

# THE BOUTIQUE CHALET COMPANY

MOUNTAIN • LUXURY • REDEFINED

## **Privacy Policy**

Please find below the Privacy Policy operated by The Boutique Chalet Company Limited (company registration number 07753631) whose registered office is at Mellan House, Carnsullen Lane, North Corner, Coverack, TR12 6TH. The Boutique Chalet Company treats the handling of personal data seriously. This Privacy Policy below details how The Boutique Chalet Company will treat your personal data after it has been collected by The Boutique Chalet Company. The Boutique Chalet Company assures that it will only use your data as specified here and for its legitimate business reasons.

### **Collection and use of data**

1. Unless otherwise stated in the Privacy Policy or our Terms and Conditions, The Boutique Chalet Company will not sell, rent or trade your personal information to third parties for marketing purposes without your express written consent. The Boutique Chalet Company will only pass your data to other third parties in accordance with this Privacy Policy and our Terms and Conditions, or if required to do so by law. The Boutique Chalet Company may disclose your data to certain permitted third parties, such as third party service providers, The Boutique Chalet Company's own professional advisers who are bound by confidentiality codes and when The Boutique Chalet Company is legally obliged to disclose your data.
2. The Boutique Chalet Company can obtain personal data from you (including your name, postal address, telephone number, email and your credit/debit card details in order to make payment and confirm the booking) from a number of different sources:
  - a. When you search for or request details on services or products from our website(s), or if you supply us with your details when discussing matters over the telephone to us, or if you submit a request for details to be provided to you by mail or email.
  - b. When you submit a completed Booking Form to The Boutique Chalet Company, together with any applicable methods of payment.
3. The Boutique Chalet Company needs your name, address and/or email address, age, dietary requirements so that it can send out information to you and advise you of special offers and promotions it thinks may be of interest to you. The Boutique Chalet Company also requires this information about you, and others included in your group, in order to complete bookings made with it for your holiday.
4. In order to complete your booking, The Boutique Chalet Company will also need to collect information about you, and others included in your group, to pass to third parties (e.g. relevant transfer companies, ski hire outlets, etc.) for the purposes of booking your holiday. This may involve the transfer of information outside the European Economic Area ("EEA") and by providing The Boutique Chalet Company with this information you provide your consent (and the consent of those included in your group) to transfer such information out of the EEA. The information collected may include, but is not exclusively limited to, details such as your name, your address (in order to send the confirmation invoice and travel documentation to you), your email address and telephone number (if The Boutique Chalet Company needs to contact you about your booking urgently), and the same details of those in your party. The Boutique Chalet Company also requires details of your date of birth/age, shoe size, height and weight, and the same details of those in your party, in order to book any additional services required on your behalf, including, but not limited to, ski hire and lift passes.
5. The Boutique Chalet Company will not store credit card details nor will The Boutique Chalet Company share your credit card details with any 3rd parties.
6. You have the right to ask The Boutique Chalet Company not to process your personal data for marketing purposes. You also have the right to access information held about you by The Boutique Chalet Company or to request that information to be deleted. Your right to access can be exercised in accordance with the Data Protection Act 1998, as amended from time to time, and any access request may be subject to a fee of £10 to meet The Boutique Chalet Company's costs in providing you with details on the personal data we hold about you.
7. The Boutique Chalet Company operates in accordance with the Data Protection Act 1998, and any amendments thereto.

### **Consent**

By disclosing your personal information via our website(s), over the telephone or via email or post you consent to the collection, storage and processing of your personal information by The Boutique Chalet Company in the manner set out in this Privacy Policy and our Terms and Conditions.

### **'Unsubscribe' Policy**

You may at any time unsubscribe to receiving information about The Boutique Chalet Company by sending an email to: [info@theboutiquechalet.com](mailto:info@theboutiquechalet.com)

### **Change/Modify Details**

If you change your contact details, please send an email with your new details to: [info@theboutiquechalet.com](mailto:info@theboutiquechalet.com)

### **Contact**

If you have any questions or concerns about the information The Boutique Chalet Company holds about you, you may email The Boutique Chalet Company at [info@theboutiquechalet.com](mailto:info@theboutiquechalet.com). Alternatively, you may write to The Boutique Chalet Company at Managing Director, The Boutique Chalet Company, Mellan House, Carnsullen Lane, North Corner, Coverack, TR12 6TH..