

GDPR ENG

Privacy Statement

By visiting this website, you automatically agree to the following terms, statements and conditions.

Personal data processed

Hotel De Tuilerieën may process personal data about you because you use the services of Hotel De Tuilerieën, and/or because you provide it to Hotel De Tuilerieën yourself when completing a contact form on the website. Hotel De Tuilerieën may process the following personal data:

Your first and last name

Your address details

Your telephone number

Your e-mail address

Your IP address

Your credit card details

Information about Your stay such as arrival and departure dates, special requests, comments about service preferences including room preferences or other services used

Information you provide regarding your preferences for marketing or in connection with your participation in surveys, contests or promotions

Why Hotel The Tuileries needs data

Hotel De Tuilerieën processes your personal data in order to contact you by telephone if you so request, and/or to contact you in writing (by e-mail and/or by post) if you unexpectedly cannot be reached by telephone.

In addition, Hotel De Tuilerieën may use your personal data in the execution of a contract of assignment concluded with you, usually consisting of a stay at the hotel.

Reservations: we use your personal data to complete and process your online reservation.

Customer Service: we use your personal data to provide customer service.

Guest Reviews: We may use your contact information to invite you by email to write a guest review after your stay. This can help other travelers choose the accommodation that best suits them.

Marketing purposes: To the extent permitted by law, we also use your data for marketing activities.

Other communications: We may contact you by mail, postal mail, phone or text message, depending on the contact information you share with us. This may be for a variety of reasons: We may need to answer and process requests you have made.

If you have not yet completed an online reservation, we may send you a reminder to continue booking. This extra service we feel is helpful to you because it allows you to continue with a reservation without having to search for the accommodation again or fill in all the reservation information again.

When you use our services, we may send you a survey or invite you to leave a review about your experience with our website.

Legal purposes: in certain cases, we need to use your data to handle and resolve legal disputes, for investigative and regulatory compliance purposes.

Fraud detection and prevention: we may use your personal data to detect and prevent fraud and other illegal or unwanted activities

Improving our services: finally, we use your personal data for analytical purposes, to improve our services, enhance the user experience and improve the functionality and quality of our online travel services.

To process your data as described above, we rely on the following legal bases:

Performance of a Contract: Use of your data may be necessary for the performance of the contract you have with us. For example, if you use our services to make a reservation online, we will use your data to fulfill our obligation to complete and manage that reservation under the contract we have with you.

Legitimate interest: We may use your data for our legitimate interest, such as to provide you with the most appropriate website content, emails and newsletters, and to improve and promote our products and services and website content. We may also use your data for administrative and legal purposes and to detect fraud.

Consent: we may use your personal data for certain direct marketing purposes with your consent. You may withdraw your consent at any time by contacting us at any of the addresses at the bottom of this Privacy Statement.

How long Hotel De Tuilerieën keeps data

Hotel De Tuilerieën does not retain your personal data for longer than is strictly necessary to fulfill the purposes for which your data is collected. We retain Your data in accordance with applicable laws (including those relating to document retention), to resolve legal disputes with third parties and to manage our business. All stored personal data is subject to this privacy policy. Your data will not be retained for more than one year if no agreement is reached with you.

Sharing With Others

Hotel De Tuilerieën only provides your personal data to third parties if necessary for the execution of an agreement with you, or to comply with a legal obligation.

Third party services: We may use service providers to process your personal data strictly on our behalf. This has certain purposes, including facilitating payment of bookings, sending marketing materials or for analytical support services. These third-party services/processors are subject to confidentiality obligations and are not permitted to use your data for other purposes.

We share data with third parties under the above principles with:

Mews Hotel Software - We use this service to allow you to securely make a reservation or look up availability and prices.

Stardekk: Baron Ruzettelaan 25, 8310 Bruges provides the hosting of this website.

Atexio Kortrijk

Koning Leopold I straat 22, 8500 KORTRIJK

is our company auditor and manages our accounts.

Stripe & Adyen is the processor of our credit card payments.

Mapping Website Visits

The Hotel De Tuileries website records general visit data, including your computer's IP address and the time of retrieval and data your browser sends. This data is used for analyses of visiting and clicking behavior on the website.

Hotel De Tuilerieën uses this information to improve the operation of the website. This data is anonymized as much as possible and is not provided to third parties.

Google Analytics

Hotel De Tuilerieën uses Google Analytics to track how users use the website.

The information thus obtained, including the address of your computer (IP address), is transmitted to and stored by Google on their servers. Read more about Google Analytics' privacy policy.

Google uses this information to track how our website is used, to provide reports on the Website to Hotel De Tuilerieën and to provide information on the effectiveness of campaigns.

Google may provide this information to third parties if Google is legally required to do so, or to the extent that these third parties process the information on Google's behalf. Hotel De Tuilerieën has no influence on this.

Hotel De Tuilerieën has not given Google permission to use Analytics information obtained through Hotel De Tuilerieën for other Google services.

View, Modify or Remove Data

You have the right to inspect, correct or delete your personal data. You can send a request for inspection, correction or deletion to info@hoteltuilerieen.com. Hotel De Tuilerieën will respond to your request as quickly as possible, but within four weeks.

Securing

Hotel De Tuilerieën takes the protection of your data seriously and takes appropriate measures to prevent abuse, loss, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of abuse, or if you would like more information about the security of personal data collected by Hotel De Tuilerieën, please contact Hotel De Tuilerieën at info@hoteltuilerieen.com.

Hotel De Tuilerieën can be reached as follows:

Postal address: Dijver 7 - 8000 Bruges - Belgium

Branch address: Dijver 7 - 8000 Bruges - Belgium

Company number : BE0777986619

Phone number: +32 50 34 36 91

E-mail address: info@hoteltuilerien.com