

Privacy Policy

Protection of Your Personal Information

Groupe Germain Hotels understands the importance of protecting the personal information of its customers and is committed to respecting your right to the protection of your personal information. This privacy policy explains what types of personal information is collected, the use of this information as well as in what contexts we may disclose it. Please be advised that your use of this website confirms that you accept that your personal information will be used in accordance with this privacy policy, which was last updated on January 28, 2015. At its discretion, Group Germain Hotels may modify the privacy policy from time to time, with the latest version posted on its website.

Collection of Information

Groupe Germain Hotels limits the collection of personal information to the information necessary for the purposes set forth. When making a reservation with ALT Hotels and Le Germain Hotels or during the purchase of products with affiliated boutiques, you must provide certain personal information, including your name, email address, home address, date of birth, phone numbers, reservation details and information requested at the hotel during check-in or departure, details of an event that you are holding in one of the hotels and necessary information for the processing of payments, including credit card numbers, with the exclusion of their CVV, to complete the transaction and, therefore, you consent to implicitly allow Group Germain Hotels to use this information.

It is not safe to transmit any of your payment information, such as credit card numbers, via e-mail, SMS or on social media. In order to protect this information, please send it to us only through the reservation module on our website, by phone or by fax.

It is not the intention of Group Germain Hotels to collect personal information from minors (as defined by applicable law). In the event that this occurs, we encourage the parent or guardian to contact us in order that we take appropriate measures to have this information removed.

Use of Information

Primarily, this information will allow us to identify you, to contact you if necessary, to customize our service and to complete any transactions. Secondly, the aforementioned information will allow us to conduct market research to create an experience that better meets the needs of our customers, and to improve the effectiveness of our website as well as our promotional activities. When making a reservation or purchasing a product, you implicitly authorize Group Germain Hotels to add your email address to our mailing list. At any time, you can choose to no longer receive marketing communications by email by contacting us by phone or by email at the following address: marketing@groupegermain.com.

Group Germain Hotels does not sell your personal information to third parties and does not use or disclose your personal information for purposes other than those for which it was collected unless Group Germain Hotels obtains your explicit consent, in case of emergency (i.e. to protect the life, health or property of a person) or as required by law.

Access to Information

According to what is permitted by law, you have the right to access any personal information that you have stored in our records and to update it or delete it as required. To do so, please contact the Communications Department by email at the following address communications@groupegermain.com. Due to technical constraints, or financial or legal requirements, certain information may have been stored in our backup systems or in log files. This may result in your personal information not being entirely erased following a request for deletion.

Protection of Information

In order to prevent the loss and theft as well as the unauthorized access, disclosure or use of your personal information, we have put in place appropriate physical security, electronic and operational protection measures, in accordance with standards and industry practices. Moreover, we encrypt personal information, including your credit card number, and restrict access to your personal information to the employees who need it to perform their duties.

Reservations and Changes to Third Party Bookings

If a third party, including a family member, friend or work colleague, seeks to make a reservation on your behalf, that party will be asked to provide us with the same personal information that we would normally collect directly from you in order to complete your transaction. Unless otherwise advised, we consider that such third party has obtained your consent and authorization to provide us with your personal information and complete the reservation (and changes thereto) on your behalf in accordance with this privacy policy. The aforementioned third party as well as the personal information communicated by the latter, are subject to this policy and the applicable practices in terms of the protection of personal information.

If a third party is in possession of your name, phone number, address and reservation number and seeks to make a change to your reservation we will provide such third party with the information requested and allow the third party to make the desired changes, as we will conclude that you have given them your consent to do so.

Cookies and Social Media Widgets

In order to ensure the proper management of our website and optimize navigation, our website collects standard Internet data file logs, including your IP address, browser type and language, the frequency of access and referring website addresses, including using different types of cookies and conversion beacons. We cannot profile your computer or extract information from your hard drive. The majority of browsers are set to accept cookies by default, but you can change your settings to refuse or limit their use.

In addition, our website includes certain functions relating to social media such as a Facebook *Like* button. These functions can collect your IP address, record the pages you visit on our site, and use cookies in order to allow you to better perform the function. The functions and social media widgets are hosted by a third party directly on our website. Your interactions with these functions are governed by the protection of private information policy of the company that provides them.

Our website hosts blogs, forums and other social media applications and services that enable interaction between us, you and other users of our website. Any information you disclose when using these applications, including personal information, may be viewed, collected and used by others. We have little or no control of said applications, therefore, we are not responsible for the use, misuse or misappropriation by another user of any information you disclose on such applications.

Questions

If you have questions or concerns about the protection of your personal information, please contact the Communications Department at communications@groupegermain.com .