

Privacy Policy

In compliance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and repealing Directive 95/46/EC (hereinafter, GDPR), Law 34/2002 of 11 July on information society services and electronic commerce (hereinafter, LSSI-CE) and Organic Law 3/2018 on the Protection of Personal Data and Guarantee of Digital Rights (hereinafter, LOPDyGDD), Central de Reservas Costa del Sol SL (hereinafter, "C.R.C.") guarantees the protection and confidentiality of any personal data provided to us by our clients, in accordance with the provisions of the General Data Protection Regulation.

The C.R.C. Data Protection Policy is based on the principle of proactive responsibility, according to which the Data Controller is responsible for compliance with the regulatory and jurisprudential framework, being able to demonstrate this before the corresponding control authorities.

The data provided will be treated in accordance with the terms established in the GDPR. In this regard, C.R.C. has adopted the legally required levels of protection and has installed all the technical measures at its disposal to prevent loss, misuse, alteration, and unauthorized access by third parties, as set out below. However, the user must be aware that Internet security measures are not impregnable.

Data controller: Who are we?

Holder: Central de Reservas Costa del Sol S.L.

Registered office: C/ Murillo Bracho, 3. Torremolinos C.P.29620

CIF: B-92.510.254

Phone: 615652453

E-Mail: info (@) holidaytickets [.] es

(Unsolicited commercial emails will be reported to the AEPD)

Data processing: What data do we process and where does it come from?

Depending on the relationship you may have with us, the following categories of personal data may be processed, as well as obtaining the data from different sources:

Contact forms and calls: The data comes from the interested party or from his/her legal representative. The categories of data that will be processed are "Identification data" (name, email and telephone number).

Request for quotes: The data comes from the interested party or from his/her legal representative. The categories of data that will be processed are "Identifying" (name, email, telephone, ID).

Provision of services: The data comes from the interested party himself or her legal representative. The categories of data that will be processed are "Identifying" (name, email, telephone, postal address, ID)

Purpose of processing: What will we use your data for?

Contact forms: All data provided by our visitors on the C.R.C. website will be included in the register of personal data processing activities, created and maintained under the responsibility of C.R.C., which is essential to resolve any queries or requests for information sent by our visitors. The data will be kept for the maximum period of time established by current law. No profiles are created of the users who contact us, nor do we transfer the data to third parties. No international transfer of the data is carried out.

Sending email: C.R.C. guarantees the protection and confidentiality of the personal data we receive through our email. The content of these communications, as well as that of any attached document, is confidential and is addressed solely to the recipient of the same. In the event that you are not the recipient, we ask that you indicate this to us and do not communicate its content to third parties, proceeding to the definitive elimination of the message. The data will be kept for the maximum period of time established by current law. We do not transfer data to third parties, nor do we transfer data internationally.

Customer service: All data provided by our customers will be included in the register of personal data processing activities, created and maintained under the responsibility of C.R.C., which is essential to provide the services contracted by our customers, as well as to resolve any queries or questions they may have through our customer service channels. The data will be kept for the maximum time established by current law. No profiles are created, nor do we transfer your data to third parties. No international transfer of data is made.

Calls received: All data provided by interested parties who contact C.R.C. will be included in the register of personal data processing activities, created and maintained under the responsibility of C.R.C., which is essential to resolve any queries or requests for information they may make to us. The data will be kept for the maximum time established by current law. No profiles are created of users who call us, nor do we transfer data to third parties. No international transfer of data is carried out.

Web visitors: We carry out anonymous tracking of visitors to the C.R.C. website, in order to find out which pages and services are most relevant to our potential clients.

The data will be kept for the maximum period of time established by current law. No profiles are created of visitors. In the event that the visitor accepts the Google Analytics cookie, some data will be transferred (partial anonymised IP address and unique device identifier -NID/SID/IDE-) but under no circumstances will C.R.C. transfer personal data to said third party. An international transfer of data is carried out, from "Google Ireland Ltd." to "Google Inc." (United States), under authorisation from the AEPD.

