



HIP HIDEOUTS

INFORMATION SECURITY POLICY

Hip Hideouts Limited (in the UK) and SARL Hip Hideouts (in France) are both committed to protecting the privacy of your personal information.

This policy explains how we manage the information we collect, use and disclose. It also explains how to contact us if you have any queries about our management of, or would like to request access to, your personal information.

Collection of Personal Information

The types of information we collect include:

- a) identifying and contact information (for example, your name, address and email address);
- b) if you make a booking with us, we will ask you to complete a booking form, including your contact information, and the names and (optionally) dates-of-birth for the guests in your group;
- c) during our preparation for your holiday, we will contact you to collect and record information about your travel arrangements, in-resort bookings and chalet preferences so your chalet team can be fully briefed and prepared;
- d) if you visit our website, your IP address and your other activity on our website (for example, tracking which areas of the website you visit and the content you view) through Google Analytics;
- e) other information with your consent or where required by law.

We will collect personal information directly from you or a person authorised to provide this information on your behalf. If we collect your personal information from a third party (typically a booking agent), we will take reasonable steps to ensure that it has obtained your consent to provide your personal information to us.

If you no longer wish to receive copies of our newsletter or promotional information you may unsubscribe by contacting us as described below. For communications sent by e-mail or other electronic means you will also be able to unsubscribe using the unsubscribe mechanism in the message itself.

Cookies

If your web browser is set up to accept cookies, a cookie will be stored on your hard drive when you visit our website. Cookies allow us to collect information about your computer, which may include your IP address, type of browser, operating system, domain name, and the details of any website which has referred you to our website. We use cookies to track and collect information about which parts of our site and newsletter you visit.

If you would rather not have this information stored, you can configure your browser so it does not accept cookies.

Use of Personal Information

We will only use your personal information for purposes connected with our delivery of your holiday. In order to properly conduct our activities, we may disclose personal information to other persons or organisations including:

- a) local in-resort service providers where you have asked us to secure a reservation or booking, such as ski schools, equipment hire, lift-pass purchase, restaurant reservations;
- b) other parties to whom we are authorised or required by law to disclose information.

Data Quality and Security

We take all reasonable steps to:

- a) make sure that the personal information we collect, use and disclose is accurate, complete and up to date;
- b) protect the personal information that we hold from misuse and loss and from unauthorised access, modification or disclosure; and
- c) where permitted by law, destroy or permanently de-identify personal information that is no longer needed for purposes for which it was collected.

Our credit/debit card transactions are fulfilled by Worldpay. We do not process these transactions directly and do not store related information on our systems.

Access to Your Personal Information

If you have any questions or concerns about how we handle your personal information, or would like to request a copy of the personal information we hold about you, please contact our Data Protection Officer at privacy@hiphideouts.com.

We will provide you with access to your personal information if practicable and, will take reasonable steps to amend any of your personal information that is inaccurate or out of date.

Complaints

If you consider a breach of the applicable privacy laws or your rights in relation to privacy has occurred, you may contact us and we will attempt to resolve your complaint.

If you do not consider our response satisfactory, you may contact us graham.folmer@hiphideouts.com.