

Privacy Policy & Cookie Policy

Last updated: 29.3.2026

1. Data Controller

The Data Controller is the company operating this website and the hotel reservation services (hereinafter referred to as the “Controller”).

For any questions regarding personal data protection, please contact us at:

 info@chateauperc.com

COOKIE POLICY

What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help improve website functionality, user experience, and content personalization.

Most websites worldwide use cookies. By continuing to use our website with cookies enabled in your browser, you consent to their use in accordance with this policy.

Types of Cookies We Use

Essential (Technical) Cookies

These cookies are necessary for the proper functioning of the website and cannot be disabled in our systems.

Analytical Cookies

We use analytical tools to better understand how visitors use our website and to improve performance and user experience.

Marketing & Remarketing Cookies

We may use marketing tools to deliver relevant advertising content. These cookies allow segmentation of visitors based on general behavioral patterns.

We do not use cookies to identify individual persons.

Google Analytics

This website uses **Google Analytics**, a web analytics service provided by Google LLC.

Google Analytics uses cookies to analyze how users interact with the website. Information generated by cookies may be transmitted to and stored on servers outside the European Union, including the United States.

Google may use this information to:

- Evaluate website usage
- Compile reports on website activity
- Provide other services relating to website activity and internet usage

Google Analytics may include advertising features such as:

- Display Network Impression Reporting
- Remarketing
- Demographic and Interest Reporting (anonymous data only)

For more information, please refer to Google's Privacy Policy.

How to Manage or Disable Cookies

Most web browsers (Safari, Chrome, Firefox, Edge, etc.) allow you to:

- Delete cookies
- Block cookies
- Disable cookies entirely
- Allow cookies only for specific websites

You can manage cookie preferences in your browser settings.

To opt out of Google Analytics tracking, you may install the official browser add-on provided by Google.

PERSONAL DATA PROCESSING POLICY

2. What Personal Data We Process

We may process the following personal data:

- First name and last name
- Date of birth

- Residential address or business address
- Company name and identification number (if applicable)
- Tax identification number (if applicable)
- Email address
- Telephone number
- Payment details
- Signature

We process only data that is necessary for the specified purposes.

3. Purpose of Processing

Your personal data may be processed for the following purposes:

Contract Performance

- Hotel reservations
- Accommodation services
- Customer communication
- Billing and payment processing

Legal Obligations

- Accounting and tax compliance
- Compliance with applicable hospitality regulations

Marketing (With Consent)

- Sending newsletters
- Informing you about hotel offers and events
- Promotional communications

Marketing communications are sent only if you have subscribed and provided consent. You may unsubscribe at any time free of charge.

4. Legal Basis for Processing

We process personal data based on:

- Performance of a contract
 - Compliance with legal obligations
 - Legitimate interest (e.g., protection of property or legal claims)
 - Consent (for marketing purposes)
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5. Data Retention Period

- Contract-related data: for the duration of the contractual relationship and up to 10 years thereafter (in accordance with limitation periods).
 - Data processed under legal obligations: for the period required by law.
 - Marketing data (based on consent): for up to 10 years or until consent is withdrawn.
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6. Withdrawal of Consent

You may withdraw your consent to personal data processing at any time free of charge.

Withdrawal does not affect processing carried out prior to withdrawal or processing based on other legal grounds.

7. Data Sharing

Personal data may be shared with trusted third-party service providers who:

- Process data on our behalf
- Provide adequate data protection safeguards
- Comply with applicable data protection regulations

We do not sell personal data to third parties.

8. Your Rights

In accordance with applicable data protection laws (including GDPR), you have the right to:

- Access your personal data
- Request correction or deletion
- Restrict processing
- Object to processing
- Data portability
- Lodge a complaint with a supervisory authority

To exercise your rights, please contact us at:

 info@chateauperc.com