

# PRIVACY POLICY

Version: 29 March 2021

Téléverbier SA manages the Mont-Fort Swiss Lodge and operates the [www.montfortswisslodge.ch](http://www.montfortswisslodge.ch) website. As such, it is responsible for the collection, processing and use of your personal data and for ensuring that data is processed in accordance with the relevant data protection legislation.

Customer confidentiality is very important to us. As a result, we take data protection extremely seriously and strive to ensure our security measures are tailored to that task. Naturally, we adhere to the provisions of the Federal Act on Data Protection (FADP), the Ordinance to the Federal Act on Data Protection (DPO), the Telecommunications Act (TCA), along with any other provisions pertaining to data protection arising out of Swiss or European Union law which may be relevant, in particular the General Data Protection Regulation (GDPR).

We would ask you to read the information below carefully so that you understand exactly what personal data we collect and for what purposes it is collected.

## 1. The processing of data in relation to our website

When you visit our website, Wordpress.com's server records each visit in a server log. The following technical data will be collected and stored on the server - as is the case any time a connection is made to a web server - without any action on your part:

- The IP address of the computer connecting to the website,
- The name of the IP address space owner (usually your internet service provider),
- The date and time the site was visited (request date/time),
- The last webpage you were on before visiting our website (the referrer) and potentially the keywords used in your search,
- The name and the URL of the files viewed,
- The http status code (e.g. error message),
- Your computer's operating system,
- The browser you are using (type, version and language),
- The communication protocol used (e.g. HTTP/1.1) and potentially your username (obtained through registering for an account/log-ins).

The purpose behind the collection and processing of this data is to enable access to our website (i.e. a connection to be established), to ensure website stability and security over the long-term and to offer the best possible online experience, as well as to gather statistical information for internal business purposes. This processing is deemed lawful on the grounds of legitimate interests pursuant to article 6 paragraph 1 point (f) GDPR.

IP addresses are analysed, along with other data, for the purpose of anticipating and defending against attacks on our network infrastructure or any other unauthorised or illicit use of this website. This data may be used for identification purposes in criminal proceedings or to facilitate civil or criminal claims against the user in question. This processing is deemed lawful on the grounds of legitimate interests pursuant to article 6 paragraph 1 point (f) GDPR.

## 1.1. Subscription to our newsletter

You have the option of subscribing to our online newsletter. To do this, you need to register with us and provide the following data:

- First name and surname
- Email address

The data above is required for data processing purposes. You may provide other, optional data (date of birth and country of residence). We process this data only in order to tailor information and special offers to you that we think are likely to interest you.

By subscribing to our newsletter, you agree to the processing of the data you have provided us with for the purposes of receiving regular newsletters via email, to the email address you have given us. You also agree to this data being used for the statistical analysis of your online user behaviour and making improvements to the newsletter. Your consent provides the legal basis for our processing your email address pursuant to article 6 paragraph 1 point (a) GDPR. We are within our rights to call upon third parties to manage the technical aspects of our marketing campaigns and we are within our rights to transfer your data to them with this purpose in mind (cf. chapter 1.3 below).

At the end of each newsletter there is a link whereby you can unsubscribe at any time. Your personal data is anonymised when you unsubscribe. Any processing that takes place after this uses anonymised data for the sole purpose of improving our newsletter.

## 1.2. Bookings online, by letter or email and by telephone

If you make a booking through our website, by email or letter, or by telephone, we will need the following data in order to perform the contract:

- Number of adult and child guests
- First name and surname
- Email address
- Telephone number
- Country of residence
- Postal address
- Town/city
- State/county
- Postcode
- Credit card details
- Date of birth
- No. of ID card or passport

We use this data, as well as other optional information that you provide us with (e.g. expected time of arrival, guest names, preferences, any other comments), solely to perform the contract, unless otherwise specified in this privacy policy or if you have expressly given your consent for it to be used for other purposes. We process this data in order to book your stay in accordance with your request, to provide you with the services you have ordered, to contact you in the event of any changes or problems and to ensure that payments are correctly processed.

