

PRIVACY POLICY - MARKETING

This privacy policy relates to the processing of personal data belonging to customers and users included on our marketing distribution list. 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. **Who is responsible for processing your data?**

The data controller is 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.

You may contact the Data Protection Officer at GRUPOTEL HOTELS & RESORT by sending an email to protecciondedatos@grupotel.com **What personal information do we obtain?**

The data used for sending out marketing material is that obtained from: The forms you fill in and the requests you send to the hotels and companies belonging to GRUPOTEL HOTELS & RESORTS, for example bookings and service requests; Information given to the hotels and companies when booking our services; Information generated through your stay at our hotels and the provision of the services you have booked; The use of complementary Wi-Fi hotspots at our hotels. Legal claims submitted by guests and customers of the group, as well as customer satisfaction surveys; Your participation in marketing initiatives, such as competitions and offers.

The types of data we process are generally the following: Information for identification and contact purposes; Personal information, such as gender, date and country of birth, nationality, family situation and language; Financial and transaction information: information relating to your past bookings and stays at our hotels. Information relating to your contact history with the group.

Why do we process this data?

We use the data obtained to send you marketing material containing offers and news about our hotels and services.

Who can we pass your data on to?

We will only pass on your data if required by law or if you have given your consent for us to do so. **Legal basis for processing**

The legal basis for us sending you marketing material is our legitimate interest in assessing and advertising our services. **How long will we keep your data for?**

Data processed for marketing purposes will be kept until the data subject withdraws his/her consent or requests his/her data be deleted and, in any case, for the periods of time stipulated by relevant legislation and for the time necessary in order for us to be able to respond to any liability resulting from said processing. **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.

Nevertheless, you may object to your data being processed for the purposes of direct marketing at any time. In such as event, we will cease to process your personal information for these purposes.

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?’.

In order to object to your data being processed for the purpose of us sending you marketing material, please send an email to: webmaster@grupotel.com

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