



# PRIVACY



  
PORT PALACE  
BOUTIQUE - HOTEL ♦ MONTE-CARLO



[www.portpalace.mc](http://www.portpalace.mc)

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# PORT PALACE POLICY PRIVACY

Monegasque de Logistique doing business under the trademark of Port Palace takes the issue of safeguarding your privacy very seriously. We have created this Privacy Policy in order to better familiarize you with the information we collect from our hotel, restaurant and other Port Palace facilities guests (collectively referred to as "Guests") and website visitors, and the way in Port Palace uses this information to better serve the needs of our guests.

## What is Personal Information?

The term "Personal Information" refers to any information that can be used to identify you as an individual. It can include, among other things, your name, address, age, gender, personal financial history and social insurance or social security number.

## Why is Personal Information collected?

1. To Provide the best service possible to our guests Personal Information is collected to assist us in making your reservation and providing the services you request at any of our properties, to ensure we meet your needs while you are staying with us and/or to allow us to contact you in relation to matters that arise from your stay with us. By keeping certain stay related Personal Information on file, such as guest history and itemized spending, our guests have the ability to confirm prior transactions and reconcile statements or invoices.

## 2. To Keep Our Guests adequately informed

We may use the Personal Information you provide to send you newsletters regarding our hotel and activities, and our offers, or other information that may be of interest to you. In order to do this, your information. If you do not wish to receive information from us you may indicate your wishes on your registration card when you stay with us or send an e-mail to: [contact@portpalace.mc](mailto:contact@portpalace.mc)

## 3. For Marketing Research

Finally, we may wish to contact Guests to conduct surveys or focus groups to receive your views of our hotel and service delivery. Such information may be collected by a third party under contract with us and they will be contractually required to protect your Personal Information as explained below.

### 1. On our website

A. Initially upon contact with our website. When you visit our web site, you are initially given a "cookie", and your computer is assigned an ID number. A cookie is a commonly used device that tracks an individual user's preferences, and is capable of enhancing your visit to the site. Cookies allow us to provide a customized experience without the visitor having to remind us of his or her preferences each time she or he visits our site. Our cookies do not contain any personally identifying information. Four Seasons cookies also do not follow visitors when traveling on the Internet after leaving our web site. We also use cookies to collect and maintain aggregate web site data (such as the number of visitors to a particular site), which helps us see which areas are popular with our users

and which are not. Among other things, this helps us improve and update the site, based on such data as total number of visitors and pages viewed. If you do not want to accept cookies, you can block them by adjusting the settings on your Internet browser. Visitors should understand, however, that rejecting cookies will affect your ability to benefit from the conveniences afforded by the use of cookies, and you will not be able to use certain customization features associated with creating a user profile. Once you have visited our web site and accepted our cookie, your ID number is automatically assigned to your computer whenever you visit our web site. Despite the fact that you remain anonymous until you enter Personal Information in the web site, the ID number allows us to log your session, so that we may better assist you should you need some individualized service or support. Once you enter Personal Information on the web site, we associate your ID number with your contact information so we can recognize you on a future visit. We also use it to keep track of information that appears to be of particular interest to you. While you explore our web site for the information that interests you, you may wish to put in a specific "Information Request" about one of our hotels or resorts, or you may wish to participate in one of our on-line surveys or promotions. To respond to this request or to participate in our various programs, we may ask you for Personal Information, such as your name, zip/postal code, e-mail address, and phone number. In the event you choose to provide us with this information, we will only use it for the purpose we have specified to you. We will only e-mail you if you want us to, and you can choose a number of alternate methods by which to receive a reply to a request. Your transmittal of your personal data shall constitute your acknowledgment and agreement to the terms and conditions contained in this Privacy Policy. If you are uncomfortable providing this information over the Internet, you can always call us for more details. If you wish, you may also submit your e-mail address in order to be placed on a subscription list or to receive other information. You will be placed on these lists only when you indicate your desire to be included. In deciding whether or not to join such lists, please note that they are only used for internal purposes - we do not sell or rent our lists to anyone. In the event you choose to join one of our lists, you may ask to be removed from the list at any time. Visitors will always have the ability to accept or decline any form of communication from Port Palace.

### C. Making a Purchase on Our website

E commerce on our site is handled for us by a reputable and well know international company called Vizergy.

([www.vizergy.com](http://www.vizergy.com)) Of course all financial data is absolutely secured by this company. When making a purchase, such as a gift card or booking for a room or other services, you will be asked to complete a form that includes your contact information and payment information. The form is secure. When the form is complete, your credit card number will be verified using a checking

sequence, and once this is confirmed we authorize payment for the amount shown on your order form. If you requested an e-mail confirmation it will be sent within a few moments. Again, due to the personal nature of the information you give when making a purchase through our web site, the form is secure, such that your credit card number is protected with the most sophisticated encryption technology available and is transmitted on a private network. Purchasing transactions are assisted by third party processors in Canada who are required by contract with us to protect the privacy of your Personal Information. We retain a log file of transactions at our web site, excluding your credit card number, connected to your ID number. We will then use that information to assist in any inquiries about your transaction. We also occasionally combine information from a number of web visitors in a way that does not identify any user, in order to identify user patterns. During your stay, we record your itemized spending to properly assemble your folio, which sets out your room rate and other expenses billed to your room. We also record this information to comply with financial reporting requirements, including those imposed by our auditors and government regulators. We may also collect certain information as required by local laws (e.g. passport number). Information particular to your stay may also be stored (i.e. health issues, payment difficulties, special requests, service issues). This stay specific information is stored in our management system and is combined with information from previous visits that you have made. In addition, we may retain the content of any document (including letters, comment cards, electronic documents such as e-mails and other similar forms of communication) that you send us before, during or following your stay. This information may be shared with employees of the hotel but will not be shared with any third party. During your stay with us, we ensure that all Personal Information is kept in a secure location, be it a database or filing cabinet. Furthermore, we take steps to ensure that only designated individuals have access to this information. You should know that under Monaco laws, we are required to provide the authorities with the ID of all guests staying with us especially to ensure that minors are not accepted without proper parent supervision or authorization.

If you have additional questions regarding the law or if you feel we have not treated your Personal Information appropriately, you may contact the Port Palace Manager in writing at the following address:

Port Palace - Directeur  
7 Avenue President J F Kennedy  
98 000 Monte Carlo - Monaco



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INSTITUT DE BEAUTÉ



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PORT PALACE  
MONTE-CARLO



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#### LOCATION

At the heart of Monte Carlo overlooking the legendary Marina. Five floors dedicated to exceptionally appointed rooms and suites. Walking distance from Monte Carlo's famous casinos and shopping malls. At the epicenter of the world-famous Formula One Grand prix Race.

#### GUEST ROOMS

50 spacious guest rooms and Carrara marble bathrooms with separate showers and toilets and full Jacuzzi. All overlooking the legendary Monaco Marina and the Princely Palace. Over 70 international TV channels on 42 inch plasma screens in all rooms and suites.

#### RESTAURANT & BAR

A vibrant and refined bar on the 6th Floor. A Michelin starred restaurant ready for your next truly gourmet experience.

#### LEGENDARY WINE CELLARS

A must for the wine amateurs.

#### LEISURE

Spa featuring exceptional quality massages. Fitness space equipped with state of the art equipment. Clean and spacious looker rooms. Complementary Spa and Hammam.

#### MEETING AND BUSINESS

Fresh and refined facilities. Great flexibility in adapting our elegant spaces.