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This privacy policy relates to the processing of data carried out by hotels belonging to GRUPOTEL HOTELS & RESORTS. Please read it carefully as it contains important information on the processing of your personal data, as well as your rights contained in current applicable legislation in this area.

The fields in our forms which are indicated as being compulsory must be filled in for us to be able to handle your request. **Who is responsible for processing your data?**

The data controller for data belonging to hotel customers and guests is: The company that runs the hotel you are staying at (hereinafter, the "HOTEL"). You will find general and contact information for your hotel at reception and on the hotel's description sheet published on our website grupotel.com GRUPOTEL DOS, S.A. (GRUPOTEL HOTELS & RESORTS), with tax identification no. A07919087, and registered address at Crta. Artá-Pto. Alcúdia, 68 de (07458) Can Picafort. Santa Margarita, Spain. The following is the responsibility of the HOTEL and GRUPOTEL HOTELS & RESORTS:

The HOTEL is responsible for processing data obtained within the context of running the hotel, such as administration and accounting, managing bookings and stays, providing the services booked by customers and dealing with legal claims from customers.

GRUPOTEL HOTELS & RESORTS is responsible for processing data relating to work which affects the GRUPOTEL brand, as well as within the context of managing its chain of hotels. This includes: Establishing and monitoring standards for the hotels that belong to the chain and monitoring corporate management; Monitoring and improving the quality of its hotel chain; Using data belonging to the customers and guests of the group's brands for marketing purposes, such as to send out marketing material. **What personal information do we obtain?**

The data we process is that which we obtain from: The forms you fill in and the requests you send us, for example bookings and service requests; Information provided when booking our services; Information generated through your stay with us and the provision of the services you have booked;

All this data is provided either directly by you or by third parties processing the request on your behalf, for example, the travel agencies where you book your stay with us.

The types of data we process are generally the following: Information for identification and contact purposes, national identification number or passport number and signature; Personal information, such as gender, date and country of birth, nationality, family situation and language; Financial and transaction information; Information relating to your booking and information generated through your stay; Information relating to the preferences and profiles of customers and follow-up data; Hotels which offer spa treatments and children's entertainment services may process health-related data provided by customers in order to meet special needs, such as allergies or medication which needs to be taken.

Why do we process your data?

The HOTEL processes your data in order to manage your booking and stay, as well as to provide the services you have requested and fulfil its legal obligations.

GRUPOTEL HOTELS & RESORTS processes your data for purposes relating to the management of its hotel chain. This includes analysing business data and company information obtained from databases containing information on customers and guests of the hotels belonging to the chain, as well as monitoring corporate management, improving the services offered by the group and sending out marketing material. Said data is also processed for statistical purposes. For purposes relating to

quality control, GRUPOTEL HOTELS & RESORTS may carry out opinion surveys, although you are under no obligation to take part in these. **Who can we pass your data on to?**

We may only share your data in the following circumstances: where required to do so by law, when you have given your prior consent, to other companies in the group for administrative purposes, or when it is necessary in order for us to be able to provide you with the services you have booked. For example, if your booking contains complementary services provided by third parties or your request relates to these kinds of services, the personal data required to process such a booking/request will be passed on to the relevant third parties, although solely for this purpose.

Moreover, we are required by law to provide the state security forces with information regarding your stay. **Legal basis for processing**

The legal basis for the HOTEL processing your data is to fulfil your accommodation/service contract and to fulfil its legal obligations, particularly within the context of applicable accounting, tax, tourist, security and travel control legislation.

The recording and dissemination of entertainment activities and other activities organised by the HOTEL in which customers and guests appear will be done only with the consent of those involved.

The management of the hotel chain is based on the legitimate interest of GRUPOTEL HOTELS & RESORTS to process data contained in databases containing information on guests and customers of the chain for internal administration and management control purposes, as well as to assess and advertise the group's services.

Sending out offers and personalised marketing material by GRUPOTEL HOTELS & RESORTS is based on the consent you are asked to provide for this purpose. The withdrawal of said consent will not affect the provision of services purchased. **How long will we keep your data for?**

Data belonging to customers and guests will be kept for the entire duration of their relationship with the HOTEL and GRUPOTEL HOTELS & RESORTS and for the time stipulated by applicable legislation, as well as the time necessary in order for us to be able to respond to any liability resulting from said processing. Your data will be deleted when it is no longer needed or relevant for the purposes for which it was obtained.

Data processed for marketing purposes will be kept indefinitely or until you withdraw your consent. Your consent for your data to be processed for these purposes, which may have been obtained via signed forms, electronic form logs, check-in sheets, etc., will be kept for as long as your data is processed and for the time stipulated by applicable legislation. **What are your rights?**

You are entitled to request confirmation of whether we are processing your personal data and, if we are, to access it. You may also request that your data be corrected when it is inaccurate or that incomplete data be completed. You may also request data be deleted when, amongst other reasons, it is no longer needed for the purposes for which it was provided.

In certain circumstances, you may request that the processing of your data be limited. In this case, we will only process data necessary for the establishment, exercise or defence of legal claims or to protect the rights of other persons.

In certain circumstances and for reasons relating to a particular situation, you may also object to your data being processed. In such an event, we will cease to process your data, except for legitimate and compelling reasons relating to your interests, rights and freedoms, or for the establishment, exercise or defence of legal claims.

However, you may withdraw consent you have provided for specific purposes at any time and object to your data being processed for the purposes of direct marketing. In such an event, we will cease to process your personal information for these purposes. If you withdraw consent, this will not affect the legal basis of data processing carried out prior to said withdrawal.

Moreover, under certain circumstances you may request the portability of your data in order for it to be sent to another data controller.

You may also submit a complaint to the Spanish Data Protection Agency or any other relevant body.

In order to exercise your rights, you must send us your request, as well as a copy of your national identification document or any other document valid for identification purpose, to the address or email address given in the section ‘Who is responsible for processing your data?’.

For more information on your rights and how to exercise them, please visit the Spanish Data Protection Agency website at <http://www.agpd.es>.