

## Privacy statement

Esplanada respects the privacy of visitors to its site. We ensure that information that you make available to use is treated in confidence.

### **If you visit our website...**

You can visit our website without giving information about yourself to us. There are situations in which we do ask information from you, in order for example to correspond with your or to process a booking. If required we will inform you about the latest and most attractive offers via our e-mail service.

### **How will we use your personal details?**

We will let you know at all times why we need your personal details and how we will use this information. Esplanada will never make this information available to third parties without your express permission, except:

- to third parties who are engaged for your stay, such as our accommodation providers;
- if Esplanada is legally obliged to do so;
- if this is required in order to protect the rights of Esplanada service users or the rights of Esplanada itself.

### **What will Esplanada do with the details of my stay?**

If you book a stay via our site, these details can only be used to process your booking in the best possible way and to get an idea of any supplementary wishes you have. These details help us to adapt the site and the product range to your wishes.

### **What will Esplanada do with the details concerning competitions and offers?**

If you respond to a competition or offer, we will ask for your name, address and e-mail details. These details will be used to process the offer, keep prize-winners informed and to monitor responses to the offer.

### **How does Esplanada handle safety and quality?**

We protect the quality and integrity of your personal information using the correct technical and organisational measures. This also means that we will always satisfy your request as quickly as possible to correct errors in your personal details.

We collect and register your details so that we can offer you an optimum service and process your booking in the best way possible. If required, we will inform you about the latest and most attractive offers via our e-mail service. We will treat your details with the greatest care. Under no circumstances will we provide your details to third parties. The details that you give us for booking a trip, or registering for a newsletter, are stored securely in our database. If you wish to de-register from our e-mail service, you can do this easily with a simple email to [genk@esplanadastudios.be](mailto:genk@esplanadastudios.be)