

## WEBSITE PRIVACY POLICY

This privacy policy applies to this website (hereinafter, the Website). Please read it carefully. It contains important information about the processing of your personal data and the rights granted to you by the applicable regulations.

We reserve the right to update our privacy policy at any time due to business decisions, as well as to comply with possible legislative or judicial changes. If you have any questions or need clarification regarding our Privacy Policy or your rights, you can contact us through the channels indicated below.

You declare that the data you provide to us, now or in the future, are correct and truthful, and you undertake to inform us of any changes. If you provide personal data of third parties, you undertake to obtain their prior consent and to inform them of the content of this policy.

In general, the fields marked as mandatory in our forms must be completed in order to process your requests.

1. Who is responsible for processing your data? The entity responsible for processing the personal data collected on this website is RESA PLUS S.L. (hereinafter, THE HOTEL), with address at Carretera de Ses Coves 48-50, 07680 Porto Cristo, Illes Balears, Spain; Phone: 871153626; Email: [info@hotelankaa.com](mailto:info@hotelankaa.com).

## **2. For what purposes and on what legal basis will we process your data?**

2.1 Management of relationships with customers and users: We process the data that our customers and users provide in their inquiries to handle their requests. This processing is necessary for the performance of the legal relationship with users of the Website or for the application of pre-contractual measures at their own request.

2.2 Management of accommodation reservations and services: The data provided in the accommodation booking or service contracting forms will be processed for managing such bookings and providing the requested services. The categories of data we process for these purposes are: identification data (name, surname and ID/passport) and contact details (address, email and phone) of the reservation holder; booking details, voucher or requested service; financial and transaction data.

This data is obtained either directly from you or from third parties who have processed the booking or requested the service on your behalf, for example, the travel agency where you booked your stay. The processing of this data is necessary for the provision of the requested services, the performance of the accommodation contract or for the application of pre-contractual measures at your own request.

Economic and transaction data for goods and services carried out on the Website will be processed for accounting and administrative management and for compliance with our legal obligations in accounting and tax matters.

2.3 Sending commercial communications and management of distribution lists: We process identification and contact data provided by our customers and by people

who sign up for our distribution lists to send them communications regarding our products and services.

These processing activities are based on our legitimate interest in promoting our services to our customers. This processing is also based on your consent to receive such communications by electronic means. Not granting or withdrawing your consent does not condition the management of your reservation or the provision of the contracted services.

You can revoke your consent and unsubscribe at any time by activating the link included in the commercial communications or by sending an email with the subject 'unsubscribe' to [info@hotelankaa.com](mailto:info@hotelankaa.com).

**2.4 Administration and management of Website security:** We process browsing data (IP addresses or logs) to administer and manage the security of the Website and its restricted access areas. This processing is based on our legitimate interest in ensuring the security of the Website. This interest is expressly recognized by Recital 49 of the GDPR.

**2.5 Statistical and quality management purposes:** To evaluate and manage the quality of our services, we may process identification and contact data provided by our customers and users to send them satisfaction surveys. We also produce statistics from aggregated browsing data, such as IP address, weblogs, pages visited or actions performed on the Website.

**3. Who can we disclose your data to? Disclosure to TripResale:** In cases of unavailability, we may disclose to TripResale S.L. (Parc Bit, Palma, Spain) non-identifying data of your search (language, check-in and check-out dates, number of nights and occupancy) for the sole purpose of showing resale/booking management options.

**4. How long will we keep your data?** In general, we keep your data for the duration of the relationship you have with us and in any case for the periods provided for in the applicable legal provisions, for example, in accounting and tax matters, and for the time necessary to deal with possible liabilities arising from the processing. We will delete your data when they are no longer necessary or relevant for the purposes for which they were collected.

**5. What are your rights?** You have the right to obtain confirmation as to whether or not we are processing your personal data and, if so, access them. You may also request that your data be rectified when they are inaccurate or that incomplete data be completed, as well as request their erasure when, among other reasons, the data are no longer necessary for the purposes for which they were collected.

In certain circumstances, you may request the restriction of the processing of your data. Under certain conditions and for reasons related to your particular situation, you may also object to the processing of your data. Likewise, you may request the portability of your data to another controller.

You can revoke your consent at any time without affecting the legality of the processing based on your prior consent. You also have the right to lodge a complaint with a data protection authority. You can consult the list of European data protection authorities on the

European Commission website: [http://ec.europa.eu/newsroom/article29/item-detail.cfm?item\\_id=612080](http://ec.europa.eu/newsroom/article29/item-detail.cfm?item_id=612080).

To exercise your rights, you must send us a request by postal mail or email to the controller at the addresses indicated in the section Who is responsible for processing your data? You can obtain more information about your rights and how to exercise them on the website of the Spanish Data Protection Agency ([www.aepd.es](http://www.aepd.es)) or from the data protection authority of your country.

