administration and invoicing
- Improving our services
- Sending practical information about the stay

We do not use personal data for marketing without explicit consent.

4. Legal basis

We process data based on:

- Performance of a contract (reservation and stay)
- Legal obligations (registration, accounting)
- Legitimate interest (service improvement)
- Consent (e.g. newsletters)

5. Retention periods

We retain data for:

- Reservation and communication data: up to 2 years
- Administrative and fiscal data: 6 to 10 years
- Police registration forms for foreign guests: 6 months

After these periods, data is securely deleted.

6. Sharing of data

We only share data when necessary:

- Accounting or administrative service providers
- Booking platforms (if used)
- Legal authorities when required

We never sell or trade personal data.

7. Cookies and website use

Our use of cookies is described in our Cookie Policy.

We only use functional and analytical cookies unless otherwise stated.

8. Data security

We take appropriate technical and organisational measures to protect data against:

- loss
- misuse
- unauthorised access
- unwanted disclosure
- unauthorised alteration

All data is stored on secure systems.

9. Rights of data subjects

Guests have the right to:

- request access to their data
- request correction or deletion
- object to processing
- request restriction of processing
- request data portability
- withdraw consent

Requests may be sent to info@maisonfleursbleues.eu. We respond within 30 days.

10. Minors

We do not process data of children under 16 without parental consent.

11. Changes to this policy

Maison Fleurs Bleues may update this policy. The latest version is always available on our website.

12. Contact

For questions: info@maisonfleursbleues.eu

Maison Fleurs Bleues – 303 Rte. des Fleurs Bleues – 24160 Salagnac – France