

PRIVACY POLICY

“Les Bateliers” – Saint-Valery-sur-Somme

Protection of personal data

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Last updated: 8 August 2026

This policy explains how personal data provided by website visitors and guests is collected and used in connection with the website of “Les Bateliers”, 4-star classified furnished tourist accommodation located in Saint-Valery-sur-Somme.

1. Data controller

The data controller is:

Nicolas Delhayé

Rue Paul Janson 4 – 6150 Anderlues – Belgium

Email address: info@lesbateliers-saintvalery.fr

The data controller determines the purposes and means of using the data collected in connection with requests for stays and rentals.

2. Data collected

Depending on how the website is used and on the progress of the booking, the following data may be collected:

- first name and surname;
- postal address;
- email address and telephone number;
- requested arrival and departure dates;
- number and category of occupants, including adults, a young child and a baby;
- any request relating to the presence of a pet;
- information required to prepare the rental agreement;
- electronic signature, date and associated evidence;
- correspondence relating to the booking and the stay;
- information required to manage payment, tourist tax and the security deposit;
- technical data strictly necessary for the operation and security of the website.

Only data that is useful for managing the request and the stay is requested. Mandatory fields are identified as such in the forms. If this information is not provided, the booking request or agreement may not be processed.

3. Purposes for which data is used

The data is used to:

- respond to enquiries and availability requests;
- review and confirm a request for a stay;
- prepare, pre-fill and arrange the signature of the rental agreement;
- manage the booking, payments, tourist tax and security deposit;
- send useful information before, during and after the stay;
- organise the welcome and, where necessary, communicate useful information to the concierge service;
- manage requests, complaints, cancellations and any disputes;
- comply with applicable legal, accounting, tax and tourism obligations;
- ensure the security of the website, the form and rental-related transactions.

Data is not used for direct marketing without prior information and, where required, the consent of the data subject.

4. Legal bases

Depending on the purpose, processing is based on:

- **steps taken at your request before entering into a contract** when you submit an enquiry or booking request;
- **performance of the contract** for preparing the stay and managing the rental, payments and security deposit;
- **compliance with legal obligations** particularly accounting, tax or tourism obligations;
- **the owner’s legitimate interests** particularly to ensure the security of the property, prevent misuse and defend legal rights;
- **your consent** only for optional processing that requires this legal basis, for example sending promotional information.

5. Recipients of the data

Data is accessible only to persons who need it to manage the request or the stay. Within the limits of their respective duties, it may be disclosed to:

- the owner of “Les Bateliers”;
- the concierge service or persons responsible for welcoming guests and preparing the property;
- Jotform, for managing forms, the agreement and electronic signatures;
- Tyllt, for managing the card pre-authorisation or security deposit;
- the relevant bank, for bank transfers and refunds;
- the website host (www.wix.com) and technical service providers required for its operation;

- legally authorised public bodies and authorities where required by law.

These service providers receive only the information required to perform their duties. When they process data on behalf of the owner, their involvement is governed in accordance with applicable data protection law.

Guests' contact details are neither sold nor rented to third parties.

6. Payment data and security deposit

Payments for the stay are made by bank transfer.

Where the security deposit is provided by card pre-authorisation, payment card data is processed directly by the relevant payment service provider. The owner does not intend to receive or retain the full card number or security code.

7. Retention period

Data is retained only for as long as necessary for the purposes for which it was collected. In practice:

- requests that do not result in a booking are retained for no more than 12 months after the last communication, unless deletion is requested earlier or a specific, duly justified need requires retention;
- data required to manage a stay is retained for the duration of the contractual relationship;
- agreements, invoices and supporting documents are then archived for the periods required by applicable legal, accounting or tax obligations;
- information relating to the security deposit is deleted or archived after it is released or refunded, except in the event of damage, a complaint or a dispute;
- data processed on the basis of consent is retained until consent is withdrawn, subject to the maximum retention period defined for the processing concerned.

8. Hosting and international data transfers

Some technical service providers may store or process data on their own infrastructure.

Where data is processed outside the European Economic Area, the owner will ensure that the transfer is based on a mechanism recognised by applicable data protection law and is accompanied by appropriate safeguards.

9. Data security

Reasonable measures are implemented to preserve the confidentiality, integrity and availability of data, including:

- restricting access to persons who need the data;
- protecting the accounts used to manage bookings;
- using secure service providers and connections;
- backing up data and regularly deleting information that is no longer required;
- exercising care in relation to information sent by email.

As no system can guarantee absolute security, visitors are asked not to send, through a free-text form or by email, sensitive data or banking information that has not been expressly requested.

10. Your rights

In accordance with data protection law and subject to the applicable conditions, you may:

- request access to your data;
- request correction of inaccurate or incomplete data;
- request deletion of your data;
- request restriction of processing;
- object to certain processing based on legitimate interests;
- request data portability where the legal conditions are met;
- withdraw your consent at any time for processing based on consent.

To exercise your rights, please contact:

Nicolas Delhayé

info@lesbateliers-saintvalery.fr

Your request must contain sufficient information to identify you and understand the right you wish to exercise. Proof of identity will be requested only where there is reasonable doubt as to the identity of the person making the request.

You may also lodge a complaint with the [French Data Protection Authority \(CNIL\)](#).

11. Cookies and embedded services

The website may use cookies or similar technologies that are necessary for its operation.

Where non-essential cookies are used, including through an audience measurement tool, map, video, embedded form or third-party service, they are placed only after consent has been obtained where consent is required.

Visitors can accept, refuse or change their choices using the cookie management tool available on the website.

12. Changes to this policy

This policy may be updated to reflect changes to the website, the services used or applicable law.

The version that applies is the version published on the website on the date it is consulted. The date of the latest update appears at the top of this policy.