

# 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](mailto: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](mailto: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](mailto:info@maisonfleursbleues.eu)

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