Article 6 paragraph 1 point (b) GDPR provides the lawful basis for the processing of data to the extent that processing is necessary for the performance of a contract.

### 1.3. Cookies

Cookies make visiting our website an easier, more user-friendly and informative experience in many ways. Cookies are files containing information that are automatically stored by your web browser on your computer's hard drive when you visit our website.

For example, we use cookies to temporarily record the services that you have selected and the information you have entered when you fill in a form on our website. This ensures you will not have to fill the form in again when you view a sub-page. Furthermore, cookies may also be used to identify you as a subscriber to our website. This means you will not have to sign in again every time you visit another sub-page.

Most web browsers have a default 'accept cookies' setting. However, you can change your browser settings to prevent cookies from being stored on your device or computer or to send a message each time a new cookie is stored on your device or computer. The following pages contain instructions on how to change cookie settings in the most commonly used browsers:

- [Microsoft Windows Internet Explorer](#)
- [Microsoft Windows Internet Explorer Phone](#)
- [Mozilla Firefox](#)
- [Google Chrome for desktop](#)
- [Google Chrome for mobile phone](#)
- [Apple Safari for Mac](#)
- [Apple Safari for iPhone](#)

Disabling cookies may prevent you from using all of our website's features.

Please note that information contained in cookies may also be used by third parties:

- [Google privacy policy](#)
- [Facebook data policy](#)

### 1.4. Analytics tools

#### **General**

To ensure our website is constantly being improved and tailored to suit the needs of its users, we use the Google Analytics web analytics service. We create pseudonymised user profiles and use small data files stored on your computer ('cookies'). The information the cookie contains relating to your use of this website is sent to the servers of the providers of these analytics services, then stored and processed for us. In addition to the data mentioned in chapter 1 above, we will collect, if appropriate, the following information:

- The click-path of visitors to the website,
- Page/session duration,
- The exit page,
- The country, region or town/city where a session begins,
- User device information (category, version, screen colour depth, screen resolution, width and height of the browser window) and
- Whether the visitor is a returning or new visitor.

This information is used to analyse how the website is being used, to compile reports of website activities and offer other services relating to the use of this website and the use of the internet for the purposes of market research and to tailor this website to its users. This information may also be transferred to third parties insofar as this is permitted by law or in the event that third parties have been tasked with processing this data.

### **Google Analytics**

The Google Analytics service is provided by Google Inc., a subsidiary of Alphabet Inc., a holding company which is headquartered in the United States. Before data is transferred to Google, the IP address is shortened by activating the 'anonymizeIP' function on this website (in member states of the European Union or in other signatories of the Agreement on the European Economic Area). Google will not include other data with your anonymised IP address, communicated by your web browser, when Google Analytics is used. In very rare cases, the complete IP address may be transferred to a Google server in the United States before being shortened. In this case, we ensure that Google Inc. is contractually bound to offer an adequate level of data protection. According to Google Inc., it will not associate your IP address with any other data held by Google.

You will find additional information on the Google Analytics service on the Google Analytics website. To find out how to stop your data from being processed by Google Analytics, please click on the following page <http://tools.google.com/dlpage/gaoptout?hl=en-gb>.

For more detailed information, please consult the [Google privacy policy](#) page.

### **Facebook**

The website features social plugins for Facebook (run by Facebook Inc.) and Instagram (run by Facebook Inc.). As soon as a user visits a website with a social plugin, their browser establishes a direct connection with the servers of the social network in question via the social plugin and communicates information to this social network. Even if the visitor is not a member of the social network in question, the operator of the social network in question may be able to access and store data such as your IP address through this social plugin. T-Resort does not receive any details about either the content of the data that may be communicated in this way, or the use that the social network in question makes of this data. Users may find more information on this topic in the [privacy policy pages](#) of these social networks.

