



Privacy Policy



Privacy Policy

How Le French Club Islamabad collects, uses, stores and protects personal information.

Effective date: 1 July 2026 | Website: lefrenchclubisb.com

1. Who We Are

Le French Club (Pvt) Ltd, trading as Le French Club Islamabad ("Le French Club", "the Club", "we", "us" or "our"), is responsible for the personal information described in this policy when it operates the website, membership enquiry process, reservations, events and related club services.

2. Information We May Collect

- Identity information, such as name, date of birth, nationality, identification details where lawfully required, photograph and signature.
- Contact information, such as telephone number, email address, residential or business address and preferred communication channel.
- Membership information, including application details, interests, references, membership category, status, guest details and communications with Membership Relations.
- Booking and service information, including dining reservations, appointments, event enquiries, preferences, attendance and special requests.
- Payment and transaction information, including amount, date, payment status, masked card or account details and transaction reference. Full card details are normally processed by the authorised payment provider, not stored by the Club.
- Website and device information, such as IP address, browser, device type, pages viewed, cookies, approximate location and security logs.

- Communications, feedback, complaints, survey responses, direct messages and customer-service records.
- Security and media information, such as CCTV footage and photographs or videos taken with appropriate notice or consent.

3. How We Collect Information

We may collect information directly from you, through the website, membership or booking forms, telephone, email, WhatsApp, social media, payment providers, event registrations, CCTV systems and in-person interactions. We may also receive information from an authorised representative, referring member or business partner where lawful and appropriate.

4. How We Use Personal Information

- Responding to membership, reservation, event and service enquiries.
- Assessing, administering and maintaining memberships in accordance with the Club's process and policies.
- Processing payments, refunds, credits and transaction records.
- Providing requested services and remembering relevant preferences.
- Managing access, safety, security, fraud prevention and incident response.
- Communicating operational notices, policy changes and service updates.
- Sending marketing communications where consent or another lawful basis applies.
- Improving the website, member experience, service quality and internal reporting.
- Meeting legal, regulatory, accounting, tax, payment-network and dispute-resolution requirements.

We do not use personal information to make decisions about you through automated means alone, without human review, in ways that would produce legal or similarly significant effects.

5. Grounds for Processing

Depending on the circumstances, we process personal information because it is necessary to respond to a request or perform a contract, because you have given consent, because we have a legitimate operational or security need that does not unfairly override your interests, or because the processing is required by law.

We aim to handle personal information consistent with applicable Pakistani law, including the Prevention of Electronic Crimes Act 2016 and sector-specific requirements, and will update this section to reflect applicable data protection legislation and sector regulator rules as they come into force as applicable. Where members or guests are located outside Pakistan, additional rights under their local law (for example the EU/UK GDPR) may also apply.

6. Payments

Online payments may be handled by banks, card networks, payment gateways or other authorised payment providers. These providers process information under their own terms and privacy notices. We seek to retain only the transaction information reasonably needed for confirmation, accounting, refunds, fraud prevention and dispute handling.

7. Cookies and Similar Technologies

The website may use essential cookies for security and functionality, analytics cookies to understand website use and preference or marketing cookies where enabled. Where required, users will be given a choice before non-essential cookies are placed. Browser settings may also be used to block or delete cookies, although some features may then work differently.

8. When We Share Information

We may share information only where reasonably necessary with:

- Banks, payment gateways and fraud-prevention providers.
- Website hosting, cloud, communications, booking, CRM and technical-support providers.

- Professional advisers, auditors, insurers and accountants.
- Security, access-control, event and operational service providers.
- Government, regulatory, law-enforcement or judicial authorities in Pakistan or, where a lawful request is properly made, in another jurisdiction.
- A purchaser, investor or successor organisation in connection with a genuine business transaction, subject to appropriate confidentiality and legal safeguards.

We do not sell personal information as a commercial product.

