

PRIVACY POLICY

This Privacy Policy outlines how Domaine de Biamont SRL (with its registered office at Rue de Biamont 4, 1315 Incourt (Belgium), registered in the Crossroads Bank for Enterprises under number 0740.546.401, hereinafter referred to as "Domaine de Biamont") collects and uses personal information from users of the Domaine de Biamont website (available at <https://domainedebiamont.be> – the “Website”) as the data controller, as well as the purposes of this collection and use. Domaine de Biamont is committed to protecting your privacy and the information you provide, and will only use it in accordance with this policy and applicable data protection laws.

This Privacy Policy may be updated from time to time, so we invite you to consult it regularly.

What categories of data are processed?

By accessing or using this Website, Domaine de Biamont may process a range of personal data about you, such as:

- **Personal data provided by you or generated by Domaine de Biamont:** your first and last name, email address, language, phone number, postal address, purchase and booking history (booking number and content, total amount including VAT, applicable rates), and information related to benefits granted to you by Domaine de Biamont.
- **Personal data when booking a room via our online reservation system on the Website (“Booking Data”):** first and last name, gender, email address, language, company name and VAT number (if applicable), billing address, phone number, room type booked, booking date, booking conditions, check-in and check-out dates, room preferences or special requests, promo code (if applicable), room rate(s), and payment details (such as payment method used (credit/debit card number, bank account information), payment amount and currency, and payment date).
- **Personal data about your use of the Website (“Service Data”):** the device ID used to access the Website (MAC address), data related to your access and page visits, operating system and device type, search criteria and products/services viewed, and the IP address from which you connect to the Website.
- **Personal data provided through contact requests (“Request Data”)** via the Website’s contact page: your first and last name, email address, phone number, language, subject and content of your message, selected subject (hotel/restaurant-bar/coworking), date and time of your request, and the response(s) provided.

Which cookies are used?

Cookies are used on certain pages of the Website. Non-essential cookies will only be installed with your explicit consent.

A cookie is a small text file sent to your computer or device and stored on your hard drive or device memory. We use cookies to track your visits, tailor future visits to your preferences (if applicable), and generally improve your browsing experience. These cookies allow us to offer a more personalized experience on the Website.

You may refuse, delete, or block these cookies at any time. However, some Website features requiring cookies may no longer be available.

What are the purposes of processing?

Domaine de Biamont collects and processes personal data solely for the purposes outlined in this Privacy Policy. Your data may be processed to:

- Provide and manage the Website;
- Process, manage, and fulfill online room bookings;
- Respond to information requests and other inquiries, including via the contact form;
- Improve the content and user experience of the Website;
- Contact you via post, email, or text message to inform you of promotions, new products or services, or Domaine de Biamont events that may interest you (direct marketing), provided you have given explicit consent where legally required.

In addition, Domaine de Biamont may process your data to monitor Website and reservation system usage, analyze user behavior, and develop new features or services. Where possible, aggregated (non-identifiable), pseudonymized, or anonymized data will be used instead of personal data.

What are the legal grounds for processing?

The legal bases for processing personal data are:

- **Legitimate interests** pursued by Domaine de Biamont (such as providing optimal service to Website users, handling requests, improving the Website, ensuring processing security, understanding customer behavior to better tailor marketing),

- **Compliance with legal obligations** (e.g., accounting requirements),
- **User consent**, where required (e.g., email or SMS marketing),
- **Contractual necessity**, e.g., when you book a room or request pre-contractual measures.

You are entirely free to provide your personal data or not. However, if you do not provide certain information, it may not be possible to use some services or features (including booking functionality).

Direct marketing

If you consent to the use of your personal data for direct marketing purposes (including promotional offers via email or SMS), Domaine de Biamont will process your data for these purposes until you withdraw your consent. Messages may be sent if (i) you have provided your email address or phone number and (ii) you have explicitly consented to their use for direct marketing.

If you are already a customer and provided your email during a previous sale, Domaine de Biamont may send you promotional messages about similar products/services unless you opted out.

You can withdraw your consent to direct marketing at any time, free of charge and without explanation.

Do we process any special or sensitive data?

No. Domaine de Biamont does not intentionally collect or process any special categories of personal data (e.g., medical data). You are advised not to provide such data via the contact form or any free-text field on the Website.

Are your personal data shared with third parties?

Your data will not be transferred to third parties, except to external service providers and processors (e.g., data hosting, website maintenance, reservation management, payment processing, email delivery), who are contractually bound to protect your data and only process it for the purposes stated in this Policy.

Generally, Domaine de Biamont will not share your data with third parties unless (i) legally permitted, or (ii) disclosed in this Policy. Data may also be disclosed in the event of a sale or transfer of part or all of Domaine de Biamont's business or assets.

If data is transferred outside the European Economic Area to countries without an adequate level of protection, Domaine de Biamont will implement appropriate safeguards as required by law. A copy of these safeguards can be provided upon request.

Links to third-party websites

The Website may contain hyperlinks to third-party websites or contact forms. These are not subject to this Privacy Policy. Domaine de Biamont advises you to review the privacy policies of these external websites. We are not responsible for their privacy practices.

How long are your personal data retained?

Measures will be taken to ensure the accuracy and up-to-date status of your data, which will not be kept longer than necessary. Your personal data will be deleted within 6 months after you unsubscribe or after your last stay, unless Domaine de Biamont has a legitimate reason to retain it longer (e.g., legal obligation).

For direct marketing, data will be deleted once you withdraw your consent. Backups may contain personal data that are not immediately deleted but remain subject to confidentiality and security obligations until they are destroyed.

What are your rights?

You have the right to access your personal data and request correction or deletion if they are incorrect or unnecessary.

You may also:

- Request restriction of processing;
- Object to processing;
- Exercise your right to data portability (in specific cases);
- Withdraw consent at any time, without affecting previous processing based on that consent.

To exercise these rights, contact us via info@domainedebiamont.be, including a copy of a document that proves your identity.

You can also object to direct marketing at any time, free of charge and without explanation.

You also have the right to lodge a complaint with a supervisory authority (especially in your EU country of residence, place of work, or where the violation occurred). In Belgium, contact the Data Protection Authority:

<https://www.dataprotectionauthority.be>.

Who to contact with questions?

If you have any questions or concerns about the Website or this Privacy Policy, you can contact us at info@domainedebiamont.be or by post at Rue de Biamont 4, 1315 Incourt (Belgium).