

Privacy Policy

SAEM à Directoire et Conseil de Surveillance au capital de 73 865 940 € | RCS Chambéry B 429 852 668

Siège social : S3V - 110 rue de la Croisette - BP 40 - 73122 COURCHEVEL cedex - France

Tel : + 33 (0)4 79 08 04 09

contact@s3v.com

Introduction

Société Trois Vallées is the managing company of the Méribel Mottaret and Courchevel resorts.

This Personal Data Protection Policy reflects the commitments implemented by S3V as part of its daily activities for the responsible use of personal data.

We want to be as transparent as possible with you, which is why we would like to explain the types of data that we collect and process, as well as your rights.

This Personal Data Protection Policy applies to the information that we collect during your visit and the use of the services we offer you. It also applies to data transferred by third parties in accordance with applicable regulations.

As Data Controller, including for your personal data, we make every effort to protect your privacy and ensure the security of the personal data that you entrust to us. We take great care in the processing of your data and the confidentiality of personal information.

All operations on your personal data are carried out in compliance with the regulations in force and in particular with Law no 78-17 of 6 January 1978 relating to data processing, files and freedoms (as amended) and the European Regulations no 2016/679 on Data Protection (General Data Protection Regulation, GDPR).

By using S3V services, our websites and our points of sale, you declare that you accept the terms of this Personal Data Protection Policy. **If you disagree with any of its terms, you are free to stop using our websites and/or our services.**

We reserve the right to freely modify this Personal Data Protection Policy at any time. Consequently, we invite you to refer to it during each visit to the services concerned* in order to be aware of its latest version made permanently available.

*Services concerned:

- [Skipass Courchevel](#)
- [Skipass Méribel Mottaret](#)
- [3 Vallées Liberté Courchevel](#)
- [3 Vallées Liberté Méribel Mottaret](#)
- [Méribel Mottaret été](#)
- [Courchevel été](#)
- [Courchevel Pro](#)
- [Méribel Mottaret Pro](#)
 - [S3V pro](#)
 - [Ski Atout Prix](#)
 - [S3V](#)

What is a personal data?

"Personal Data" refers to any information relating to an identified natural person or who can be identified, directly or indirectly, by reference to one or more elements that are specific to that person.

Why do we collect and use this data?

When we collect your Personal Data, we do so in a fair and transparent manner through the presence of information notices or references to this Policy. **No data collection is carried out without the knowledge of the persons concerned and without them being informed.**

We use your personal data in these different situations:

During your purchase

We use your personal data for any purchase of products and services available on the websites mentioned above.

This data collection allows us to prepare your order in the best conditions.

You receive information in connection with your purchase (for example your order confirmation) and about your account (in the event that your password is lost, for example).

Note that we do not have access to your bank details, which are encrypted and protected by our online sales provider.

In the event of a technical problem during your purchase, we can return the contents of your basket to you in order to help you complete the purchase. We consider this service very important because it allows you to obtain all the information you need to properly prepare your holiday with us.

As a customer, you will receive information about purchased products from S3V.

However, if you no longer wish to receive this, you can unsubscribe from our mailing list at any time by clicking on the "unsubscribe" link on all of our emailing campaigns, or request this by email delivered to the following address: contact@s3v.com.

Correspondence via the newsletter

When ordering, you can subscribe to our newsletter.

If you have given your permission, you will receive personalised content to present the resort and its immediate surroundings to you once a month, on average.

You can unsubscribe from our mailing list at any time by clicking on the "unsubscribe" link on all of our emailing campaigns, or request this by email delivered to the following address: dpo@s3v.com.

Customer service

Your requests for information and complaints can come from anywhere: at the counter, via the complaints register, or email, social networks, telephone, etc.

For the internal processing of these requests, we can share your personal data related to your reservation and use with S3V departments, in order to deal with all your complaints or questions as efficiently and quickly as possible. We do this with the aim of offering you quality customer service.

Improvement of our services

We also use personal data for analytical purposes to improve how our services work. As such, we use them in the following way: as a customer, we may send you a satisfaction questionnaire following your purchase.

What personal data do we collect?

