

Privacy statement

General

L'Histoire du Lac and its affiliated companies attach great importance to protecting your privacy. We always process your personal data carefully and in accordance with privacy legislation and our internal Privacy Policy.

In this Privacy Statement we inform you about the processing of your personal data. We reserve the right to change the content of this. The most recent version will be available on our website.

In this Privacy Statement you will find information about the following topics:

1. Who is responsible for the processing of your personal data?
2. For what purposes and on what basis do we process your personal data?
3. Who has access to your personal data?
4. How do we protect your personal data?
5. How long do we retain your personal data?
6. What rights do you have in connection with the processing of your personal data?
7. How can you file a complaint or contact us about the processing of your personal data?
8. What about the use of your personal data on a third party website?

1. Who is responsible for the processing of your personal data?

L'Histoire du Lac, located at 2 Route de la Contie, 16310 Lésignac-Durand, is responsible for the processing of your personal data by all companies affiliated with L'Histoire du Lac.

2. For what purposes and on what basis do we process your personal data?

L'Histoire du Lac processes your personal data for specific and legitimate purposes and only if it can rely on one of the grounds from the General Data Protection Regulation ('GDPR').

L'Histoire du Lac processes, among other things (if necessary), your name, address, date of birth, e-mail address, telephone number, bank details and photo for the following purposes.

Delivery of products and services or cooperation

L'Histoire du Lac processes your personal data for the sale of its products and services or because of the collaboration it has entered into with you (such as with influencers, suppliers or sponsors) based on the execution of the agreement concluded with you.

Direct marketing and satisfaction research

After the delivery of our products and services, we have a legitimate interest to analyze your data within our customer data platform and to approach you with commercial messages for similar products and services ('direct marketing'), to invite you to a relationship event and to invite you to a satisfaction survey, so that we can continuously improve your customer experience.

You can also subscribe and give permission to receive our newsletter. For both the commercial messages that we send to existing customers and the receipt of the newsletter, you can unsubscribe at any time. There is an unsubscribe link at the bottom of each email.

Website contact form

If you fill out our contact form on the website, we will process your personal data based on your consent to contact you.

Cookies website

When visiting our website, you will see a cookie banner, in which you are informed about the types of cookies and whether or not you can give permission for this. For more information about this, we would like to refer you to our cookie statement.

If you give permission for the placement of tracking cookies, we can show you personalized advertisements at media partners. This permission can be withdrawn at any time.

Mobile app

If you use our mobile app, you can optionally log in. In that case, we process your personal data based on your consent, so that you get a more personal experience during your visit (personalized advice). When you delete the app from your mobile phone, the personal data in the app is deleted.

Recording telephone conversations

L'Histoire du Lac reserves the right to record telephone conversations. If this is the case, you will be informed of this during the telephone conversation. L'Histoire du Lac will only use these recordings for its legitimate interest, namely internal training purposes. The recordings will not be further distributed or provided to third parties.

CCTV surveillance

In the various locations of L'Histoire du Lac, camera surveillance takes place at demarcated places (such as at entrances and exits) to ensure the safety and property of our visitors and staff. This camera surveillance is based on our legitimate interest. At each location, it is clearly indicated where camera surveillance takes place.

Image material

If you apply to be a model for one of our marketing campaigns, we process your personal data based on our legitimate interest to find suitable models for our campaigns.

When you are hired as a model to take photos for one of our marketing campaigns, the processing of your personal data, such as the photos taken, takes place based on your consent. You sign a quitclaim for this.

It is also possible that during your visit to one of our locations, image and/or sound recordings are made for promotional purposes. This will be clearly indicated at the location in question, so that you can choose whether or not to enter the area where the recordings are made. By entering this area, you give permission for the use of photos in which you are recognizable.

Accident form

If you are involved in an accident at one of our locations, we will process your personal data, including health data, to resolve this properly. Your personal data will be included in an accident form with your permission.

3. Who has access to your personal data?

At L'Histoire du Lac, only authorized personnel have access to your personal data and only if this is strictly necessary for the performance of their duties.

For the delivery of our products and services, we engage suppliers who process your personal data under our responsibility and according to our instructions. These are often software companies. We conclude a processing agreement with each supplier and we only work with suppliers who optimally protect your personal data.

There are situations in which we must provide your personal data to a third party, who will process it for their own purposes. This is the case, for example, if the police request camera images after an incident or if we must provide your personal data to our liability insurer for the handling of personal injury claims.

In principle, we only process your personal data within the European Economic Area ('EEA'). Should processing outside the EEA be necessary, we will take appropriate safeguards for this.

4. How do we protect your personal data?

L'Histoire du Lac does everything it can to protect your personal data as well as possible. L'Histoire du Lac complies with the applicable security standards.

If, despite the security measures taken, there appears to be a 'personal data breach' (also known as a 'data leak') that poses a high risk to your privacy, you will be informed as soon as possible.

5. How long do we retain your personal data?

L'Histoire du Lac does not store your personal data for longer than is strictly necessary for the performance of our activities, unless the personal data must be stored for a longer period under tax legislation.

- After delivering our products and services, we will retain your personal data for a maximum of 4 years in order to send you commercial messages about similar products and services, unless you object to this.
- We retain personal data that must be retained under tax legislation for a maximum of 7 years.
- After participating in a satisfaction survey, we will store your personal data for a maximum of 4 weeks to handle any complaint or question.
- After completing our contact form, we will store your personal data for 1 month to process your question.
- Recordings of telephone conversations are kept for a maximum of 90 days.
- The camera surveillance images are stored for a maximum of 4 weeks and a maximum of 5 years in the event of a specific incident (limitation period for claims for damages).
- Application data will be stored for a maximum of 4 weeks and, with your permission, for a maximum of 1 year.
- Images (including quitclaim) will be retained for as long as they are usable.
- The personal data in an accident form are kept for a maximum of 5 years (limitation period for claims for damages).

- The processing based on your consent is as long as you do not withdraw this consent. After that, the personal data will be deleted immediately.

6. What rights do you have in connection with the processing of your personal data?

You can invoke the following rights under the GDPR:

- You have the right to access your personal data. This means that you can request which personal data we process about you.
- If you believe that L'Histoire du Lac has incorrect personal data about you, you can have this personal data corrected.
- You can request that your personal data be deleted from the systems.
- You may request that the processing of your personal data be restricted for the period necessary to assess your requests or objections.
- You can request us to transfer your personal data to a third party.
- You may object to the processing of your personal data that is carried out on the basis of our legitimate interest, such as direct marketing.
- If L'Histoire du Lac processes your personal data with your consent, you can withdraw this consent at any time.

7. How can you file a complaint or contact us about the processing of your personal data?

If you have a complaint about the processing of your personal data, have questions about this or if you wish to invoke one of your rights, you can contact us in writing by email bonjour@lhistoiredulac.fr

You will receive a response from us as soon as possible. The handling of one of your rights will take place within the applicable period of 1 month.

You can also file a complaint with the [Dutch Data Protection Authority](#).

8. What about the use of your personal data on a third party website?

L'Histoire du Lac is not responsible for the processing of your personal data on a third party website that is not affiliated with L'Histoire du Lac. We refer you to the privacy statements of these third parties.