

Privacy Policy

Host Savoie Ltd strives to be transparent about how we collect and use your personal information.

Our registered address is 38 Brickfield Street, Machynlleth, Powys, SY208BS, UK. We are registered as a company in England and Wales under company number 5459524. We control the ways your personal data is collected and the purposes for which your personal data is used.

Privacy

We understand and respect the importance of your privacy. The only way we will collect any personal information is if you give it to us when we specifically ask for it, generally in the following circumstances:

- when you make an enquiry or booking;
- when you subscribe to our newsletter or enter competitions;
- when you take part in surveys or provide us with feedback.

We use three main third party software providers on a day to day basis. Our email marketing lists are managed by MailChimp and are highly secure as well as being compliant with the GDPR. Our invoicing is done through ClearBooks and customer records are held on our own internal booking management system 'Gradient'.

What personal data we collect

When making an enquiry or booking we need to collect certain personal details from you. These details will include, where applicable, the names, DOBs and contact information of party members, credit/ debit card or other payment details (please note we do not store financially sensitive information) and special requirements such as those relating to any disability or medical condition which may affect the chosen holiday arrangements and any dietary restrictions which may disclose your religious beliefs. If we need any other personal details, we will tell you before we obtain them from you.

How we use your personal data

We can only use your personal data for the reasons below;

- To fulfil a contract we have with you
- If we have a legal duty to use your data for a particular reason
- When you consent to it
- When it is in our legitimate interests

We use the information we collect for the following purposes;

- To provide you with information/updates and to notify you of any changes related to your enquiry, booking or other information you may have requested.
- To process and complete your booking and to carry out our obligations that may arise in connection with any contracts entered into between you and us, or between you and a third-party supplier.
- To send you marketing emails, if you have opted-in or have enquired or booked/travelled with us and have not opted-out. Our marketing emails include news, information and special offers that we believe may be of interest to you. Mail Chimp has a rigorous opt-out system. On every piece of e-mail marketing/newsletter, you will be sent, there is the option to opt out. If you chose to opt out, you will never receive e-mail marketing from us again, unless you formally request to be re-added to our e-mail marketing lists. You will continue to receive service/transactional emails which are necessary for the administration of your booking.

How long will my personal data be stored?

We will only retain personal data for as long as is necessary for the purposes we are using it for. How long we retain data will vary depending on the purposes it is used for.

Do you share my data with other companies?

Your personal details will not be passed or sold to any other third parties except where necessary to process your booking or enquiry. Examples of such may be ski schools, ski hire companies or airport transfer providers. When you submit your booking or request to us you agree that we may use and transfer your personal information in this manner. Please note that where information is also held by a 3rd party travel agent or online booking website, this is subject to their own data protection policy.

Data security

We treat all data with the highest degree of confidentiality and respect. We ensure all data is stored securely and are committed to ensuring your privacy is protected. To prevent unauthorised access or disclosure, we have put in place physical, electronic and managerial procedures to safeguard and secure the information we collect online and offline.

Your rights regarding your personal data

- You are entitled to access your personal data held by us at any time.
- You have the right to request that we amend any personal data which is incorrect or requires updating.
- You have the right to request that we delete any personal data held by us.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question.

If you have questions about the information that we hold or our Privacy Policy please contact us.

We may occasionally change this policy by updating this page. You can check this page at any time to ensure that you are happy with any changes. This policy was last updated on 30/05/18.