



## PERSONAL DATA

Personal data collected on this website or when you contact us by telephone are subject to processing for the purposes of:

- Processing orders and reservations made via the website [www.laplagneresort.com](http://www.laplagneresort.com). This processing is necessary for fulfilling the contract you have concluded with LA PLAGNE RESORT ;
- Sending you marketing offers, information letters, invitations to enter games and competitions as well as satisfaction surveys. This processing is based, in connection with messages sent by LA PLAGNE RESORT, on the legitimate interest of the latter to expand its business or with your consent.
- Responding to requests for information, comments and complaints you have sent to LA PLAGNE RESORT. This processing is based on your consent ;
- Improving LA PLAGNE RESORT's relations with its clients and prospects by telephone. This processing is based on the legitimate interest of LA PLAGNE RESORT in improving the quality of its services.

Completing the fields marked with an asterisk is necessary to enable LA PLAGNE RESORT to process your orders. If any of these fields are not completed, your order cannot be processed. Completing the other fields is optional.

Processing is carried out under the responsibility of LA PLAGNE RESORT, represented by Monsieur Pierre GONTHIER, acting in his capacity as Chair, and whose contact details are shown in the legal notices.

### The data collected are destined for:

- LA PLAGNE RESORT ;
- All providers and suppliers whose involvement is necessary to the provision of the facilities and services ordered, which is to say: estate agencies, travel agencies, hoteliers, private landlords, *résidences de Tourisme*, transporters (by air and on land), equipment hire businesses, ski schools, ski lift operators (lift passes), providers of leisure activities in the ski area and more widely all providers necessary to the provision of the facility ordered on the website [www.laplagneresort.com](http://www.laplagneresort.com).

### Retention period of your data:

- Data collected to process your order for products and services: five years with effect from their collection if the amount of the order is less than 120 €, ten years if the amount of the order is equal to or greater than 120€. By way of exception, the number and expiry date of your bank card are retained for 15 months after the last date on which funds are debited as proof in the event of the transaction being challenged. The cryptogram is not retained beyond the transaction ;
- Data collected to send you marketing offers, information letters, invitations to enter games and competitions as well as satisfaction surveys: three years with effect from their collection. At the end of this period, the data are retained for a further period of three years

If you have agreed to continue receiving marketing offers, information letters, invitations to enter games and competitions as well as satisfaction surveys;

- Data collected to respond to requests for information, comments and complaints you have sent to LA PLAGNE RESORT: for the time necessary to process these requests, comments and complaints.

To protect the confidentiality and security of your personal data and notably to protect them from illicit or accidental destruction, loss or accidental alteration, divulgence or unauthorised access, LA PLAGNE RESORT takes appropriate technical and organisational measures in accordance with the applicable legal provisions. To this end, LA PLAGNE RESORT has put in place technical measures (such as firewalls) and organisational measures (such as a system of user-names and passwords, physical means of protection, etc.).

You have the right to access data which concern you, to correct or delete them or to have them transferred to a third party, to restrict their processing or to object to the processing. LA PLAGNE RESORT will comply with your request subject to complying with its legal obligations.

You can activate these rights:

- By post to the following address: SAS La Plagne Resort, service Protection des données personnelles (Data Privacy), Les Provagnes, 73210 La Plagne Tarentaise, France ;
- By e-mail to the following address: [privacy@laplagneresort.com](mailto:privacy@laplagneresort.com)

Out of concern for your confidentiality and the protection of your personal data, LA PLAGNE RESORT reserves the option to ask you for proof of identity before responding to your request. You may therefore be asked to produce a photocopy of an identity document mentioning your date and place of birth and bearing your signature.

Lastly, you are entitled to complain to CNIL if you consider that your rights have been breached. CNIL's contact details are as follows: 3 Place de Fontenoy, TSA 80715, 75334 Paris Cedex 07, France – Tel. : +33 1 53 73 22 22 – Fax : +33 1 53 73 22 00 – Website: <https://www.cnil.fr/fr/plaintes>.