

# Data Protection

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As a result of browsing the website and completing its forms, the user accepts that the personal data provided by him or herself or that is provided in the future through such services, are subject to processing by the establishment, including the collection of access data and the use of cookies and features provided by third parties.

## **Purpose of the data processing, legitimation and recipients of the information**

The data is used to:

- Allow the operation of the website and provide access to areas for registered users
- Register and respond to requests made by users through web forms (contact, etc)
- Provision and administration of services, processing of reservations and the payment of products and services
- Web analytics and statistics
- Include features provided by third parties (Google Maps, etc)

## **Web browsing and access to areas for registered users**

- Purpose: the necessary data for the provision of online services are processed, including the registration of IP addresses, visited pages and access date, as well as information about the user's terminal. The data is also processed for security and web improvement purposes.
- Legitimation: the processing of data is necessary for the provision of online services; consent, expressed through the use of the website
- Recipients and transfers: establishment and web hosting companies

## **Use of web forms**

- Purpose: meet the requests made through the web forms.
- Legitimation: consent expressed when using and sending the form.
- Recipients and transfers: establishment and companies involved in providing the requested services

## **Provision of services**

- Purpose: to provide services including management of hotel reservations and payment. Send information about the establishment's services by electronic means. Conduct quality surveys.
- Legitimation: execution of the contract or provision of the service.
- Recipients and transfers: establishment and companies involved in providing the requested services

## **Web Analytics**

- Purpose: to know the way in which the web is searched, accessed and used by the public. They may involve the collection of personal data such as the IP address, the location of the connection, information about the navigation software or hardware, etc.
- Legitimation: consent, expressed through the use of the website.
- Recipients and transfers: establishment

### **Functions provided by third parties**

- Purpose: incorporate functions provided by third parties, such as maps, analytics, social buttons, Zendesk chat widget, etc.
- Legitimation: consent, expressed through the use of the website
- Recipients and Transfers: The functions of third parties establish a direct connection between the user's browser and the Internet domains of third parties, allowing the download and execution of the function, including from pages outside the European Economic Area.

This website integrates functions of Google Inc, like Google Analytics and Google Maps. By using this website, the user authorizes the processing of their data by Google in accordance with the terms of its privacy policy: <https://policies.google.com/privacy>

### **Veracity of data**

The user must fill in the forms with true, exact, complete and up-to-date. The user will not enter data referring to another person; The establishment will presume that the data has been provided by the owner thereof. The user will be solely responsible for any damage or loss, direct or indirect that could cause to any person because of the completion of the form with data relating to another person.

### **Access rights, rectification, erasure, opposition and others**

The data subject has at all times the right to access, rectify, and erase the data that concerns him or herself, as well as to oppose the processing of the data, in the terms included in the data protection legislation. He or she also has the right to request: the portability of his or her data, the revocation of the consent given if any and the limitation of the processing.

The owner of the data may exercise these rights by writing to the address of the establishment.

The data subject must include a signed request indicating the action requested and a photocopy of the ID or passport.

The data subject may also oppose the reception of commercial e-mails, just by requesting it by an email sent from the address to unsubscribe and directed to the establishment.

If the data subject thinks that the processing of his or her data violates the data protection legislation, he or she can lodge a complaint to the data protection supervisory authorities.

### **Minors of age**

The use this website is prohibited for persons under 18 years old.

## **Data security**

This website has one of the safest technologies, as far as the protection of your credit card data is concerned. It also complies with all international standards that legislate the subject. All sections where we request sensitive information use the SSL communication protocol. This means that the information that travels through the Internet from your computer to our server makes it encrypted, making them indecipherable to any outsider. This technology ensures and guarantees, that your data can not be intercepted, manipulated or impersonated, in any way. This way, payment through Internet is now as safe as direct purchase.

## **What does SSL mean?**

SSL (Secure Socket Layer) is a standard Internet security technology. Applies an encryption system (coding) that provides maximum confidentiality of the data transmitted to us. This prevents illegal entry or interception in a system while the data circulates on the Internet. For greater security, this data is stored in a secure server protected by a "firewall" in continuous monitoring.