

# Website Privacy Policy

*Version 2*

**Les Menuires / St-Martin-de-Belleville  
Réservation**



**friendlyMenuires**  
Réservation



**BE MY GUEST-MARTIN  
DE BELLEVILLE**  
Réservation

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## Politique de confidentialité

### 1. Purpose and scope of the policy

Les Menuires / St Martin de Belleville Réservation places the utmost importance on protecting privacy and personal data, as well as complying with applicable legal requirements.

Regulation (EU) 2016/679 of April 27, 2016, on the protection of individuals with regard to the processing of personal data and on the free movement of such data (hereinafter the “GDPR”) states that personal data must be processed lawfully, fairly, and transparently. This Privacy Policy (hereinafter the “Policy”) is intended to provide you with clear and simple information about how your personal data is processed when you browse and interact with our website.

### 2. Data controller

As part of your use of the websites <https://fr.locationlesmenuires.com/> and <https://fr.locationsaintmartin.com/>, we collect and process personal data relating to you as an individual (hereinafter the “Data Subject”).

For all processing activities, Les Menuires / St Martin de Belleville Réservation 973 avenue de la Croisette, Immeuble l’Adret, 1st floor, 73440 Les Belleville, France determines the purposes and means of processing. We therefore act as the Data Controller within the meaning of applicable data protection regulations, including the GDPR.

### 3. What personal Data do we collect and how?

By using our website and subscribing to our services, you provide us with various types of information, some of which may identify you (“Personal Data”). This occurs, for example, when:

- You browse our website
- You make a booking
- You fill in a form (online or offline, e.g., by phone)
- You respond to satisfaction surveys

The type of personal data collected depends on your interactions with Les Menuires / St Martin de Belleville Réservation and may include:

- **Identification data:** information that allows us to identify you, such as: first name and last name, phone number, height, weight, shoe size, email address, postal address (required for invoicing), proof of identity (in case of subscription).
- **Payment data:** bank or postal details, cheque number, credit card number and expiry date.

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- **Transaction data:** transaction number, details of purchases, subscriptions, services or products
- **Family, economic and financial data:** number and age of children, presence of pets
- **Billing data :** payment methods, discounts granted, receipts, balance, outstanding payments
- **Marketing & customer selection data :** data used for loyalty programs, prospecting, surveys, product testing and promotions
- **Reviews and contributions :** Data related to users posting reviews (e.g., pseudonym)
- **Login data :** password and authentication data required to access your account. We also collect your IP address for maintenance and statistical purposes.
- **Document Data :** documents of various type (PDF, format Office, Image) including titles, content, folder names, comments, reminders, alert dates.
- **Browsing Data :** Information related to your navigation and interactions on our website.
- **Data from third parties:** personal data that you have agreed to share publicly or via social media. We may collect from partners or aggregated databases within the resort ecosystem.

### 4. Why do we collect your personal data?

We collect your personal data for specific purposes and based on different legal grounds. In the context of the execution of the contract or pre-contractual measures, your data is processed for the following purposes:

- Customer relationship management
- Commercial relationship management
- Processing information requests
- Contract management
- Handling complaints and cancellations

Based on your consent, your data is processed for the following purposes:

- Marketing and commercial prospecting activities (including tracking via social media)
- Sharing data with business partners
- Newsletter management
- Cookie management requiring consent

In accordance with the legitimate interests of Les Menuires / St Martin de Belleville Réservation, your data is processed for the following purposes:

- Satisfaction surveys and polls
- Follow-up on services
- Pre-litigation and litigation management

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In accordance with the legal and regulatory obligations to which Les Menuires / St Martin de Belleville Réservation is subject, your data is processed for the following purposes:

- Fraud prevention
- Anti-money laundering and counter-terrorism financing
- Accounting management

#### 5. Do we share you personal data?

Your Data are intended for the authorized employees of Les Menuires / St Martin de Belleville Réservation responsible for the management and execution of contracts and legal obligations, depending on the purposes of the collection and within the limits of their respective responsibilities.

They may be transmitted, for certain tasks related to the purposes and within the limits of their missions and authorizations, to the following recipients:

- Other commercial partners :
  - Payzen
  - Crédit Agricole
  - Cybercité
  - Google
  - Meta
  - Sam loisirs
- Service providers and subcontractors to whom we call upon to carry out a set of operations and tasks :
  - Office de Tourisme Les Menuires et St-Martin-de-Belleville
  - Val Tho Parc
  - Sage (outil de comptabilité)
  - Ingénie
- Duly authorized public authorities (judicial, supervisory, etc.), within the framework of our legal and regulatory obligations;
- Regulated professions (lawyers, bailiffs, etc.) that may intervene in the context of the implementation of guarantees, debt recovery or litigation;

When your Data are communicated to our service providers and subcontractors, they are also required not to use the Data for purposes other than those initially intended. We make every effort to ensure that these Third Parties preserve the confidentiality and security of your Data. In all cases, only the necessary Data are provided. We make every effort to ensure secure communication or transmission of your Data.

**We do not sell your Data.**

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### 6. Are your personal data transferred outside the EU?

