



Privacy Policy

Snuffel NPO is a social project with the social context of tourism as its main focus.

Besides both national and international tourism Snuffel also engages in Bruges' local sociocultural life by organizing a variety of (free) activities and all sorts of collaborations with diverse, open-minded organizations.

During these activities we want to handle personal data of both our clients and our personnel in a supremely respectful manner. This data is required for legally required assignments, assignments of common interest or to implement our agreement with clients or personnel.

We strive towards a high quality of service and will do anything in our power to protect the safety of personal data at all times. Below you will find an overview of the data we require, why we need it and what will happen to it.

Data through Booking Channels

When a client makes a booking on our website or through another booking channel the following data is required of that particular client:

Name – e-mail – residency – phone number – payment details

This data will be collected by our PMS system Mancloud. There, this data will be protected safely during the next 7 years for our bookkeeping and it will also remain accessible to law enforcement. This data can easily be erased by simple request per email. To constantly try and improve our services, we send out an email to the guests who have stayed in the hostel to inquire if everything during their stay was as desired. Afterwards none of the personal data is to be used again.

All payments run through six payment services that operate according to the highest certified security levels and guarantee a complete tokenization over the full payment chain.

Checking-in at our reception

When checking-in at our reception everybody who is staying the night at Snuffel Hostel will be asked to provide us with their name, nationality, passport number and age. This data of registration has to be kept available for the police. After the period of 7 years this data will be destroyed. This data will not be used for any other purposes and can also be deleted upon request.

Group applications via our website

The same data is requested when booking on one of the booking channels. This data is collected in our mailbox and can be deleted upon request. The data will be used to ease the booking in question. The data on the contactform will not be kept in the WordPress database, but will be sent immediately to info@snuffel.be.

Newsletter

We send a monthly newsletter with MailChimp. Email addresses are saved there and everybody can unsubscribe at the bottom of every newsletter. Signing up can be done on our website.

Mailtraffic

Mails sent to our organization are solely kept internally and can be deleted from the database upon request. Personal data from those emails are solely used for the purpose of further communication with that customer and will at no given point be used for other purposes.

Any additional questions about how we handle your personal data?

Send an email to stijn.delaere@snuffel.be and we will get back to you as soon as we can.