

## PERSONAL DATA PROTECTION CHARTER

LES SIRENES limited liability company, registered at the Béziers Trade and Companies Register under number 530 996 826 (hereinafter referred to as "Les Méditerranées" or "we"), has always been committed to respecting your privacy and protecting your data. That is why we ensure the highest level of protection. We are closely monitoring the Privacy and Personal Data Protection Regulations (PDPR) which have been in force in all EU countries since 25 May 2018.

The purpose of this personal data protection charter (hereinafter the "Charter") is to describe how and when we collect, use and communicate certain personal data (hereinafter the "Data") that you send to us in order to meet your needs but also to optimise and improve the quality of the service we offer you.

### 1. CONDITIONS FOR THE APPLICATION OF THE CHARTER

In order to provide you with a quality service, we must collect Personal Data. This Charter informs you about the methods of collection, processing and use of your Data when:

- You book a stay at Camping les Méditerranées (Camping Nouvelle Floride, Camping Charlemagne and Camping Beach Garden);
- You are visiting our website [www.lesmediterranees.com](http://www.lesmediterranees.com) (hereinafter the "Site");
- You subscribe to our newsletter;
- You contact us;
- You participate in our competitions.
- You use our mobile application

### 2. DATA COLLECTED BY THE MEDITERRANEAN

#### 2.1. The data you send us directly

The information:

- When you register in our customer area or change information there;
- When you book a stay;
- When you contact us (contact request, brochure, information);
- When you contact our various departments;
- When you participate in a competition game;
- When you apply;

This information may, for example, contain:

- Your civility,
- Your surname(s) and given name(s),
- Your date of birth,
- Your nationality,
- The language you speak,
- Your profession,
- Your postal address,
- Your e-mail address,
- Your telephone number(s),

- Your payment method(s),
- Your booking history,
- The license plate of your vehicle.

The same applies to all the information you provide us about the people for whom you book a stay. You hereby undertake to obtain their prior consent to provide their Data.

You may choose not to provide us with certain information; however, this decision may deprive you of some of the services and features we offer. Information essential to the provision of our services and features is identified by an asterisk on our collection forms and may be provided by telephone or upon request.

## **2.2. Data collected automatically**

When you browse the Site, we may collect, in strict compliance with the Legislation in force and your rights, Data relating to:

- The characteristics of the operating system, browser or devices (computer, tablet, smartphone) you use to access our services;
- At your location such as your IP address;
- Your browsing experience and your interactions with the content of the Site, such as the pages visited, the search keywords used, the frequency of your visits to the Site,...

## **2.3. Data from other sources**

We may also collect Data via third parties, including tour operators, when you book stays through their platforms to stay in our facilities. But also via social networks, when you use your account.

We use, store and process your Data to satisfy your requests, manage our business relationship, optimize our services and tools to create and maintain a more secure trust environment, as well as to comply with our legal obligations as specified below.

# **3. USE OF THE DATA WE COLLECT**

## **3.1. To be useful to you**

The Data you provide allows us to identify you in order to access your Customer Area on our Site, which is only accessible to authenticated persons.

## **3.2. For Marketing and Commercial purposes**

If, at the time of booking a stay, creating your account on the Site or subsequently, you have not ticked the box to not receive the newsletter or if you have filled in the form that allows you to receive it (product information and promotional offers from Camping Les Méditerranées and personalised content) then we may use your Data to communicate with you (in particular by email or postal mail):

- Information relating to the Site;
- Information about our offers;
- Information on updates to the Charter or security measures;
- Our brochure.

You may, at any time, object to commercial communications by clicking on the unsubscribe link or by contacting us.

## Profiling

We may also process your Data as part of profiling operations.

Profiling consists of automated data processing operations whose purpose is to analyze, anticipate and evaluate your interests and preferences in order to provide you with personalized content and commercial offers adapted to your specific needs. You may, at any time, object to the use of your Data for profiling purposes by contacting us.

## The Contests Games

When you participate in a competition, you provide us with a certain amount of Data. They are essential to take into account your participation, and if necessary, to hand over the prize.

## Optimization of the Site and our services

We use your Data to conduct technical studies and tests, which allow us to improve and optimize the Site and to customize our tools and services. For example, it will be a matter of ensuring that the display of our various contents is adapted to the terminal you are using.

### 3.3. Dealing with your complaints

When you contact us about a complaint, whether by phone, via the contact form or by any other means made available to you (social networks, email...), we use your Data to:

- Respond to you and resolve your complaint;
- Ensure and manage the follow-up of your complaint;
- Improve customer relations.

### 3.4. Ensure compliance with the law and court decisions

Your Data may be used to:

- Respond to a request from an administrative or judicial authority, a representative of the law, an auxiliary of justice or comply with a court decision;
- Ensure compliance with our general terms and conditions of sale and the Charter;
- Protect our rights and/or obtain compensation for any damage we may suffer or limit its consequences;
- Prevent any action contrary to the laws in force, in particular in the context of fraud prevention.

## **4. THE USE OF COOKIES**

### 4.1. What is a cookie

The Cookie is a small text file saved by your computer's browser, tablet or smartphone that allows you to store user data to facilitate navigation and allow certain features.