9. International Processing

Some service providers may process or store information outside Pakistan. Where this occurs, we will seek appropriate contractual, organisational and technical safeguards consistent with applicable requirements and the nature of the information.

10. Data Retention

We retain information only for as long as reasonably necessary for the purpose for which it was collected, including membership administration, service delivery, legal compliance, accounting, security and dispute resolution. Retention periods differ by record type, as indicated below. Information that is no longer required will be deleted, anonymised or securely archived.

Record type	Typical retention period	Basis
Membership application & profile records	Duration of membership, plus 3 years after it ends	Membership administration; legal/contractual claims
Booking, reservation & event records	2 years from the date of the booking or	Service delivery; dispute resolution

	event	
Payment & transaction records	6 years from the transaction date	Tax, accounting and payment-network requirements
CCTV footage	30 days, unless required for an active investigation or legal claim	Safety, security, incident investigation
Website/device logs (IP, analytics)	13 months	Security, analytics
Marketing consent & preference records	Until consent is withdrawn, plus 2 years	Evidencing lawful marketing basis
Complaints & customer-service records	3 years from resolution	Service quality; legal/dispute defence

11. Information Security

We use reasonable administrative, physical and technical measures designed to protect information against unauthorised access, loss, misuse, alteration or disclosure. No website or electronic transmission can be guaranteed completely secure, so users should also protect their devices, passwords and payment information.

Data Breach Notification

If a personal data breach occurs that is likely to result in a risk to your rights or interests, we will take reasonable steps to contain and assess it, and will

notify affected members and, where legally required, the relevant regulator, without undue delay. Notifications will be sent to registered email address and will describe the nature of the breach and the steps being taken.

12. Your Choices and Requests

Subject to applicable law and verification of identity, you may request access to personal information we hold about you, correction of inaccurate information, deletion where retention is no longer required, restriction or objection in appropriate cases, and withdrawal of marketing consent. Some information may need to be retained for legal, security, contractual or record-keeping reasons.

Requests may be sent to info@lefrenchclubisb.com. We may ask for information needed to verify the requester and locate the relevant records. We will aim to respond within 30 days.

If you are not satisfied with our response, you may escalate your concern to the relevant competent authority under applicable law, or seek other remedies available to you under applicable law.

13. Marketing Communications

Where permitted, we may send information about the Club, membership, events and services. You may unsubscribe using the method in the communication or by contacting us. Operational or membership-administration notices may still be sent where necessary.

14. CCTV, Photography and Events

CCTV may operate at the premises for safety, access control, security and incident investigation. Signage should identify monitored areas. Footage is normally retained for the period set out in Section 10 and is accessible only to authorised personnel, unless a longer period is needed for an active investigation, legal claim or regulatory requirement.

You may request access to CCTV footage in which you appear by contacting info@lefrenchclubisb.com, subject to identity verification, the

privacy of other individuals who may appear in the footage, and the footage still being available.

Photography or video at events will be managed with appropriate notice, consent and regard for the private nature of the Club. Members and guests must also follow the Club's photography and privacy rules.

15. Children and Family Information

This policy treats a "child" as anyone under 18 years of age. Where information about a child is required for a family service, event or access arrangement, it should be provided or authorised by a parent or legal guardian. The website is not intended to collect information directly from children without appropriate adult involvement, and we do not knowingly collect information directly from children without such involvement.

16. Third-Party Links

The website may link to third-party sites or services. Their privacy practices are controlled by their own notices, and the Club is not responsible for how those third parties process information.

17. Changes to This Policy

We may update this policy as our services, technology, providers or legal obligations change. The current version and effective date will be published on the website.

Contact Us

For questions, complaints or requests relating to this document, please contact Le French Club (Pvt) Ltd, trading as Le French Club Islamabad, at info@lefrenchclubisb.com, +92 334 698 8888, or Ramna 5- Street 16 G / 5, Diplomatic Enclave, 44000 Islamabad, Pakistan.