

PRIVACY POLICY

The Privacy Policy is part of that govern this Website.

Who is responsible for the processing of your data?

SERVATUR S.A.

CIF: A35032200

Address: Calle Doramas, 4, 35129, Mogán (Las Palmas) España

Mail: info@servaturhotels.com

You can contact us in any way to communicate with us.

We reserve the right to modify or adapt this Privacy Policy at any time. You are advised to review it, and if you have registered and you access your account or profile, you will be informed of any changes.

If you are one of the following groups, consult the following information:

GUESTS

For what purposes do we process your personal data?

We inform you that your data will be processed in order to manage your reservation, your stay at the hotel and to guarantee the payment of the expenses resulting from this stay.

Your data will be sent to the Security Forces in compliance with the provisions of current legislation, as well as to the travel agencies or operators involved.

The data will be kept for at least 6 years, in compliance with fiscal, commercial, consumer and traveller registry-book regulations

What is the legal basis for processing your data?

The legal basis is your consent.

WEB OR E-MAIL CONTACTS

What data do we gather through the Web?

We can process your IP, what operating system or browser you use, and even the length of your visit, anonymously.

If you provide us with information in the contact form, you will identify yourself so as to be contacted, if necessary.

- Answering your questions, applications or requests.
- Managing the requested service, answering your application, or processing your request.
- Information by electronic means, which relates to your request.
- Commercial or events information by electronic means, provided that there is express authorization.
- Performing analysis and improvements on the Web, about our products and services. Improving our commercial strategy.

The acceptance and consent of the interested party: In the cases where it is necessary to fill in a form and click on the “submit” button to make a request, completing the form and submitting it will necessarily imply that you have been informed and have expressly given your consent to the content of the clause annexed to said form or acceptance of the privacy policy.

All our forms show the symbol * when data are obligatory. If you do not complete these fields, or do not tick the acceptance checkbox for the privacy policy, sending the information will not be allowed. The following formula is usually shown: “ I am over 14 and I have read and accept the Privacy Policy.”

NEWSLETTER CONTACTS

What data do we collect through the newsletter?

You can subscribe to the Newsletter on the Web, if you provide us with an e-mail address, to which the Newsletter will be sent.

We will only store your e-mail in our database, and then we will send you e-mails periodically, until you request cancellation, or we stop sending e-mails.

You will always have the option to cancel your subscription, in any communication.

- Managing the requested service.
- Information by electronic means, which relates to your request.
- Commercial or events information by electronic means, provided that there is express authorization.
- Performing analysis and improvements in mailing, to improve our business strategy.

Acceptance and consent of the interested party: In the cases where you subscribe, you must accept by ticking a checkbox and then click on the “submit” button. This will necessarily imply that you have been informed and have expressly granted your consent to receiving the newsletter.

If you do not tick the acceptance checkbox for the privacy policy, sending of the information will not be allowed. The following formula is usually shown: “ I am over 14 and I have read and accept the Privacy Policy.”

SOCIAL NETWORK CONTACTS

- Answering your questions, applications or requests.
- Managing the requested service, answering your application, or processing your request.
- Connecting with you and creating a community of followers.

The acceptance of a contractual relationship in the environment of the social network in question, and in accordance with its Privacy policies.

How long do we keep personal data?

We can only consult or cancel your data in a restricted way as they are part of a specific profile. We will process them as long as you let us do it, being friends or clicking on "I like it", "continue" or similar buttons. Any rectification of your data or restriction on information or publications must be made through the configuration of your profile or user on the social network itself.

JOB SEEKERS

- Organization of selection processes for hiring employees.
- Giving you an appointment for job interviews and assessing you as a candidate.
- If you have given us your consent, we can pass it on to collaborating companies or similar, with the only purpose of helping you find a job.
- If you tick the checkbox for acceptance of the privacy policy, you give us your consent to pass your job application on to the entities that make up the group of companies in order for you to be included in their personnel selection processes.

