

Manufacture - Privacy policy

The privacy and security of your information is very important to Hotel La Manufacture.

We want you to trust how we manage your information. This policy is intended to keep you informed in full transparency of how we use it to manage and organize your stay at our property. We are committed in our activities to protect the privacy of our customers and partners by ensuring the protection, confidentiality, and security of data in accordance with applicable legislation.

Each data processing carried out by the Data Controller pursues a legitimate, determined and explicit purpose. For each of the treatments implemented, our hotel undertakes to collect and use only adequate, relevant and limited data to what is necessary in relation to the purposes for which they are processed. We ensure that the data is kept up to date and implement processes to enable the deletion or rectification of inaccurate data.

Type of data processed by the La Manufacture hotel

- Name and Surname
- Term of civility (madam / sir)
- Birthday
- Nationality
- Passport or ID card number
- Phone number
- Email
- Corporate information
- Information about your previous stays
- Food preferences
- Visual information with CCTV camera images
- Credit card details
- Wedding anniversary date
- In-stay Satisfaction
- Post-stay satisfaction

Why do we process your personal data?

The data is necessary for the following reasons:

- The management of online bookings of customers' stays
- Invoices
- Performance of contractual obligations towards customers
- Execution and realization of the services offered (...)

- Management of relationships with partners (service offerings)
- Website management
- Measuring the quality and satisfaction of our customers
- Improving customer knowledge
- Statistics
- Concierge services (taxi reservations, restaurants, tours)
- Implementation of Games & Contests
- Accounting and management of our hotel
- Fulfilment of legal obligations

This data is used by the hotel and its service providers for the purposes described below:

- Misterbooking (R.C.S. MARSEILLE 500 926 217) - 415 Avenue des Chabauds 13320 BOUC BEL AIR FRANCE : Receiving documentation about the hotel and/or its group; Receiving follow-up emails in connection with satisfaction surveys and/or telemarketing activities; Improving our customer service an
- UPGRADEGENUIS RECEP IO SA (VAT: CHE-114.751.57) - "21 Rue des Alpes 1202 Geneve Switzerland " : Booking a service online
- THE COLOSSAL FACTORY (SIRET (siege) 48886561900032) - 64 RUE JEAN PIERRE TIMBAUD 75011 PARIS : Booking a service online
- "CA Customer Alliance GmbH " (HRB 121596 B) - Ullsteinstraße 130, 12109 Berlin, Allemagne : Receiving follow-up emails in connection with satisfaction surveys and/or telemarketing activities;
- Progress9 (SIRET : 79818169900033) - 54 rue de Clichy 75009 Paris : Email follow-up, customer services and satisfaction surveys.
- D-EDGE (431 513 852 00084) - 66 rue des Archives - 75003 Paris : Channel Manager
- MM CREATION (SIRET : 339 237 992 00047) - 32 Avenue Wagram 75008 Paris : Management of our hotel's website
- MEATYS (SIRET : 49394400300034) - 24 rue Henri Barbusse 91200 Athis-Mons : Maintenance of computer systems and applications
- NOELSE PAY (SIRET : 53012920400018) - 11 place François Mitterrand 49100 Angers : Payment services within the meaning of Article L.314-1 II 3-a, 3-c and 5 of the Monetary and Financial Code and the provision of related services within the meaning of the provisions of Art

Recipients of personal data

This information is not sold or communicated to third parties and is strictly reserved for the internal uses described above.

Our establishment ensures that only authorized persons can access the personal data of our customers, i.e. our employees subject to an obligation of confidentiality as well as our partners and service providers for the performance of our services.

Some personal data may be sent to third parties to meet legal, regulatory or contractual obligations or to legally authorized authorities (prefecture of police, mayor of Paris, obligations under the Fight against Money Laundering and Financing of Terrorism, Tracfin declaration, etc.).

Depending on your request, we may be required to transmit personal data to third parties in order to subscribe to products and services from these third parties (reservation of restaurant, private car, travel or shows). The customer is informed that we are only responsible for our own data processing and that therefore customers are invited to contact the third party recipients to be informed of the terms and conditions of any processing carried out.

Outsourcing

When we need to use a provider, we ensure that the provider provides guarantees on its ability to meet these security and confidentiality requirements.

In compliance with our legal and regulatory obligations, we conclude contracts with our subcontractors that precisely define the terms and conditions for the processing of personal data by them, in accordance with the regulations on the protection of personal data.

Lawfulness of processing

The La Manufacture Hotel and each of its employees are prohibited from processing data collected unlawfully.

The processing is legal if at least one of the following conditions is met:

- the person has consented to the processing of his or her personal data for one or more specific purposes.
- the processing is necessary for the performance of a contract to which the data subject is a party or for the performance of pre-contractual measures taken at the request of the data subject.
- the processing is necessary for compliance with a legal obligation to which the La Manufacture hotel is subject.
- processing is necessary to protect the vital interests of the data subject or of another natural person.
- the processing is necessary for the purposes of the legitimate interests pursued by Hotel La Manufacture

You have rights over your data

Persons whose data are processed have the following rights, unless otherwise required by law:

- the right to information
- the right of access
- the right to rectification

- the right to erasure or the right to be forgotten
- the right to transfer
- the right to object
- the right to restriction of processing

You have the right to access a copy of the Data we hold about you. To do this, please send your request to contactrgpd@hotel-la-manufacture.com specifying the subject in the email, under the terms of the GDPR, we will provide you with the data within thirty (30) days of receipt of your written request. This is a free service.

In the event of a question or request in connection with the processing of personal data, data subjects are invited to contact:

Data Referent

Hôtel La Manufacture – Hotel Management

Phone : +33 (0)1 45 35 45 25

The GDPR referent to contact on the following email address : contactrgpd@hotel-la-manufacture.com

Adress: 8, rue Philippe de Champagne - 75013 Paris

You also have the right to refer the matter to the Commission Nationale de l'Informatique et des Libertés (CNIL), 3 Place de Fontenoy – TSA 80715 – 75334 PARIS CEDEX 07

Retention period and limitation

We undertake not to keep personal data longer than is necessary to fulfill the purposes for which they are stored or longer than the period provided for by the regulations relating to the protection of personal data.

Protection and security of your information

We are committed to ensuring the confidentiality and security of the information you provide to us. To do this, technical, physical, and organizational security measures are put in place to prevent all unauthorized access and dissemination, as well as the alteration or loss of your information. The security of the collection, transmission and storage of information can never be fully guaranteed. However, we are taking steps to ensure that adequate safety precautions are taken to protect them. All persons with access to the data are bound by a duty of confidentiality and are subject to disciplinary and/or other sanctions if they do not comply with these obligations.

Privacy Policy updated on April 01st, 2023

Lexicon :

The term "Personal Data" as used in this Privacy Policy refers to any information relating to an identified or identifiable individual, or as defined by applicable law. When you contact us, book online or use our site and its applications, we collect certain personal data about you.

The term "Processing" is any operation or set of operations whether or not carried out using automated means and applied to Personal Data such as collection, access, recording, copying, Transfer, storage, cross-referencing, modification, structuring, making available, communication, recording, destruction, whether automatically, semi-automatic or other. This list is not exhaustive.

Name: Manufacture

Address: 8, rue Philippe de Champagne - 75013 Paris

Phone: +33 (0)1 45 35 45 25

Email address: reservation@hotel-la-manufacture.com

Website: www.hotel-la-manufacture.com