



TERMS OF USE AND PRIVACY POLICY

*LAVENDINE PURE (hereafter "we") domiciled at Volmolen 57, 3600 Genk is the owner of the website www.lavendinepure.be. It is a public website on which the promotional data of **LAVENDINE PURE** are published.*

We are pleased to take care of our guests. Taking care of the personal data that you share with us is an important part of this. This privacy statement explains how we use your data in order to offer you a better and inspiring user experience.

PROTECTION OF YOUR PRIVACY – CONTROLLER

LAVENDINE PURE is responsible for processing your personal data on the website (hereafter 'the Website') and undertakes to respect and protect the confidential nature of your personal data. The "confidential" processing means that we process your personal data "with confidentiality" in accordance with the current legal national and international provisions, including the Belgian law of 8 December 1992 on the protection of privacy and the General Data Protection Regulation since it came into force on 25 May 2018. No personal data such as address, email, telephone and fax number, demographic data or identification data will be processed without your consent and without you knowing the purpose thereof.

REGISTRATION OF PERSONAL DATA

*You have free access to the website and thereby consult all available information about **LAVENDINE PURE**, the products and prices without having to provide any personal data. Whenever you provide personal data, we will treat it in accordance with the policy herein described and the legal obligations regarding the processing of personal data.*

CONFIDENTIAL PROCESSING OF DATA

*Personal data collected by **LAVENDINE PURE** will be stored in a secure environment which is not accessible to the public. The file can only be accessed by a limited number of people in the employment of **LAVENDINE PURE**. The information will only be processed for internal purposes linked to the accommodation.*

***LAVENDINE PURE** does not as a rule transfer data to third parties, except to comply with legal obligations and in the event of a specific request from the judicial authorities or police services. In the exceptional case that **LAVENDINE PURE** passes on data to organisations or companies with which **LAVENDINE PURE** it collaborate, it will be explicitly stated or your explicit consent will be requested.*

***LAVENDINE PURE** does **NOT** sell your data to third parties.*

WHICH PERSONAL DATA IS PROCESSED?



- **Category 1** (the booking of accommodation via email or telephone): Your email address, date of arrival and departure, first name, surname, address, message when booking via the website.
- **Category 2** (website contact form): Your email address, first name, surname, message with a contact request on the website.
- **Category 3** (personal data of others): We use personal data of others provided by you for example people who are on your booking form. If you provide personal data of other, you must be sure that they agree and allow you to provide this information. You must also ensure that they know how their personal data may be used by us, in so far as this is applicable.

PURPOSE OF PROCESSING DATA (CF. THE ABOVE CATAGORIES OF DATA)

- **Categories 1, 2 en 3:** Booking a stay or replying to a question, with as legal basis the execution of an agreement that you have requested.

AUTHORISATION TO PROCESS

If **LAVENDINE PURE** wishes to process your personal data for other purposes or to pass it on to other organisations or companies with whom it collaborates, then **LAVENDINE PURE** will ask you for your explicit consent which you have the right to withhold.

DURATION OF PROCESSING

This data is processed by for the duration that is necessary for the above described purposes.

YOUR RIGHTS

- **Right of access**
You have the right to view the data that **LAVENDINE PURE** has registered on you, and have any incorrect or incomplete data corrected. In addition, you can request at any time that your personal data be deleted from the database of **LAVENDINE PURE**.
- **Right to deregister, correct, supplement and delete personal data**
You are free whether to share or not personal details with the Website. You will continue to receive service-related messages from us, such as booking confirmation or important information relating to the use of our products and services.
In addition, you always have the right to request us to correct, supplement or delete your personal data. You acknowledge that in the event of refusal of communication or a request for the removal of personal data, certain products and services cannot be delivered.



- **Right of objection**

You also have the right to object to the processing of your personal data for serious and legitimate reasons.

In addition, you always have the right to object to the use of personal data for direct marketing purposes. If that is the case, you do not have to give any reason.

- **Right of free data portability**

You have the right to obtain and/or transfer your personal data processed by us in structured, commonly used and machine-readable format to another controller.

- **Right to withdraw consent**

To the extent that the processing is based on your prior consent, you have the right to withdraw that consent.

- **Exercising your rights**

You can exercise your rights by contacting us either by email or by making use of the CONTACT page.

- **Right of complaint**

*If you have a complaint, we ask you to contact **LAVENDINE PURE** directly. We will take all possible measures to address your concerns regarding the processing of personal data.*

You have the right to lodge a complaint to the Belgian authorities. This does not affect the right of recourse to a civil court. If you suffer damage as a result of the processing of your personal data, you can file a claim for compensation.

SECURITY

We have developed security measures that are adapted on a technical and organisational level to prevent the destruction, the loss, the falsification, the modification, the unauthorised access or the accidental notification of personal data to third parties as well as any other unauthorised processing of this data.

Under no circumstances can we be held liable for any direct or indirect damage that results from incorrect or unlawful use of personal data by a third party.

*No texts or images from this website may be reproduced without the explicit consent of **LAVENDINE PURE**.*

CHANGES TO THIS STATEMENT

This Statement supersedes all previous versions. We may change this statement at any time so please consult our website to check if there are any updates. If there are important changes, we will place a clear notice on



our website and, if applicable, also communicate the modifications electronically.