Privacy Policy

The protection of your personal data is important to us. This privacy policy explains which personal data we process in connection with our website, our accommodation services and our communication with you, for what purposes we do so and what rights you have in this regard.

1. Controller

The party responsible for processing your data is:

Casa High Life AG
Laresch 12
7433 Mathon
Switzerland

Email: hello@casahighlife.ch
Phone: +41 81 661 10 00

If you have any questions about data protection or the processing of your personal data, please feel free to contact us at any time.

2. Personal data we process

We process in particular the personal data that you provide to us yourself or that is collected technically when you use our website.

a) Enquiries and communication

When you contact us by email, by phone or by any other means, we process in particular the following data:

- First and last name
- Email address
- Phone number, if provided
- Content of your message
- Date and time of contact

b) Bookings and stays

When you make a booking via our website, by email, by phone or via external platforms, we process in particular the following data:

- First and last name
- Address
- Email address
- Phone number
- Stay details (arrival and departure, booked services, comments)
- Information provided voluntarily (e.g. preferences or requests)

If you tell us about allergies, intolerances or special dietary requirements, we use this information solely for your catering and share it only with the kitchen responsible or with our partner chefs.

For group bookings, retreats and exclusive hire, we usually receive the participants' data from the organiser, who is responsible for informing the participants that their data is passed on to us.

c) Statutory reporting obligations

Under statutory regulations, in particular those applying to the hospitality industry, we may be required to collect the following data:

- First and last name
- Address
- Date of birth
- Nationality
- Details from an official identity document
- Stay details

Where required, this data is forwarded to the competent authorities.

d) Use of the website

When you visit our website, certain data is collected automatically for technical reasons:

- IP address
- Date and time of access
- Browser type and version
- Operating system
- Pages visited
- Technical log data

This data is used to ensure the stable and secure operation of the website.

3. Purposes of processing

We process your personal data in particular for the following purposes:

- Handling enquiries
- Processing bookings and stays
- Communication before, during and after your stay
- Requesting feedback and inviting you to review your stay
- Compliance with legal obligations
- Ensuring the technical operation and security of the website
- Safeguarding our legitimate interests

If we wish to process your data for a purpose other than the one for which it was collected, we will only do so if that purpose is compatible with the original one, if the law permits it or if you have given your consent.

4. Legal basis for processing

We process personal data in accordance with the applicable data protection provisions, in particular the Swiss Federal Act on Data Protection (FADP).

Processing takes place in particular:

- for the performance of a contract or to take pre-contractual steps
- to comply with legal obligations
- to safeguard our legitimate interests
- on the basis of consent, where such consent has been obtained

Where the General Data Protection Regulation of the European Union (GDPR) applies in individual cases, processing is additionally based on the legal grounds provided for therein.

5. Booking system

We use the following external provider to process bookings:

easybooking (zadego GmbH, Austria)

The booking system is integrated into our website as a widget. When you make a booking through it, your personal data is also processed directly by this provider.

The privacy policy of the respective provider also applies.

6. Payment processing

For stays in our hotel operation, payment is made on site. We accept in particular:

- Debit cards
- Credit cards
- Twint

Payments are processed by the relevant payment service providers, in particular **Nexi Schweiz AG**.

In the course of payment, personal data may be transmitted to the respective provider to the extent necessary to complete the transaction.

For group bookings, retreats and exclusive hire, payment is usually made by invoice and bank transfer.

7. Newsletter

If you have subscribed to our newsletter via our website or have stayed with us, we will occasionally send you emails about our house, our offers and news from Mathon. Guests are informed about the newsletter and their option to decline it at the time of booking.

We use the external provider Brevo (Brevo SAS, France) to send the newsletter. In particular, the following data is processed:

- Email address
- First and last name
- Language, place of residence and country
- Date of registration and information on previous stays

When the newsletter is sent, it is also technically recorded whether a message was delivered and opened and whether any links it contains were clicked. This analysis is used solely to improve the content and timing of our newsletter.

Processing is based on your consent or, in the case of existing guest relationships, on our legitimate interest in informing you about our own similar offers.

You can unsubscribe from the newsletter at any time. Every message contains an unsubscribe link at the end. Alternatively, a short message to hello@casahighlife.ch is sufficient. Once you have unsubscribed, we will no longer use your address for the newsletter.

Brevo processes the data on our behalf as a data processor within the European Union. The privacy policy of the provider also applies.

8. Third-party platforms

Our accommodation is also listed on external platforms, in particular:

- Booking.com
- Airbnb
- Viamala Tourismus (tomas)

If you book via one of these platforms, we receive from the provider the data required to process your booking.

9. Photos and videos

We only publish photos or videos in which guests can be recognised, for example on our website or on Instagram, with their consent. You can withdraw this consent at any time.

10. Social media

We are present on social media platforms such as Instagram. Our website contains a link to our profile. You are only taken to the platform when you click this link.

If you contact us via Instagram or interact with our posts, the platform operator, Meta Platforms Ireland Ltd., also processes your data. Meta's privacy policy also applies.

11. Disclosure to third parties

We only disclose personal data where this is necessary, in particular to:

- Booking service providers (easybooking)
- Payment service providers (Nexi)
- IT and hosting service providers (Hostpoint)
- Newsletter service providers (Brevo)
- AI service providers
- Fiduciary and accounting services
- Partners on site (e.g. chefs, therapists), where required for the service booked
- External booking platforms
- Authorities and tourism organisations, where required by law (e.g. guest registration, visitor's tax, accommodation statistics)

For certain tasks, such as communicating with our guests or developing our offer, we use AI-supported tools from external providers. Personal data may also be processed in this context, although we limit this to what is necessary.

12. Hosting

Our website is operated by an external service provider:

Hostpoint AG (Switzerland)

Personal data may be processed in the course of hosting to the extent necessary for the operation of the website.

13. Cookies

Our website uses cookies to ensure its functionality and to improve user experience.

Cookies are small text files that are stored on your device.

To the best of our knowledge, we currently do not use any tracking or marketing tools such as Google Analytics or comparable services.

Should we use such technologies in the future, we will update this privacy policy accordingly and obtain your consent where required.

You can set your browser to block or delete cookies. This may limit the functionality of the website.

14. Processing abroad

When using external service providers or platforms, personal data may also be processed abroad, in particular in the European Union or in the USA.

We ensure that such processing complies with the applicable data protection regulations.

Where data is transferred to a country without an adequate level of data protection, such as the USA, we ensure that appropriate safeguards are in place, in particular through the recipient's certification under the Swiss-U.S. Data Privacy Framework or through the use of standard contractual clauses recognised by the Federal Data Protection and Information Commissioner (FDPIC).

15. Retention period

We store personal data only for as long as necessary for the respective purposes or as required by statutory retention obligations.

In particular, data may be retained for longer:

- to comply with legal obligations
- to document and ensure the traceability of business processes
- to assert or defend against legal claims

We retain accounting records such as invoices and receipts for ten years in accordance with statutory requirements.

16. Data security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss or misuse.

17. Your rights

Within the scope of applicable data protection law, you have in particular the following rights:

- Access to your stored data
- Rectification of inaccurate data
- Erasure of your data, where permitted
- Restriction of processing
- Withdrawal of consent
- Release or transfer of your data
- Objection to processing, for example to receiving the newsletter

You may contact us at any time to exercise your rights.

If you believe that your data is not being processed lawfully, you may also lodge a complaint with the Federal Data Protection and Information Commissioner (FDPIC).

18. Changes

We reserve the right to amend this privacy policy at any time. The current version published on our website applies.

Last updated: 13 November 2026