You are also informed that we will destroy your CV safely after a year has gone by since it was received.

The legal basis is your unequivocal consent, when you send us your CV.

Do we include third-party personal data?

No. As a general rule we only process data sent by their owners. If you supply us with third-party data, before you do so you must inform such third party and ask for its consent; otherwise, you hold us harmless for non-compliance with this requirement.

And children's data?

We do not process data about children under 14 years of age. Therefore, please refrain from supplying such data if you are not that age or, as the case may be, from supplying data about third parties who are not that age. SERVATUR declines any responsibility for non-compliance with this provision.

Do we make electronic communications?

- They are made only to deal with your application if electronic communication is one of the means of communication you have supplied us with.
- If we make any commercial communications, it will be because they have been previously and expressly authorized by you.

What security measures do we apply?

You can keep your mind at rest: We have adopted an optimal level of protection for the Personal Data that

we handle, and we have installed all the means and technical measures at our disposal according to the state of technology to avoid personal data loss, misuse, alteration, unauthorized access and theft.

Who will your data be transferred to?

Your data will not be transferred to third parties, unless there is a legal obligation to do so. Specifically, your data will be communicated to the Inland Revenue and to banks and financial entities for collection for the service provided or product acquired and to those in charge of data processing, as necessary to perform the agreement.

In the event of purchase or payment, if you choose an application, platform, bank card, or another on-line service, your data will be transferred to that platform or will be processed in its environment, always with the utmost security.

When we let them know, the web development and maintenance company, or the hosting company, will have access to our web. These companies will have signed a service provision agreement that obliges them to uphold the same privacy standards as we do.

When US applications are used, any international data transfer will adhere to the Privacy Shield agreement, which guarantees that US software companies comply with European data protection policies as regards privacy.

Your rights

- To know if we are processing your data or not.
- To access your personal data.
- To request rectification of your data if they are wrong.
- To request suppression of your data if they are no longer necessary for the purposes for which they were collected or if you withdraw the consent you gave us.
- To request limited processing of your data, in certain situations, in which case we will keep them only in accordance with the regulations in force.
- To port your data, which you will be supplied with in a structured, commonly used or mechanical reading form. If you prefer, we can send them to the new manager you designate. This is valid only in certain cases.
- To file a claim with the Spanish Data Protection Agency or competent control authority, if you feel that we have not treated you properly.
- To withdraw your consent for any processing for which you gave your consent, at any time.

If any of your data changes, we will be grateful if you let us know, so as to keep them updated.

Would you like a form to exercise your rights?

- We have forms for you to exercise your rights. You can apply for them by e-mail or if you prefer you can use the forms prepared by the Spanish Data Protection Agency or third parties.
- These forms must be electronically signed or accompanied with photocopy of your ID document.
- If someone represents you, you must attach copy of their ID document, or they must sign with their

electronic signature.

- Forms can be submitted in person at or sent by letter or by mail to the address of the person in charge indicated at the beginning of this text.

How long do we take to reply to the exercise of your rights?

It depends on the right, but at the most a month after your request and two months if the issue is very complex and we notify you that we need more time.

Do we process cookies?

If we use cookies that are not the necessary ones, you may consult the cookies policy on the relevant link from our web home.

How long do we keep your personal data?

- Your personal data are kept for as long as you have a relation with us.
- Once that relation is terminated, the personal data processed for each purpose will be kept for the legally established periods, including the period within which a judge or a court may request them, the lapse period for legal actions being taken into account.
- Processed data will be kept for as long as the legal deadlines referred to above do not expire, if there is a legal obligation to keep them, or, if there is no legal deadline, until the interested party requests to have such data suppressed or the consent given by such interested party is withdrawn.
- We will keep all information and communications about your purchase or the provision of our service for as long as the guarantees over products or services are valid, so as to deal with possible claims.

