**L’Ancienne Distillerie privacy policy**

**Introduction**

Your privacy is important to us and we are committed to respecting and protecting your privacy. This privacy policy sets out how L’Ancienne Distillerie uses and protects any information that you give us.

This privacy policy follows the official guidelines under the general Data protection regulation (GDPR) (EU) 2016/679

L’Ancienne Distillerie may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25th May 2018

**What information we collect and how we will use your data**

When you make an enquiry or booking with us we collect the names of all guests who will be staying, along with the home address, e mail address and telephone number(s) of the person who made the enquiry/booking.

We will use your contact details to communicate with you, to send information, booking confirmation, answer any queries and to thank you for your visit and to ask for a review. We will also add details of how you can keep in touch with us on social media. We will not use your telephone number unless we need to contact you urgently or if you cannot be reached by mail.

In all instances we may also use your information:

* For general administrative processes
* To notify you of any changes to our web site or services
* To help us improve the range of services that we offer you
* To periodically send you promotional e mails (to the email address that you have provided) about special offers or other information that we believe that you may find interesting.

**Security and storage**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect.

Your electronic data is stored on secure online systems.

 To the best of our knowledge all our systems providers are GDPR (EU) or Privacy Shield compliant. The data that we collect from you may be transferred to be processed or stored at a destination outside of the European Economic Area (EEC). By submitting your personal data you agree to this transfer, storing and processing.

 We will take all reasonable steps to ensure that your information is treated securely and in accordance with this privacy policy.

The systems we use and why include:

* Mailchimp (USA) - e mail marketing
* Squarespace (USA) - website design, hosting and website analytics
* Google analytics (USA) – Search and usage analytics

**How we use cookies**

A cookie is a small file which asks permission to be placed on your computer’s hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Links to other websites**

Our website contains links to other websites of interest eg local tourism sites. 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 statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Likewise if you have made your reservation via one of our booking partners, they have also to comply with GDPR regulations and have their own safeguards and policies. Similarly, if you choose to follow us on social media you will have accepted the terms and conditions on that platform and therefore this privacy policy does not apply.

**Web server logs and security**

When you visit L’Ancienne Distillerie’s web site, information about your device, operating system, browser and IP address are automatically stored in the log files.

The log files may be used for administrative purposes to provide statistical data about our site visitors and to help diagnose any problems that may arise when visitors use the web site.

The log files do not identify individual information.

**Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

* Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.
* If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at jacky.jones@free.fr
* We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You have a right to:

* access the information that we hold about you
* be informed of the information that we hold about you
* the rectification of any of the information that you have provided us
withdraw consent for us to use your information
* lodge a complaint about how we use, store or process your information

Please note that your right to remove/amend your information from our records does not override any legislative requirements of L’Ancienne Distillerie and therefore we reserve the right to share your data with other third parties if required for legal or statuary reasons eg in the case of a financial audit, an insurance claim or to prevent fraud.

**Notification of data breaches**

The GDPR regulation require L’Ancienne Distillerie to notify the information Commissioner’s Office within 72 hours of first having become aware of a breach where that breach is likely ‘to result in a risk for the rights and freedoms’ of individuals. Likewise for any such breach we will notify you ‘without undue delay’

**Contact Us**

 We welcome comments, questions and requests relating to this Privacy Policy or about the information that we hold about you. Please e mail us at jacky.jones@free.fr