

<b>Privacy Policy</b> <b>Use of personal data by SCI G.L.C.M (Château de Meung sur Loire)</b>
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## **YOUR PERSONAL DATA**

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession.

The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

## **WHO WE ARE**

SCI G.L.C.M (Castle of Meung sur Loire), also referred to as "we", "us" or "our" is fully committed to both protecting and respecting your privacy.

Our Company aims to promote the castle of Meung, by such means as are appropriate.

SCI G.L.C.M carries on a range of commercial trading activities including sale of gifts and souvenirs at shops, income from commercial partnerships including sponsorship, affinity marketing and product licensing and commercial activities. These activities include events, intellectual property rights, and access to properties for filming rights and advertising revenues.

This policy (together with our Terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

By visiting our website (also referred to as "site") or any other applications or technologies outlined in this policy, you are accepting and consenting to the practices described in this policy.

The data controller is SCI G.L.C.M.

This means it decides how your personal data is processed and for what purposes.

## **HOW DO WE PROCESS YOUR PERSONAL DATA**

We comply with our obligations under the "GDPR" by keeping personal data up to date.

We use your personal data for the following purposes:

- To inform you of news, events, activities and services running at the castle of Meung (newsletters, programm...).
- To fulfill our Legal Obligations
- To manage our customer relationship
- To improve our services
- For statistical purposes

We will only retain your personal data for as long as necessary to fulfill the purposes we collected it for (maximum 3 years)

To fulfill our legal obligations, but also for statistical purposes, we may retain your personal data – respecting legal conditions.

## **INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following data about you:

Information you give us

- You may give us information about you by filling in forms on our website, purchasing tickets, or other products / services, making a donation, or by corresponding with us by telephone, email or otherwise.
- This includes information you provide when you subscribe to our newsletter, or place an order on our site or when you report a problem with our site.
- The information you may give us may include your name, email address, postal address and telephone number.

#### Information we collect about you on the website

With regard to each of your visits to our site we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number.

#### Information we receive from other sources

We may receive information about you if you use certain third parties with whom we have to work closely including :

- Place de Marché Touristique Régionale (Technologie Open System - Alliance Réseaux) – our etickets system : For any booking on our site, you must accept this present terms of service AND our C.G.V.
- Others booking systems – Patrvia : any other booking system is directly managed and under responsibility of their ow managers.

#### Pictures or videos you may appear on

### **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

#### Information you give to us:

##### *1. When using an online form:*

- We ask for your details so we can respond in an appropriate way, for example when enquiring about a venue for hire or requesting materials.
- In accordance with your preferences, you may be contacted with relevant promotions, offers or information that you have expressed an interest in or that might be of interest to you. If you wish us to stop contacting you, please email [info@chateau-de-meung.com](mailto:info@chateau-de-meung.com).

##### *2. When signing up for e-mail updates:*

- We ask for your details so we can add you to our email database and send you updates you've requested.
- This information will not be given to any third party, except to the extent and for the purpose we may be required to do so by any law, or where you have consented to it. If you wish us to stop contacting you, please email [info@chateau-de-meung.com](mailto:info@chateau-de-meung.com)

##### *3. When purchasing a ticket or other product online:*

- We collect various personal details about you when you purchase tickets online, including name, home address, billing address, telephone number, email etc.
- We use the information to process orders and to provide a more personalized service.
- The information we collect in this way will not be given to any third party, except to the extent and for the purpose we may be required to do so by any law.
- By disclosing your personal information to us using this website or over the telephone, you consent to the collection, storage and processing of your personal information by SCI G.L.C.M in the manner set out in this Privacy Policy. If you have any questions or concerns about the information we hold about you, you can also email [info@chateau-de-meung.com](mailto:info@chateau-de-meung.com)

## Information we collect about you:

We will use this information:

- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer, or other device being used to access our site;
- for advertising purpose

## **DISCLOSURE OF YOUR INFORMATION**

We may share personal information held about you in the following ways:

*Within SCI G.L.C.M, for legitimate purposes only.*

*We may share your information with selected third parties including:*

- Analytics and search engine providers that assist us in the improvement and optimisation of our site
- Analytics providers and third-party suppliers that assist us in the improvement

*We may disclose your personal information to third parties:*

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of use and other agreements.

## **YOUR RIGHTS AND YOUR PERSONAL DATA**

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for us to retain such data;
- The right to withdraw your consent to the processing at any time;
- The right to object to the processing of personal data;

Please note that these rights may prevent SCI G.L.C.M to provide some products or services.

For more information, or to make a Subject Access Request, please write to SCI G.L.C.M – Château de Meung sur Loire – 16, place du Martroi – 45130 Meung sur Loire – France

Or contact our Data Designee : [info@chateau-de-meung.com](mailto:info@chateau-de-meung.com)

You can also file a complaint at the CNIL – 3, Place de Fontenoy – 45 007 Paris - FRANCE : <http://www.cnil.fr>

## **CONTACT**

Questions, comments and requests regarding this privacy policy should be addressed to [info@chateau-de-meung.com](mailto:info@chateau-de-meung.com)