

# PRIVACY POLICY

At HOTEL NATURPLAYA SL, we value privacy and transparency.

Below, we provide detailed information about the processing of personal data we carry out.

## **Who is responsible for processing your data?**

HOTEL NATURPLAYA SL

B57789752

C/ PLA DE MAR S/N - 07570 - ARTÀ - BALEARES ISLANDS

971826660

hello@esblaudesnord.com

## **What are your rights when you provide us with your data?**

Any individual has the right to obtain confirmation as to whether HOTEL NATURPLAYA SL is processing their personal data. Interested parties have the right to access their personal data and request the rectification of inaccurate data or, where appropriate, the erasure of data when, among other reasons, the data is no longer necessary for the purposes for which it was collected. You also have the right to data portability.

Under certain circumstances, interested parties may request the restriction of the processing of their data, in which case we will only retain the data for the exercise or defense of legal claims. In certain situations, and for reasons related to their situation, interested parties may object to the processing of their data. In such cases, HOTEL NATURPLAYA SL will cease processing the data, except for compelling legitimate grounds, or the exercise or defense of legal claims.

You can exercise your rights as follows: by contacting hello@esblaudesnord.com or C/ Pla De Mar s/n Urbanizacion S'estanyol 07579 Artà Illes Balears.

When sending commercial communications based on the legitimate interest of the data controller, the data subject may object to the processing of their data for that purpose.

If you have given your consent for a specific purpose, you have the right to withdraw your consent at any time, without affecting the lawfulness of the processing based on consent before its withdrawal.

If you believe that your rights regarding the protection of your personal data have been violated, especially if you have not obtained satisfaction in the exercise of your rights, you can file a complaint with the competent Data Protection Authority through its website: [www.aepd.es](http://www.aepd.es).

## **1. Processing of web contact data**

### **What is the purpose of processing your personal data?**

At HOTEL NATURPLAYA SL, we process the information provided by interested individuals to address their requests and send them commercial communications. If you do not provide your personal data, we will not be able to fulfil the described purposes. No automated decisions will be made based on the provided data.

### **How long will we retain your data?**

The data will be retained until the data subject requests its deletion.

### **What is the legal basis for processing your data?**

The legal bases for processing your data are:

- Contractual performance: Addressing your request.
- Consent of the data subject: Sending commercial communications, including electronic communications.
- Consent of the data subject: Data transfer to companies within the business group for the purpose of sending commercial communications about our establishments.

### **Who will your data be disclosed to?**

The data will be disclosed to the following recipients:

- Hotel Esplugues SA, Viajes Cadí SA, Hotel & Spa La Collada SL, Bosch Aymerich SL, Anmin SL, Maspad SL, for the purpose of sending commercial communications about our establishments.

### **Data transfers to third countries**

No data transfers to third countries are envisaged.

### **How did we obtain your data?**

The personal data processed at HOTEL NATURPLAYA SL is obtained from the data subject.

## **2. Processing of email data**

## **What is the purpose of processing your personal data?**

At HOTEL NATURPLAYA SL, we process the information provided by interested individuals to provide the requested services, address their information requests, and send them commercial communications. If you do not provide your personal data, we will not be able to fulfil the described purposes. No automated decisions will be made based on the provided data.

## **How long will we retain your data?**

The data will be retained until the data subject requests its deletion.

## **What is the legal basis for processing your data?**

The legal bases for processing your data are:

- Contractual performance: Addressing your request.
- Legitimate interests of the data controller: Sending commercial communications.
- Consent of the data subject: Contact and sending of commercial communications based on demonstrated interest.

## **Who will your data be disclosed to?**

Data will not be disclosed to third parties, except for legal obligations.

## **Data transfers to third countries**

No data transfers to third countries are envisaged.

## **How did we obtain your data?**

The personal data processed at HOTEL NATURPLAYA SL is obtained from the data subject.

### **3. Video surveillance data processing**

## **What is the purpose of processing your personal data?**

At HOTEL NATURPLAYA SL, we process the information provided by interested individuals in order to ensure the security of individuals, property, and facilities using video surveillance systems. If you do not provide your personal data, we will not be able to fulfil the described purposes. No automated decisions will be made based on the provided data.

## **How long will we retain your data?**

The data will be retained for a maximum of 30 days, unless communicated to the Security Forces and Bodies and/or Courts.

## **What is the legal basis for processing your data?**

The legal basis for processing your data is:

- Public interest task: Processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller (GDPR Art. 6(1)(e)), as stated in the "Guide on the use of video surveillance for security and other purposes" published by the Spanish Data Protection Agency.

## **Who will your data be disclosed to?**

The data will be disclosed to the following recipients:

- Where applicable, State Security Forces and Bodies, as well as Courts, for the provision of images if a crime has been committed (legal requirement).

## **Data transfers to third countries**

No data transfers to third countries are envisaged.

## **How did we obtain your data?**

The personal data processed at HOTEL NATURPLAYA SL is obtained from the data subject.

## **4. Guest data processing**

### **What is the purpose of processing your personal data?**

At HOTEL NATURPLAYA SL, we process the information provided by interested individuals in order to carry out the administrative management of the requested services and conduct satisfaction surveys. If you do not provide your personal data, we will not be able to fulfil the described purposes. No automated decisions will be made based on the provided data.

### **How long will we retain your data?**

The data will be retained until the data subject requests its deletion, and if necessary, for the years required to comply with legal obligations.

### **What is the legal basis for processing your data?**

The legal bases for processing your data are:

- Contractual performance: Carrying out the administrative, tax, and accounting management of the requested services.
- Legitimate interests of the data controller: Conducting satisfaction surveys.
- Legitimate interests of the data controller: Managing data of other guests staying in the same room(s) or accommodation to provide the contracted service, provided by the data subject as the data controller.

## **Who will your data be disclosed to?**

The data will be disclosed to the following recipients:

- Tax Administration, for the purpose of complying with legal obligations (legal requirement).
- Where applicable, courier or transportation companies, for the management of collection, tracking, and delivery of shipments (contractual requirement).
- Where applicable, State Security Forces and Bodies, as well as Courts, for the purpose of complying with legal obligations (legal requirement).
- Financial entities, for the purpose of processing corresponding payments (contractual requirement).

## **Data transfers to third countries**

No data transfers to third countries are envisaged.

## **How did we obtain your data?**

The personal data processed at HOTEL NATURPLAYA SL is obtained from the data subject.

## **5. Processing of job applicant data**

### **What is the purpose of processing your personal data?**

At HOTEL NATURPLAYA SL, we process the information provided by interested individuals in order to manage the received Curriculum Vitae and conduct personnel selection processes, interviews, and other necessary procedures to find the best possible candidate for a specific job position. If you do not provide your personal data, we will not be able to fulfil the described purposes. No automated decisions will be made based on the provided data.

### **How long will we retain your data?**

Two years from the last interaction.

### **What is the legal basis for processing your data?**

The legal basis for processing your data is:

- Contractual performance: Managing the Curriculum Vitae provided by the candidate to conduct personnel selection processes in search of the best possible candidate for a specific job position.

### **Who will your data be disclosed to?**

Data will not be disclosed to third parties, except for legal obligations.

### **Data transfers to third countries**

No data transfers to third countries are envisaged.

### **How did we obtain your data?**

The personal data processed at HOTEL NATURPLAYA SL is obtained from the data subject.

The following special categories of data are processed: Certificates of offenses of a sexual nature.