Privacy statement

What information is being collected?

When you enquire about staying here we collect your name, email address and telephone number.

When you book to stay here we collect your name, home address, email address, telephone number and bank details (in order to refund your security deposit). We also collect dates of birth so that we can calculate the tourist tax due (taxe de séjour).

In addition, and under French law, non-French nationals who stay with us are required to complete a Fiche Individuelle de Police desTouristes Etrangers. This information will only be released if requested by the French police or legal authorities. After 6 months, this information will be securely destroyed.

Who is collecting the data?

This data is being collected by Neil Walker EI, Domaine de La Banne, 24170 Sagelat, France. Your details are kept secure on our system via password controlled entry. If you choose to follow us on social media (e.g. Facebook or Instagram), you have already accepted the terms & conditions on that platform and we can communicate via those platforms.

How is it being collected?

We collect it directly from you. Whether you fill out a form for us, sign a rental agreement, via the telephone, via e-mail or message.
We use cookies on our website. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitors use of the website and to compile statistical reports on website activity.

Why is it being collected?

We are required by law to collect and store certain information relating to your booking with us.
We use your contact details to communicate with you in order to confirm your booking, send payment requests and additional information about your stay, to answer your queries and to thank you after your visit, confirm the refund of your security deposit, ask you for a review and details of how to stay in touch with us.

We may, from time to time and no more than twice a year, send you information regarding Domaine de La Banne including details of special offers or discounts. If you do not wish to receive such information, you can opt-out by email or by writing to us at the address below.

How will it be used?

We will use your data to enable us to process your booking and offer the best service we can before, during and immediately after your stay here.

Who will it be shared with?

We take your privacy very seriously. We do not sell your data to third party organisations. There are a few scenarios where some of your data may be shared with third parties to allow us to provide our services to you. These include:

- Service providers (such as bike hire), if you ask us specifically to be put in touch with them.

- Law Enforcement and Legal Requirements – we will provide data to law enforcement agencies if requested.

How will this affect you?

We collect, store and process your data in such a way that should have no negative effect on you as an individual.

How long is the data stored?

If you do not book to stay here, we will delete your data within 2 years.
If you do book to stay here, we are legally obliged to store some data for a minimum amount of time, for example financial records for 7 years.

Access to stored data

If you have any questions about data we hold about you or you would like a copy of any data we store on you, or if you would like to make a correction, or would like to have your data deleted (legal requirements notwithstanding), please feel free to contact us.

Further information

If you would like further information on the legal guidelines we operate within, or have any concerns about how we use your data, please write to: Commission Nationale de l'Informatique et des Libertés (CNIL), 8 rue Vivienne, CS 30223, F-75002 Paris, CEDEX 02, or check the CNIL's website at: www.cnil.fr.

Our Details
This business is owned and operated by Neil Walker, trading as Domaine de La Banne. Our principal place of business is at: 304 Route de La Banne, 24170 Sagelat, France.
You can contact us in writing at the above address, or by email to neil@labanne.fr

Mediation
In accordance with the provisions of the French Consumer Code concerning the 'consumer dispute mediation process', after contacting us and failing to receive a satisfactory response, guests may initiate a free consumer mediation procedure with:

CM2C
49 rue de Ponthieu
75008 PARIS
Tel: +33 (0)1 89 47 00 14
Site internet : https://www.cm2c.net/declarer-un-litige.php
Mail : litiges@cm2c.net