Les Menuires / St Martin de Belleville Réservation strives to store Personal Data in France, or at least within the European Economic Area (EEA). However, it is possible that the Data we collect when you use our platform or as part of our services are transferred to other countries. This is for example the case if some of our service providers are located outside the European Economic Area.

In the event of such a Transfer, we ensure that it is carried out:

- To a country ensuring an adequate level of protection, i.e. a level of protection equivalent to that required by European regulations;
- Within the framework of standard contractual clauses;
- Within the framework of binding corporate rules;

### 7. How long do we retain your personal data?

We retain your Personal Data only for the time necessary to achieve the purpose for which we hold such Data, in order to meet your needs or to comply with our legal obligations.

Retention periods vary depending on several factors, such as:

- The business need of Les Menuires / Saint-Martin-de-Belleville Réservation
- Contractual requirements
- Legal obligations
- Recommendations from supervisory authorities

The retention periods for your Data are as follows :

Purposes	Data retention periods
Customer relationship management	5 years from the end of the relationship
Commercial relationship management	5 years from the end of the relationship
Processing of information requests	5 years from the end of the relationship
Contract management	5 years from the end of the relationship
Management of complaints and cancellations	5 years from the end of the relationship
Carrying out commercial prospecting and marketing operations	3 years from the last contact
Transmission of your Data to our commercial partners	3 years
Newsletter management	3 years from the end of the relationship
Management of cookies requiring your consent	13 months – 25 months for information from cookies
Carrying out satisfaction surveys and polls	3 years from the end of the relationship
Management of pre-litigation and litigation	Until settlement of the dispute
Fight against fraud	1 year from the end of the transaction
Fight against money laundering and the financing of terrorism	5 years from the end of the relationship
Keeping general and auxiliary accounts	10 years

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### 8. How do we ensure the security of your Personal Data?

Les Menuires / St Martin de Belleville Réservation undertakes to protect the Personal Data that we collect, or that we process, against loss, destruction, alteration, unauthorized access or disclosure.

Thus, we implement all appropriate technical and organizational measures, depending on the nature of the Data and the risks involved in their Processing. These measures must ensure the security and confidentiality of your Personal Data. They may include practices such as limited access to Personal Data by authorized persons, due to their functions, pseudonymization or encryption.

In addition, our practices and our policies and/or physical and/or logical security measures (secure access, authentication process, backup copies, software, etc.) are regularly reviewed and updated if necessary.

### 9. What are your rights?

The GDPR provides Data Subjects with rights that they may exercise. The following rights are provided for:

1. **Right to information:** the right to receive clear, precise and complete information on the use of Personal Data by Les Menuires / St Martin de Belleville Réservation.
2. **Right of access :** the right to obtain a copy of the Personal Data that the Data Controller holds about the requester.
3. **Right to rectification :** the right to have Personal Data rectified if they are inaccurate or outdated and/or to have them completed if they are incomplete.
4. **Right to erasure / right to be forgotten :** the right, under certain conditions, to have Data erased or deleted, unless Les Menuires / St Martin de Belleville Réservation has a legitimate interest in retaining them.
5. **Droit to object :** the right to object to the Processing of Personal Data by Les Menuires / St Martin de Belleville Réservation for reasons relating to the particular situation of the requester (subject to conditions).

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6. **Right to withdraw consent** : the right to withdraw Consent at any time where Processing is based on Consent.
7. **Right to restriction of processing** : the right, under certain conditions, to request that the Processing of Personal Data be temporarily suspended.
8. **Right to data portability** : the right to request that Personal Data be transmitted in a reusable format allowing them to be used in another database.
9. **Right no to be subject to automated decision-making** : the right for the requester to refuse fully automated decision-making and/or to exercise the additional safeguards provided in this regard.
10. **Right to define post-mortem directives**: the right for the requester to define directives relating to the fate of Personal Data after their death.

Additional rights may be granted to Data Subjects by local regulations.

For this purpose, Les Menuires / St Martin de Belleville Réservation has implemented a procedure for managing Data Subjects' rights in compliance with the requirements of applicable legislation. This procedure establishes:

- The standards to be followed to ensure transparent information for Data Subjects;
- The legal requirements that must be complied with;
- The authorized means for submitting a request for each right, depending on the category of Data Subjects;
- The operational processes for handling these requests in accordance with the aforementioned requirements;
- The parties involved in these processes, their roles and responsibilities.

To exercise your rights, you may contact the Data Protection Officer (DPO): [dpo@lesmenuires.com](mailto:dpo@lesmenuires.com)

When you submit a request to exercise your rights, you are asked to specify as precisely as possible the scope of the request, the type of right exercised, the Personal Data Processing concerned, and any other relevant information, in order to facilitate the examination of your request. In addition, in case of reasonable doubt, you may be asked to provide proof of identity.

You also have the right to lodge a complaint with the Commission Nationale de l'Informatique et des Libertés (CNIL), 3 Place de Fontenoy – TSA 80715 – 75334 PARIS CEDEX 07, regarding any claim relating to the way in which the Les Menuires Tourist Office collects and processes your data.

### 10. Update of this policy

This Policy may be updated regularly in order to take into account developments in the regulations relating to Personal Data.

Last updated on April 24, 2026.