

## SERVATUR HOTELS COOKIES POLICY

This Cookies Policy is an integral part of the SERVATUR, S.A. Legal Notice and Privacy Policy. Access and browsing on the site or the use of the services contained therein imply full acceptance of the Terms and Conditions established in our Legal Notice. Access and browsing on the Website or the use of the services contained therein implies full acceptance of the Terms and Conditions established in our Legal Notice (and, therefore, of the Privacy Policy and Cookies Policy). Please read them carefully.

Thank you for visiting us. We want your experience on the Website to be as pleasant as possible and for this reason we have established this Cookies Policy in the most transparent way possible.

### What is a cookie?

Cookies are files which contain small amounts of information which are downloaded onto the device that the User employs when visiting a website. Its main purpose is to recognise the user each time he accesses SERVATUR, S.A., thus allowing us to improve our website's quality and usability.

Cookies are essential for Internet functioning. They cannot damage the user's device and, if activated in the browser's settings, they help us identify and resolve potential website functioning errors.

### Cookie types

There are different cookie types. All of them work in the same way but have small differences:

a) Session cookies. Session cookies last only for the duration of your visit and are deleted when you close your browser. Their main purpose is identifying the device type and supporting the website's security or its basic functionality. They do not contain personal information which allows us to identify an individual.

b) Persistent cookies: They are stored on the device's hard drive and our website reads them every time there is a new visit to <http://www.servaturhotels.com/>. They have an expiry date or a specific expiry, after which the cookie stops working. They allow us to identify your actions and preferences, analyse visits, understand how users get to our website and improve our services.

c) Functionality cookies: They allow the website to remember decisions made by the user, such as his username and password. The information gathered by these cookies is anonymised (in other words, it does not contain your name, address and other details).

d) Third-party cookies. Third-party cookies are the cookies installed by a website which you are not visiting. For example, those used by social networks (e.g. Facebook) or by external content complements (e.g. Google Maps). Also, some advertising companies use this type of cookie to monitor each time you view a site they advertise.

e) Analytical cookies: They are cookies whose purpose is periodic maintenance and to guarantee an optimal functioning and service for the user, collecting data of his activity.

### Use of cookies by our website

By accessing <http://www.servaturhotels.com/>, you expressly agree to these types of cookies being used on your devices. If you deactivate the cookies, your browsing

experience on our website may not be entirely satisfactory and some of the utilities it has may not work correctly.

#### **a) First-party cookies**

In order to recognise you and provide a better service, our Website uses first-party cookies (small text files stored on your browser). The advantage of accepting these cookies is that you will save time during your browsing. Furthermore, they may be used to recognise you during successive visits and thus adapt the content shown in order to obtain information on the date and time of your last visit, measure some traffic parameters within the website and estimate the number of views in order to focus and adjust the services and offers in a more effective manner.

No cookie discloses your telephone number, email address or any other contact method. No cookie can extract information from your hard drive or steal personal information.

#### **b) Third-party cookies. Google Analytics cookies**

This website uses the Google Analytics service, provided by Google, Inc., whose registered address is at 1600 Amphitheatre Parkway, Mountain View (California), CA 94043, United States ("Google").

Google Analytics uses cookies to help us analyse the use Users make of our website. The information that the cookie generates regarding the use of the Website (including its IP address) is directly passed on and filed by Google to its servers in the United States. Google will use this information on our behalf with the objective of tracking the Website's use, gathering reports from the Website's activity and providing other services related to the Website's activity and Internet use. Google may transfer this information to third parties if requested by law or when third parties process the information on behalf of Google. Google shall not associate your IP address with any other data available to them.

If you wish, you can oppose to your data or information being processed by blocking cookies on your browser's settings. However, doing so may result in you not being able to fully enjoy the Website's functionality. By using this Website, you agree for your information to be processed by Google in the aforementioned manner and for the aforementioned purposes.

#### **User settings to block cookies**

At <http://www.servaturhotels.com/>, in accordance with the current legislation, we provide you with information which will allow you to set up your Internet browser(s) to maintain your privacy and security in regard to cookies. For this, we provide information and links to the official support websites of the main browsers so you can decide whether you wish to accept or not the use of cookies.

This way, you can block cookies through the browser's settings or set up your browser to notify you when a server wishes to store a cookie:

- a) For Microsoft [Internet Explorer](#), in the Tools menu > Internet Options > Privacy > Settings.
- b) For [Firefox](#), in the Tools menu > Options > Privacy > Cookies.
- c) For [Chrome](#), in Settings > Advanced settings > Privacy.
- d) For [Opera](#), in Security and Privacy you can configure the browser.