

Privacy Statement

Here at Select Chalets & Hotels Limited we comply with the UK Data Protection Act 2018, and we regard your privacy as important. We therefore aim to help you understand the terms and conditions surrounding the collection and use of any such private information.

This privacy statement discloses the types of information we gather, how we use it, and how to correct or change it. These privacy practices apply to the Select Chalets & Hotels Limited website that you were viewing, when you clicked through to this policy.

What information do Select Chalets & Hotels Limited collect?

We collect personally identifiable information when you provide it to us, for example, when you fill in our on-line enquiry form. This personally identifiable information is limited to your:

- Surname
- Address, including street name, town, county and postcode
- Email address
- Telephone number(s)
- IP address

When processing a booking request will also require and process the following personal information:

- Passport or identity card number (unless flights are booked direct)
- Credit card number (not retained)

How do we use the information?

We use the information we receive for the following two general purposes:

To fulfil your requests for certain products and services, this may include sending out our chalet emails and any related travel information;

To send you information you agree to receive such as the skiing offers.

Any personal information you may send us will only be used for the sole purpose(s) which you provided it for. Furthermore, it will be only:

Be held for as long as necessary for these purposes and will we only provide it to third parties as required to fulfill these purposes.

Accessed by the employee(s) associated with the handling of that data and with the obligation to respect the confidentiality of your personal data.

Legal basis for holding and processing your personal data

Select Chalets & Hotels Limited will rely on the following legal bases for holding and processing your personal data

- Necessary for the fulfilment a contract, i.e. booking a tour or visit.
We have a legitimate interest to store and process your data in order to ensure the smooth organization of your tour. We are unable to make the necessary arrangements for any tour without processing the data outlined in this policy.
- Necessary for compliance with a legal obligation
We will hold information on you when we are required to do so to comply with Select Chalets & Hotels Limited legal obligations. For example we hold details of passengers on tours and visits we organize against potential future legal actions resulting from these
- Legitimate Interest.
We will hold and process your information for purposes relating to our legitimate interests. This includes the marketing of our services to you.

d. Consent.

We will store and process your personal data when we have your explicit consent to do so. This includes your signing up to Select Chalets & Hotels Limited mailing lists online or at an exhibition, etc

How do we share the information?

We will make your personally identifiable information available to other companies or people when:

We have your consent to share the information;

We have engaged companies to work with us or on our behalf to provide a product or service that you have requested, such as any travel booking arrangement(s) the specific third party companies will vary with your booking arrangements but may include:

- Airlines
- Chalet, hotel, transport providers
- Insurance companies

We respond to appeals, court orders, or legal process; or we believe that your actions violate applicable laws.

What are the user's options?

Any user who does not wish to provide any personal data requested by our contact form need not register with us, and can further access the website and its content. Users who opt-in may also remove themselves from our mailing list at any time by sending an (unsubscribe) email to: info@selectchalets.com.

Under data protection legislation you have the right to request access to information that we hold about you. To make a request for your personal information contact thedataprotectionofficer@selectchalets-hotels.com

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- a right to seek redress, either through the ICO, or through the courts

If you have a concern or complaint about the way we are collecting or using your personal data, you should raise your concern with our Data Protection Officer thedataprotectionofficer@selectchalets-hotels.com or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>.

How will the user know if the privacy policy is changed?

Any modifications to our privacy practices will be reflected first within this area of our website. If there is a material change in our privacy practices, we will indicate on our site that our privacy practices have changed, and provide a link to the new privacy statement. If we are going to be using the information collected from users in a manner materially different from that stated at the time of collection we will send affected users written notice by email of the change.

Please check this page for any changes to our privacy policy, and note that your continued use of this site will constitute your agreement to any changed Terms and Conditions.

If you have any concerns regarding our Privacy or Security Policies please do not hesitate to call our Data Protection Officer on +44 (0)1444 848680 or contact us by emailing: thedataprotectionofficer@selectchalets-hotels.com

We would be delighted to offer reassurance as well as explain any of the above points with further detail. We are confident that you will find booking with us a secure and pleasurable experience.