## 2. The processing of data in relation to your stay

### 2.1. The processing of data required to comply with the obligation to provide information

Upon your arrival at our hotel, we will need the following personal details about you and the other members of your group (if you are travelling in a group):

- First name and surname
- Postal address and canton
- Date of birth
- Nationality
- Serial number of passport or other piece of identity
- Check-in and check-out dates

We collect this information to comply with our legal obligation as hospitality service providers to keep a record of guest details for the benefit of law enforcement agencies. Insofar as we have a legal obligation to communicate this information to the relevant law enforcement agencies in accordance with applicable legislation and regulations, we will do so.

This processing is deemed lawful on the grounds of our obligation to comply with a legal obligation to which we are subject pursuant to article 6 paragraph 1 point (c) GDPR.

### 2.2. Recording services provided

If you receive additional services during your stay (e.g. bath linen rental or having your bed made up for you prior to your arrival), we will record the service provided and the date on which it was provided for invoicing purposes. Article 6 paragraph 1 point (b) GDPR provides the lawful basis for the processing of this data to the extent that processing is necessary for the performance of this contract.

## 3. Storage and sharing of data with third parties

### 3.1. Online booking systems

If you make a booking using a third party booking system, the operator of that system will send us different items of personal data. In principle, this encompasses the data mentioned in chapter 1.2 of this privacy policy. Furthermore, requests in relation to your booking may be communicated to us. We process this data in order to record your booking in accordance with your booking request and to provide you with the services you have booked. Article 6 paragraph 1 point (b) GDPR provides the lawful basis for the processing of data to the extent that processing is necessary for the performance of a contract.

Lastly, booking system operators may inform us of legal disputes arising out of a booking. In this event, they will also send us data relating to the booking process. A copy of the booking confirmation may be used as proof of the booking having been completed. We process this data with a view to protecting and ensuring that our legal rights are respected. This processing is deemed lawful on the grounds of legitimate interests pursuant to article 6 paragraph 1 point (f) GDPR.

Please also familiarise yourself with the privacy policies of any other relevant service providers.

### 3.2. Data retention period

We only store personal data for as long as this is required for the operation of the aforementioned analytics tools and for subsequent processing on the grounds of legitimate interests. We store contractual data for a longer period of time when this is required by law. The legal provisions which require us to store this data arise out of tax law, accounting law and anti-money laundering legislation. In accordance with these provisions, business correspondence, signed contracts and accounting records must be kept for up to 10 years. Insofar as we no longer need this data in order to perform the services in question, such data will be locked. This means that this data can only be released if there is a legal duty to do so imposed by accounting regulations for tax purposes.

### 3.3. Transfer of data to third parties

We will only transfer your personal data to third parties if you have given permission for us to do so, if we have a legal obligation to do so or if we need to do so to assert our rights, especially those rights arising from a contract that we have entered into. We will also transfer your data to third parties insofar as this is necessary for the proper functioning of the website and the performance of the contract (including when this relates to elements external to the website), especially in relation to the processing of bookings.

Our web hosting service [wordpress.com](https://www.wordpress.com) is a service provider to which we transfer personal data collected from our website or which has access to or which may have access to said personal data. Wordpress.com operates servers in Europe and the United States. The objective of the transfer of data is to offer operational features and services through our website and to maintain the effectiveness of those features and services. This processing is based on the grounds of legitimate interests pursuant to article 6 paragraph 1 point (f) GDPR.

Lastly, we transfer card-related information to the relevant acquiring and issuing banks when you make a payment by credit card on our website. If you choose to pay by credit card, you must enter all the relevant information. Article 6 paragraph 1 point (b) GDPR provides the lawful basis for the processing of data to the extent that processing is necessary for the performance of a contract. In relation to the processing of information relating to your credit card by third parties, please read your credit card issuer's terms and conditions and privacy policy.

