Privacy Statement Alcea Rosea

We like to take care of our guests. Taking care of the personal data that you share with us is an important part of this. This privacy statement explains how we use your data. Alcea Rosea is responsible for the processing of personal data as shown in this statement. If you have any questions after reading it, you can contact us:

- Holiday home Villa les Bruyères
Tivoli 5
3650 Dilsen-Stokkem
info@villalesbruyeres.be
www.villalesbruyeres.be

Why does Alcea Rosea process personal data?
- To make it possible to book a stay or to answer a question from the (possible) guest;
- To guarantee safety with a view to prevention, detection and prosecution of criminal offenses, for example when damage is caused to the home.

The data we keep is:

- Name
- Mail address
- Phone number and/or mobile number
- Address (if available)
- Date of your booking and stay
- Your message in the guestbook

We use the personal data of others provided by you, for example if you book on behalf of someone else. If you provide personal data of others, you must be sure that they agree and allow you to provide this information. You should also ensure that they know how their personal data may be used by us, where applicable. It is possible that the message in the guestbook is shared on social media, however without mentioning the name of the guest.
This data can be stored or processed on the PC/laptop/smartphone of the manager of Alcea Rosea.

Obtaining and storing data.

The personal data that Alcea Rosea collects is stored in a secure environment that is not accessible to the public. The file can only be consulted by the manager of Alcea Rosea. The information will be processed purely for internal purposes, linked to the accommodation.
Alcea Rosea obtains her data through the online booking tool Booking.com, Belgium Holiday home, Staying in Flanders holiday country, Airbnb, My Tourist and through direct bookings with Villa les Bruyères.
Whenever you provide personal data, we will treat it in accordance with the policy described here and the legal obligations regarding the processing of personal data.

Provision to third parties

As a rule, Alcea Rosea does not pass on personal data to third parties, except to comply with legal obligations and in the event of an explicit request from the judicial authorities or police services.
Alcea Rosea does NOT sell your data to third parties.

Right to lodge a complaint

If you have a complaint, we ask you to contact Alcea Rosea directly via info@villalesbruyeres.be. We will take all possible measures to address your concerns regarding to accommodate the processing of personal data. You have the right to file a complaint with the Belgian Privacy Commission:

Commission for the Protection of Privacy, Drukpersstraat 35, 1000 Brussels
Tel +32 (0)2 274 48 00, Fax +32 (0)2 274 48 35, e-mail: commission@privacycommission.be.

Changes to this Statement

This statement supersedes all previous versions. We may update this statement at any time.

November 2025

Alcvea Rosea
Anne Franken