Cookies allow us to keep track of your browsing information. They help us understand your behavior and interactions with the site, which allows us to implement changes to make your experience and navigation on the site more fluid and intuitive.

Some Cookies are essential for the use of the media, others are used to optimize and personalize the content displayed, and others are used to display ads.

Cookies do not directly identify a user, but identify a browser or device.

#### 4.2. Which cookies are used by the Site

When you connect to our Site, we may install three types of cookies in your Device:

##### **Essential Cookies**

Essential cookies are necessary for the Site to function and allow you to move around and use its services and features. Without these cookies, which are absolutely necessary, the site will not function as well as we would like it to; we would then be unable to provide the Site or certain services or features requested.

Cookie type	Description	Duration	Purpose
ARRAffinity	This cookie is necessary to ensure that all user page requests are routed to the same server.	Expires at the end of the session	Navigation

##### **Performance cookies**

Performance cookies are analytical cookies, which you can disable, that collect information about how the Site is used and allow us to identify particularly popular sections or the number of visits. These cookies also allow us to adapt the content of the Site in a targeted way, to improve our offers and the ergonomics of our services. To use the data for statistical purposes, this Site uses the Google Analytics tool (<http://www.google.com/analytics/>), from which you can obtain further information by visiting the following page: <http://www.google.com/analytics/learn/privacy.html>

Cookie type	Description	Duration	Purpose
_ga	This cookie is used for Universal Analytics analysis. It makes it possible to monitor the performance of the pages consulted by users of the Site	13 month	Performance
_gid	This cookie is used by Google Universal Analytics to record a unique identifier in order to generate statistical data about how the visitor uses the site.	1 day	Performance

#### 4.3. How to disable or delete cookies

You can set your browser to change your consent or refuse to accept cookies. Most browsers automatically accept these cookies, but you can delete them or enable cookie rejection. As each browser is different, you should check the "Help" menu of your browser to see how to change your cookie preferences. The site's behavior remains the same and all functionalities are accessible.

You can either accept all Cookies, be notified when a Cookie is placed, or refuse all Cookies. If you refuse all or part of the Cookies, some of the Site's features may be compromised or some pages may be inaccessible.

## **5. DATA RETENTION PERIOD**

We keep your personal data for the time necessary to perform the above-mentioned services. If you have a customer account, your data is kept for the period of use of this account.

Personal data relating to your reservations are kept longer in order to satisfy legal obligations, such as tax regulations (obligation to keep invoices for 10 years in accordance with Article L.123-22 of the French Commercial Code).

## **6. CATEGORIES OF RECIPIENTS OF YOUR DATA**

We may share your Data with various third parties, such as our business partners, suppliers and/or subcontractors who process your Data on our behalf, according to our instructions (including insurance companies, financial institutions, booking software, etc.). We ensure that these third parties guarantee an optimal security of your Data.

We may communicate your data to the duly authorised French or foreign authorities, in particular in the context of legal proceedings or a request for information.

## **7. PROTECTION OF YOUR DATA**

In accordance with current legislation, to process your Data, we rely on different legal bases, such as the performance of a contract, the performance of a legal obligation (e.g. storage of invoices), where this is in our legitimate interest, where you have given your consent.

A "legitimate interest" must not conflict with the rights and freedoms of users.

Examples of legitimate interests mentioned in the DGPS, General Data Protection Regulations, include fraud prevention, direct marketing and data sharing within a group of companies.

In order to protect your data, a rigorous security procedure has been put in place. The data used is encrypted and protected using SSL (Secure Socket Layer) protocol in order to manage and transfer it securely via a secure connection on a dedicated network.

Your Data will not be transferred outside the European Union.

We undertake to guarantee the integrity and reliability of the Data entrusted to us, in particular by taking all necessary physical, organisational and logistical measures to prevent any alteration or destruction of said Data, in particular by ensuring secure access only to persons authorised to process them.

## **8. YOUR RIGHTS**

Any natural person using the service may exercise the following rights:

- A right of access,

- A right of rectification,
- A right to oppose and delete the processing of its data,
- A right to oppose profiling,
- A right to limitation of processing,
- A right to the portability of its data.

## 9. CONTACT

To exercise all these rights, you must send a letter to the following address:

Les Méditerranées, Camping Nouvelle Floride, Service communication, avenue des Campings, 34340 Marseillan Plage, by attaching a copy of your identity card to your request.

If you consider that your rights have not been respected, you have the right to file a complaint with the Data Protection Officer (DPO) of Les Méditerranées campsites, whose contact details are: Camping Nouvelle Floride, Service administratif, avenue des Campings, 34340 Marseillan Plage or [administratif@lesmediterranees.com](mailto:administratif@lesmediterranees.com)

In the event of non-compliance regarding the processing of your data, you have the right to lodge a complaint with the supervisory authority, the Commission nationale de l'informatique et des libertés (CNIL), either via their website ([www.cnil.fr](http://www.cnil.fr)) or by post at the following address: 3, Place de Fontenoy TSA 80715 75334 Paris Cedex 07.

## 10. REVISION OF THE CHARTER

We may have to amend this Charter, in particular, if the legislation in force changes. Any changes will be posted on this page.