

# OUR PRIVACY POLICY



The Eurotel Victoria Les Diablerets is committed to provide exceptional service to all our customers. We believe that we can engage in more relevant communications with you through the intelligent use of information. We understand that you may have questions about the collection and use of information about you. Accordingly, we have prepared this statement to inform you of our Privacy Policy.

**We adhere to the following policies when handling personal or business information you share with us:**

## **General Customer Information:**

We collect general information like names, mailing addresses, email addresses and phone numbers along with more specific information like special food requirements, room preferences etc. from your stay. We do this in order to make your future reservations more quick and efficient and as well to inform you about special promotions that run throughout the year.

We will use this information for the Eurotel Victoria Les Diablerets business purposes only. We will not disclose or sell any customers information to any external organizations.

We may use mailing address information to send direct mail promotions like new brochures to your home. We may also use e-mail addresses (when submitted to us by you directly) to mail you information about special offers, promotions or to request about the satisfaction of your stay.

## **Booking Information:**

When processing a reservation at Eurotel Victoria Les Diablerets or on our website: [www.eurotel-victoria.ch](http://www.eurotel-victoria.ch) we will ask for the following:

- Name
- Address
- Credit/ Debit Card number, expiration date and security code
- Billing address
- Phone Number
- Email address

This information is necessary to process your reservation.

We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside partners.

Finally we never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above.

### **Credit Card Information:**

All information, including credit card information that you provide to us over the Internet during the reservation process is encrypted for your protection. This encryption is designed to help prevent any unauthorized person from intercepting or reading any application information you send us.

At any time, whether you receive an e-mail or direct mail, you may ask us to discontinue use the information you have provided and request that we refrain from sending any further communications.

### **Partners & Linked Websites:**

We may however work with our direct tourist partners for example the tourist office, the ski school or the Glacier 3000 and use our guest information to introduce you, on behalf of the Eurotel Victoria Les Diablerets, additional value-added services we feel may be of your interest.

We make contents or services from other Internet sites available to you on this site through links. These other sites are not governed by our data protection guidelines. We advise you to check each such site and ascertain how your data are protected in each case. Similarly, our business accepts no liability for failures of Internet performance, damage caused by third parties, imported data of all kinds (viruses, worms, Trojan horses) and for links from and to other web sites. We have no control over the content and form of external websites.

### **Google Analytics:**

We also collect information about the behaviour of visitors to our Website for overall analysis and more targeted communications.

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. In case of activation of the IP anonymization, Google will truncate/anonymize the last octet of the IP address for Member States of the European Union as well as for other parties to the Agreement on the European Economic Area. Only in exceptional cases, the full IP address is sent to and shortened by Google servers in the USA. On behalf of the website provider Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage to the website provider. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser. However, please note that if you do this, you may not be able to use the full functionality of this website. Furthermore, you can prevent Google's collection and use of data (cookies and IP address) by downloading and installing the browser plug-in available under <https://tools.google.com/dlpage/gaoptout?hl=en-GB>.

Should you have any questions or concerns about our Customer Privacy Policy or should you wish to remove your name and address from all further communications please contact us:

Tel: + 41 24 492 3721 or Email: [lesdiablerets@eurotel-victoria.ch](mailto:lesdiablerets@eurotel-victoria.ch)