

Here at Casa Castagna we take your privacy seriously and only use your personal information to provide the products and services you have requested from us, or have agreed to. We are the data controller in respect of any personal data we collect about you

What personal data we collect:

For reservations, we collect the following information for all members of your party, which is required to be collected by our local council for registration:

Name, Address, Nationality, Date of Birth, email address, telephone number, passport number.

Other information relevant to customer surveys and/or offers.

If you contact us via email, telephone or our contact form, we will collect your email address, telephone number, and name.

Credit Cards:

We use a secure website to obtain your credit card information in order to process any purchases/bookings made on our site. Credit card information may also be requested over the phone when a booking is being made. All such information is stored on a secure system and will only be accessed when necessary to take payments as outlined in our Terms & Conditions. This data will be kept for as long as is necessary to fulfil your contract with us (unless a longer retention period is required or permitted by applicable law) before being disposed securely.

How we collect your personal data:

We collect and process your information in the following ways:

When you contact us direct via our website, or by email, or by telephone, when you register with us online, or on arrival. We also work closely with online travel agents who may store your personal data and pass on information to us.

Personal data that you have provided to us via our website or email will only be processed for the purpose of corresponding with you in relation to the purpose for which you provided it. We assure you that your personal data will not be passed to third parties unless we are required to do so to meet legal requirements.

When you book direct online with us, our booking engine partner, Bookalet, collects your personal data in order for us to process the order with you. Their privacy policy is available when you book online. We would like to make users aware that, in the event that you do not agree to your personal data being transmitted to us, certain functions and services provided by this website cannot be used (for example newsletters, bookings etc).

How we use your personal data:

We use information held about you in the following ways:

To administer a booking, event or reservation

Send you emails or call you in relation to your stay

To contact you on departure to complete a questionnaire or ask for feedback for your stay

To send you marketing & promotional email such as newsletters, updates and special offers from time to time, if you opt in to this method of communication - you are free to opt out of the marketing communication at any time.

Other communications, for example responding to requests or general customer service

To provide you with information, products or services that you request from us which we feel may interest you.

To carry out our obligations arising from any contracts entered into between you and us.

To notify you about changes to our service.

Who we disclose your personal data to and why:

We are required to disclose your personal information to the Italian local authorities by law.

Our "Third-Party Data Processors" (service providers such as our fulfilment and activation partners, and digital agencies, hosting providers, data storage providers and other technical partners) who help us administer this website, or process the data submitted to it, may have access to your data. Some of these business partners may be located outside the country where you accessed this website.

Data Retention and Your rights:

The data provided to us will only be retained until the purpose for which they were entrusted to us has been fulfilled. We are required to keep data for 7 years by law, we will not keep data longer than this. You have a right to request what personal data we are holding for you. If you no longer agree to your personal data being stored by us, we will delete them if instructed by you to do so, subject to legal requirements. If your personal data have changed, we will correct them if notified by you to do so. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent un-authorized access.

Questions, comments and requests regarding this privacy policy should be addressed to:

Data Controller

Casa Castagna

Via fra Canti 1

Sorana

Pistoia 51017

or info@casa-castagna.com

Third Party Cookies:

We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Stripe and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We use some third party cookies on our website to collect or receive specific types of information, and that information is used to provide targeted adverts.

Opting Out:

As a user, you can deactivate the use of cookies in your browser settings – <http://www.aboutcookies.org/>.

To stop Google collecting your analytical data, use the following link to opt out of all Google analytics – <http://tools.google.com/dlpage/gaoptout>

To revoke your permission for Facebook retargetting, please click https://www.facebook.com/ads/website_custom_audiences/

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

This policy was last updated on 27 April 2021