GUESTS WHO REQUEST EXTERNAL SERVICES AT THE RECEPTION DESK OF OUR HOTELS

For which purpose do we process personal data?

Provision of requested services of excursions and leisure activities. Administrative management of other external services.

Which is the legal basis to process personal data?

The legal basis which legitimises the processing is the consent given by the interested party and the execution or development of a contract.

For how long will we keep the personal data?

The personal data will be kept as long as the relationship with the company lasts. At its conclusion, the personal data processed for each of the aforementioned purposes will be kept for the legally established periods or during the period of time that a judge or court may require them, in accordance with the limitation period for legal actions. Your data will be preserved indefinitely until you revoke the consent given to us,

request the cancellation/deletion of your data or oppose its processing.

To which recipients will my data be transferred to?

Your data will be transferred to Closebooking, to the companies in charge of carrying out the hired activities and to entities established by legal obligation.

What are your rights in regard to data processing?

We inform you that you can exercise your rights of access, rectification, deletion and opposition by writing to, attaching a photocopy of your ID card, the owner of the file, SERVATUR, S.A., at the following address: C/ DORAMAS, 4, 35129, MOGAN.

In certain circumstances, the interested party may request the limitation of his data processing, in which case we will only preserve them in accordance with current regulations. In certain circumstances, you can exercise your right to data portability, which will then be provided in a structured format, in common use or machine readable, to you or to the new responsible party for the data processing assigned by you. You have the right to revoke at all times the consent previously granted to any processing. The interested party is hereby informed that you can present a legal claim before the Spanish Data Protection Agency in the event that you consider that the exercise of your rights has not been appropriately fulfilled.

SATISFACTION SURVEY

Why will we process your data?

We at SERVATUR, S.A. will process your personal data to improve our services and products based on your assessment.

What are the legal grounds for processing your data?

As stated above, consent of the data subject upon completing the form or survey is the legal basis for processing your data.

How long will we keep your personal data for?

Personal data will be retained for the duration of the quality improvement process. On its completion, the data that has been processed will be kept wherever there is a legal obligation to retain it.

To whom will your data be disclosed?

Except when legally required, your personal data will not be transferred to any third party.

SERVATUR, S.A. has no intention of transferring your data abroad. Nevertheless, if necessary, it will only be transferred to entities under the US-EU Privacy Shield agreement (for further information:

<https://www.privacyshield.gov/welcome>) to entities that have shown they meet the protection level and guarantees in accordance with the parameters and requirements laid down in applicable data protection regulations, such as European Regulations, or whenever there is legal authority to transfer the data in

question abroad.

What are your rights concerning the processing of your data?

Everyone has the right to obtain confirmation of the fact that their data is being processed, to access their personal data, request that any inaccurate data be rectified and, where appropriate, that it be erased when, inter alia, the data is not required for the purposes for which it was collected or the data subject withdraws the consent given.

Under certain circumstances the data subject may request a limitation on the processing of their data, in which case it will only be retained in accordance with applicable legislation.

Your right to data portability can be exercised in particular situations, in which case it will be delivered to you in a structured and commonly used format, or in the mechanically readable manner that you or the new data controller indicates.

You have the right to withdraw your consent at any time with respect to the processing it was given for.

SERVATUR, S.A. provides forms to exercise your rights. These can be requested at info@servatur.com by e-mail or you can use those drawn up by the Spanish Data Protection Agency or by third parties. These forms must be electronically signed or have a photocopy of your National ID attached. If you are represented by a third party, they must likewise be electronically signed or have a photocopy of your National ID attached.

Forms must be submitted in person to SERVATUR, S.A. or sent by post or e-mail to the addresses that are given in the "Data Controller" section.

You have the right to lodge a complaint with the Spanish Data Protection Agency if you believe your rights have not been properly respected. Any request must be responded to within one month of its receipt.

In the event of any change to your personal data, please duly inform us in writing so we can keep it updated.