

## PRIVACY POLICY

As it is important for us to protect your personal data, this Privacy Policy informs you of our new policy regarding the management of your data.

We collect some of your personal data when you use our services, or when you interact with us, for the sole purpose of properly handling your various requests and to offer a service that meets your expectations.

In this policy, we detail you how we process your data, what we use it for, how long we keep it and who we share it with.

By simply booking your holiday or using any of the services offered on our campsite, you confirm that you have read, understood and accepted this Privacy Policy in its entirety.

We remain at your disposal for any information you require on this policy.

### Information collected:

We declare that the data has been collected in a faithful and lawful manner, for specific, explicit and legitimate purposes.

As part of our online booking service (via the SecureHoliday interface, or via the online booking form) or by mail, we collect the surnames, first names and dates of birth of guests (the person making the booking and those accompanying them on holiday), their address (street, post code, town, country) their telephone number, the e-mail address of the person making the booking, and the payment details.

This information is only collected either during the booking process, or, in some cases, when the customer arrives, if the files are incomplete or require modification, or when a guest arrives without having made a prior booking.

We will also know all or part of this information during the various exchanges that we may have (including access to your identity and your e-mail address during e-mail communication). During these exchanges, we do not use this information for any purpose other than to give you the requested information.

### Purpose:

We process your personal data for the sole purpose of performing good practice in our services. The purposes are:

- Processing and management of your reservations and check in
- Processing of client files
- End of year marketing communication (Christmas greetings and our new brochure)
- Sending the post-stay satisfaction survey when you have booked via the SecureHoliday interface
- Sending confirmation letters
- Management of supplementary services (Crazy golf, bike/paddle rental, entertainment)
- Improved customer experience and service quality
- Compliance with legal and regulatory obligations

### Information that we share

We do not sell, exchange, or transfer your personally identifiable information to third parties. This excludes our subcontractors, especially when you use and book on our website, as long as they agree to keep this information confidential. This data is shared purely for a technical purpose. This sharing of data is included in what is agreed in the contracts concluded with our subcontractors.

Under no circumstances can our service providers make any other use of this data than that provided for in our contracts. Any processing of data is done according to our guidelines. They can not disclose it to any third party, not use the data for their own marketing.

However, your personally identifiable information may be shared with other third parties (other than our contractual service providers) only if:

- We have obtained your agreement beforehand
- We must comply with our legal obligations, apply our general terms and conditions or internal regulations, protect our own rights, property or security, and those of our customers or other third parties. This includes exchanging information with other organisations for the purpose of preventing fraud or for law and order.
- We enter into contracts with new service providers, whose data protection clauses are clearly defined and in accordance with this Privacy Policy

### Time limit for storage of data:

We keep the personal data as long as necessary to achieve the purposes stated above.

### Your Rights

We strive to keep our customer files up to date. We respond to all requests from our customers wishing to rectify their data.

Also, in accordance with the legislation in force, you have a right to access, modify or delete your data by completing the management of personal data form on our website, within the 'contact section', or by making your request to:

Camping Mer Sable Soleil  
Chemin du Mouret  
Leucate Plage  
11370 LEUCATE

Or by email to: [info@mer-sable-soleil.com](mailto:info@mer-sable-soleil.com)

In some cases, we may not be able to provide you with or rectify some of your data, especially if the storage of your data is no longer necessary for the fulfilment of the purposes stated above and we have, therefore, deleted it.

### Updates

This Privacy Policy is subject to change without notice. We invite you to regularly consult our Privacy Policy to keep informed.