

PRIVACY POLICY

Date of last modification: 3 April 2021

We take great pride in respecting the privacy of our users and treating their personal data with the strictest confidentiality and in accordance with the legislation in force.

The purpose of this privacy policy is to inform you, in a transparent manner, about the data we collect, the purpose for which we collect it, how we use it and the rights you have regarding the processing of your personal data when visiting the RUTZU website and purchasing holidays organized by us (hereinafter the "Privacy Policy").

We would like to draw your attention to the need to read this policy carefully. If you have any further questions, please do not hesitate to contact us at the following address: admin@rutzu.com.

1. OUR CONTACT DETAILS

Name: SRL RÜTZU (hereinafter "We" or the "Data Controller")

Address : 18, rue de la Plaine - 1390 Archennes - Belgium

ECB number: 0767.675.222

Email: info@rutzu.com

2. CATEGORIES OF DATA AND SOURCE

We collect and process the following information:

Last name;
First name;
E-mail address;
Address;
Date of birth;
Civility and/or gender (male/female/non-gender) (optional)
Telephone number;
Photo (optional);
Bank account;
Food allergies and preferences;
Any other information you would like to provide.

3. PURPOSES OF PROCESSING

We collect and use this personal data when:

- You book a retreat package on our website;
- You visit our website;
- You subscribe to our newsletter (product information and promotional offers);
- You contact our customer relations department.

We process this personal data in order to:

- Fulfil contracts concluded between us. Your data allows us to carry out your registration for a package retreat and to execute the various services related to it. This data will allow us, among other things, to collect your payments, to inform you about the terms and conditions of the contract that binds us (information about your stay, information about the additional services to your package, etc.).
- Provide you with access to our site and its services;
- To send you our latest news and personalized content;
- To optimize our site and our services;
- Respond to your complaints;
- To carry out statistics and surveys.

4. DATA RECIPIENTS

The information you provide is shared, in confidence, with our internal teams and with various third parties in order to provide you with the services you request. We use subcontractors (in particular IT service providers for the secure hosting of your data, our commercial partners, our suppliers and/or subcontractors who process your data on our behalf and according to our instructions for the purposes detailed in article 3, such as transport companies, insurance companies, reception service providers, etc.) who are scrupulously selected. These subcontractors are notably subject to an obligation of confidentiality.

In the event of a dispute, the personal data of the Users concerned may be transmitted to a third party in charge of managing disputes (law firm, debt collection company, etc.), which will also ensure compliance with the applicable legislation regarding this information.

5. DATA RETENTION PERIOD

We will only keep your data for as long as is necessary to carry out the purposes for which it was collected. After this period, we will delete or anonymize your personal data.

6. LEGAL BASIS

In order to process your personal data in accordance with the applicable legislation, we rely on:

- Your prior and explicit consent for one of the purposes detailed in Article 3;
- The performance of the contract between us;
- Our legal obligations;
- The legitimate interest we are pursuing;
- Safeguarding your vital interest.

7. RIGHTS OF THE DATA SUBJECT

Under data protection legislation and subject to our own rights and obligations, you have the following rights:

Right of access: you have the right to request access to your personal data from us, free of charge, and to obtain a copy of it in an accessible format.

Right of rectification: you have the right to ask us to rectify personal data that you believe to be inaccurate. You also have the right to ask us to complete information that you consider incomplete or inaccurate.

Right to erasure: you have the right to ask us to delete your personal data in certain circumstances.

Right to restrict processing: you have the right to ask us to restrict the processing of your personal data in certain circumstances.

Right to object to processing: you have the right to object to the processing of your personal data in certain circumstances (e.g. object to receiving direct marketing emails).

Right to data portability: you have the right to ask us to return your data to you in an easily transmittable format or, if technology permits, to transfer it directly to another service provider.

To exercise these rights, simply send us an email to the following address:
admin@rutzu.com

We will then make every effort to do so as soon as possible.

8. COMPLAINTS TO THE SUPERVISORY AUTHORITY

You also have the right to lodge a complaint with the Data Protection Authority:

Rue de la Presse, 35, 1000 Brussels
Tel: +32 (0)2 274 48 00
E-mail: contact@apd-gba.be

9. TRANSFER TO A COUNTRY OUTSIDE THE EUROPEAN UNION

Unless otherwise stated, we do not transfer your data outside the European Union. If this were to be the case, we would only transfer your data to a country outside the European Union if that country provided a level of protection equivalent to that of the European Union (for more information, please consult the following link: <https://goo.gl/1eWt1V>).

10. DATA PROTECTION OF THE DATA SUBJECT

We take great pride in respecting the privacy of our users. We maintain a strict privacy policy and take all appropriate steps to ensure that our servers prevent, to the greatest extent possible, any unauthorized leakage, destruction, loss, disclosure, use, access or modification of your data.

11. IN CASE OF POLICY CHANGES

If we change this privacy policy you will be notified through our website or by message. We recommend that you check this page regularly. The date of the last modification of this document is shown at the top of the document.

12. IN CASE OF DISPUTE

Lengthy legal proceedings do not benefit anyone. In the event of a dispute between us, we undertake to give priority to dialogue and openness in the search for an amicable solution.