Legitimacy of the processing: Why do we need your data?

- 1. Contractual relationship:** This is the relationship that applies when you contract any of our services.
- 2. Legitimate interest:** To respond to any queries and complaints you may have and to manage the collection of amounts owed.
- 3. Your consent:** If you are a user of our website, by checking the box on the contact form, you authorize us to send you the necessary communications to respond to the query or request for information raised.

Recipients: Who do we share your data with?

By default, our policy is not to transfer your personal data to third parties, except for those public or private entities to which we are required to provide your personal data in order to comply with a law (e.g., the Tax Law requires the Tax Agency to provide certain information on economic transactions exceeding a certain amount).

In the event that, apart from the cases discussed, we need to disclose your personal information to other entities, we will request your permission in advance through clear options that will allow you to decide in this regard, and you will be informed of this in the "Purpose" section, set out above.

Communication: Who do we share your data with?

An international transfer of data may be made to "Google Inc.", in the event of acceptance of Google Analytics cookies, set out in the "Purpose" section above.

In the rest of the cases, data will not be communicated to third parties, nor will international data transfers be made.

Retention: How long will we keep your data?

We will only keep your personal data for as long as necessary to achieve the purposes for which it was collected. When determining the appropriate retention period, we examine the risks involved in the processing, as well as our contractual, legal and regulatory obligations, internal data retention policies and our legitimate business interests described in the "Purpose" section.

In this regard, C.R.C. will keep the personal data once its relationship with you has ended, duly blocked, during the period of prescription of the actions that may arise from the relationship maintained with the interested party.

Once blocked, your data will be inaccessible, and will not be processed except to make it available to public administrations, judges and courts, to address possible liabilities arising from the processing, as well as to exercise and defend claims before the Spanish Data Protection Agency.

Security: How do we protect your data?

We make every reasonable effort to maintain the confidentiality of the personal information processed in our systems. We maintain strict levels of security to protect the personal data we process against accidental loss and unauthorized access, processing or disclosure, taking into account the state of technology, the nature and risks to which the data is exposed. However, we cannot be held responsible for your use of the data (including username and password) that you use in our "Customer Area". Our staff follows strict privacy standards and in the event that we hire third parties to provide support services, we require them to comply with the same standards and allow us to audit them to verify their compliance.

What rights can you exercise over your data as an interested party?

We inform you that you may exercise the following rights:

- a.** Right of access to your personal data, to know which are being processed and the processing operations carried out with them.
- b.** Right to rectification of any inaccurate personal data.
- c.** Right to erasure of your personal data, when this is possible (for example, by legal imperative).
- d.** Right to limit the processing of your personal data when the accuracy, legality or necessity of the processing of the data is doubtful, in which case, we may retain them for the exercise or defence of claims.
- e.** Right to object to the processing of your personal data, when the legal basis that enables us to process them as indicated is our legitimate interest. C.R.C. will stop processing your data unless it has a legitimate interest or it is necessary for the defence of claims.
- f.** Right to the portability of your data, when the legal basis that enables us to process them is the existence of a contractual relationship or your consent.
- g.** Right to revoke the consent granted to C.R.C.

To exercise your rights, you can do so free of charge and at any time, by writing to us at C/ Murillo Bracho, 3 Torremolinos C.P. 29620. attaching a copy of your ID.

Protection of rights: Where can you file a claim?

If you believe that your rights have been disregarded by our entity, you can file a claim with the Spanish Data Protection Agency, through one of the following means:

- **Electronic office: <https://aepd.es>**
- **Postal mail: Spanish Data Protection Agency, C. Jorge Juan, 6. 28001, Madrid**
- **Telephone: 910.100.099 or 912.663.517**

Filing a claim with the Spanish Data Protection Agency does not entail any cost and the assistance of a lawyer or solicitor is not necessary.

Update: What changes may occur in this Privacy Policy?

C.R.C. reserves the right to modify this policy to adapt it to legislative or jurisprudential developments that may affect compliance with it.