When making your reservation, we collect the following information depending on the product purchased:

- **First and last name** : to determine your identity
- **Postal address** : to enable us to send it by post and/or for invoicing
- **Telephone number or email address** : to contact you in the event of a problem
- **Date of birth** : allows us to determine the category of package for which you are eligible
- **Photo** : required for creating package

- **Purchase history** : to keep track of your purchase for accounting, order management and sales analysis reasons
- **Means of payment** : this information is collected in an encrypted and secure manner by our online sales provider E-liberty. We do not have direct access to your bank details
- **Holiday location** : to indicate your chosen resort

If you send a contact request to contact@s3v.com, your information (email, etc.) will only be used to process your requests and contact you later. In no case will they be used for a commercial purpose.

S3V does not share your personal data

The only people outside the S3V company who can have access to this data are:

- **E-liberty, Dolist** : subcontractors performing hosting and processing services for websites or recreational commercial activities on behalf of S3V.
- **Competent authorities** : we may need to communicate some of your personal data to law enforcement and/or emergency services insofar as this is required by law or strictly necessary for the prevention, detection or prosecution of criminal acts or fraud, in the case of a legal obligation or, for example, in the context of a search for a person in the ski area in the event of disappearance.
- **The tourist office associated with your chosen resort**: only if you have given your consent to receive information from them.

In all cases, S3V collect and use personal data in a manner strictly necessary for the services offered. S3V strives to minimise the data collected, and to keep it accurate and up to date, while facilitating the rights of data subjects.

Personal data storage duration

Your personal data is kept for a limited period which does not exceed the period necessary for the processing purposes and applicable laws.

What are your rights over your personal data?

In accordance with the laws and regulations applicable to the protection of personal data, you have a number of rights relating to your data, namely:

- **A right of access and information**: you have the right to be informed in a concise, transparent, intelligible and easily accessible manner of the way in which your data is processed. You also have the right to obtain (i) confirmation that data concerning you is being processed and, where applicable, (ii) to access such data and obtain a copy thereof.
- **A right of rectification**: you have the right to obtain the rectification of inaccurate data concerning you. You also have the right to correct any incomplete data concerning you, by providing an additional declaration. If exercising this right, we undertake to communicate any rectification to all recipients of your data.
- **A right of erasure**: in certain cases, you have the right to obtain the erasure of your data. However, this is not an absolute right and we may keep this data for legal or legitimate reasons.
- **A right to restriction of processing**: in certain cases, you have the right to obtain restriction of processing of your data.
- **A right to data portability**: you have the right to receive your data that you have provided to us, in a structured, commonly used and machine-readable format, for your personal use or to transmit it to a third party of your choice. This right only applies when the processing of your data is based on your consent, on a contract or when this processing is carried out by automated means.
- **A right to oppose processing**: you have the right to oppose the processing of your data at any time, for processing based on our legitimate interest or a public interest assignment, and processing for commercial prospecting purposes. This is not an absolute right and we may for legal or legitimate reasons refuse your request for opposition.
- **The right to withdraw your consent at any time**: you can withdraw your consent to the processing of your data when the processing is based on your consent. The withdrawal of consent does not compromise the lawfulness of the processing based on the consent given before this withdrawal.

- **The right to lodge a complaint with a supervisory authority:** you have the right to contact your data protection authority to complain about our personal data protection practices
- **The right to give directives concerning the fate of your data after your death:** you have the right to give us directives concerning the use of your data after your death.

To exercise these rights, you can contact us at the following email address: dpo@s3v.com or by post at S3V Service Commercial, 110 Rue de la Croisette, BP 40, 73122 Courchevel.

Please note that we will ask you for proof of your identity to exercise these rights.

Contact us

For any question relating to this policy or for any request relating to your data, you can contact us by:

- Sending an email to the following address: dpo@s3v.com; or
- Addressing a letter to the following address: S3V Service Commercial, 110 Rue de la Croisette, BP 40, 73122 Courchevel.

Update of our Personal Data Protection Policy

This policy, accessible to all on the group's websites, is updated regularly to take into account legislative and regulatory changes and any change in the organisation of the company, or in the offers, products and services offered.