

# Le Pleasant

## Hôtel & Café

Updated: January 31, 2024

### **Privacy policy**

This confidentiality and use of cookies policy informs you of the way in which Le Pleasant Hôtel & Café uses and protects the information that you transmit, when you use the website accessible from the following address <https://lepleasant.com>

This policy only applies to the use of the site as well as the information collected on our reservation platform (Clock).

#### **Information collection**

We collect personal information such as names, addresses, telephone numbers, email addresses and car model when booking and checking in at the hotel. This data is used for identification and communication purposes. This information collected by Le Pleasant Hôtel & Café is processed in accordance with the law on the governance of personal information.

#### **Use of information**

The information collected is used to process reservations, personalize services, and improve the customer experience. We do not share your information with third parties without your consent, unless required by law.

#### **Cookies, Google Analytics and similar technologies**

We use cookies to improve navigation on our website and personalize the user experience. This data is not used to personally identify visitors.

The Pleasant Hôtel & Café also uses the Google Analytics functionality which collects information about your browsing. This information is notably kept in the United States.

### **Third party**

The Pleasant Hôtel & Café is not responsible for the data collected on our site by third parties (such as Google Analytics, reservation platform, etc.) and has no control over the location of the data collected by them.

### **Security and data retention**

We have security measures in place to protect your personal information from unauthorized access, disclosure, alteration or destruction. Access to data is limited to employees requiring this information for professional reasons and is equipped with security features (automatic locking, passwords, 2-factor authentication, etc.)

Your personal data is kept by Le Pleasant Hôtel & Café only for the time corresponding to the purposes for which it was collected. Your credit information is automatically deleted 72 hours after your departure.

### **Consent**

By using our services, you consent to the collection and use of your information in accordance with this privacy policy.

### **Rights of data subjects**

You have the right to access your personal data, rectify it, delete it or object to its processing. However, due to the obligation of security and confidentiality in the processing of personal data incumbent on Pleasant Hôtel & Café, you are informed that your request will be processed provided that you provide proof of your identity.

To exercise these rights, you must send your request to the person responsible for the Pleasant Hôtel & Café:

Samuel Lemay  
President  
sam@lepleasant.com  
514-625-0476

This privacy policy may be updated periodically.