Furthermore, please familiarise yourself with the details contained in chapters 1.4, 2.1, 3.1 and 3.2 relating to the transfer of data to third parties.

### 3.4. Transfer of personal data to recipients outside Switzerland

We are also within our rights to transfer your personal data to third party businesses (service providers appointed by us) based abroad for data processing purposes as laid down in this privacy policy. These businesses are subject to the obligation to offer the same level of data protection as we are. If the level of data protection in a given country is deemed to be inadequate compared to Swiss or European Union standards, we will ensure that there is a contractual obligation upon the company in question to offer a level of protection for your personal data that is equivalent to that offered in Switzerland or the EU. Furthermore, if your data is transferred outside the EU, we will ensure (I) that the country to which your data is transferred offers what the European Commission deems to be 'an adequate level of protection' or (II) the level of data protection will be equivalent to that existing in the EU through the use of standard data protection clauses, together with, if needed, other measures designed to protect personal data, in accordance with applicable law.

## 4. Other information

### 4.1. Rights of information, rectification, erasure and restriction of processing; right to data portability

You have the right to obtain information about the personal data concerning you that we have in our possession. Furthermore, you have the right to obtain the rectification of inaccurate personal data and the erasure of personal data concerning you as long as there is no legal obligation to keep said personal data or any lawful basis for our processing of said data.

You also have the right to demand the return of data that you have communicated to us (right to data portability). On request, we will also transfer data to a third party of your choice. You have the right to obtain data in a commonly-used format.

Lastly, you have the right to request the restriction of the processing of your data and/or to object to the processing of this data. Furthermore, when the processing of your data requires your consent, you have the right to withdraw this consent at any time. For more details about how to withdraw your consent for us to send you our newsletter, please refer to chapter 1.1 above.

You may contact us to make the aforementioned requests at the following email address: [montfortswisslodge@televerbier.ch](mailto:montfortswisslodge@televerbier.ch). We may ask you to provide us with proof of identity before carrying out your requests.

### 4.2. Data security

We implement appropriate technical and organisational security measures to protect any of your personal data that we possess from any unlawful alteration, complete or partial loss or unauthorised third party access. Our security measures are constantly being improved in line with advances in technology.

You must always ensure that no-one else has access to your login details and that you close your browser window when you have finished communicating with us, especially if you are not the sole user of the device/computer in question.

We take data protection very seriously in our business. Our employees and the service providers and subcontractors that we partner with are bound by a duty of secrecy and the requirement to comply with legal provisions relating to data protection.

### 4.3. Note on the transfer of data to recipients outside Switzerland

For the sake of completeness, we inform users resident in Switzerland or whose business is headquartered in Switzerland that the US authorities engage in data surveillance practices in the United States. These practices allow for the recording of individuals' personal data that has been transferred from Switzerland to the United States. This is carried out without distinction, limitation or exception on the basis of the goal being pursued. There is no objective criterion that would enable limits to be placed on the US authorities' access to the data and its subsequent use for very specific, strictly limited purposes that might justify the violation of rights represented by access to and use of this data. Furthermore, we must inform you that in the United States, there are no legal remedies available for Swiss residents enabling them to obtain access to personal data or to demand its rectification or erasure. Neither is there any effective legal protection that would stop the US authorities from accessing data. We want to draw attention to the facts of the legal situation for the benefit of all individuals concerned so that they can make an informed decision with regard to giving their consent for their data to be used.

We inform users resident in an EU member state that according to a ruling of the Court of Justice of the European Union, the United States – largely due to the issues highlighted in this section – does not afford an adequate level of data protection. Where it is the case – as we have explained in this privacy policy – that some data recipients (e.g. Google) are headquartered in the United States, we will ensure that our partners offer your data an adequate level of protection.

#### 4.4. [The right to lodge a complaint with a data protection authority](#)

You have the right to lodge a complaint with a data protection authority.

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