

Wifi User Privacy Policy

VERSIÓN: 2.0

Please read this privacy policy carefully. You will find important information on the processing of your personal data and the rights conferred to you by applicable regulations in force.

Generally, the fields on our forms marked as required must be filled in to process your requests.

1. Who is the data controller?

Data Controller: MANAGEMENT HOTELERO PIÑERO S.L.

Tax ID number: B57211732

Postal address: Plaza Mediterráneo nº 5, 07014 PALMA DE MALLORCA, BALEARIC ISLANDS

Data Protection Officer: dpd.privacy@grupo-pinero.com

2. What personal information do we obtain?

When you connect to our WiFi Internet access service, we obtain identification and contact details such as your full name and email address.

These data are processed along with data obtained during your stay at the hotel or during prior relationships with any Grupo Piñero brand or company, e.g., when booking or registering on any of our websites.

All these data are provided directly by you or by third parties processing requests on your behalf.

The data categories we process are typically:

- Identification details.
- Personal characteristics.
- Contact details, postal and email addresses.
- Economic data and on transactions.
- Consumption profiles and commercial profiles.

3. Why do we process your data?

Your data will be processed to provide you with the WIFI internet access service and to manage platform security. They will also be processed for managing and improving quality at group level, commercial management of group brands, sending commercial communications, commercial profiling, and customising services, as well as the definition and control of standards for all Grupo Piñero companies and brands.

4. Who may we transfer your data to?

Personal data will not be disclosed, except under legal obligation.

5. Legal basis for processing.

We process the data necessary to provide you with the Internet access service based on executing the contract established when you request that service.

Processing to manage Internet access platform security is based on our legitimate interest in maintaining the correct operation and security of our systems.

Processing for commercial purposes, to manage standards and improve quality are based on our legitimate interest in improving our processes and offering Grupo Piñero company and brand customers the best possible service.

Sending commercial communications by electronic means is based on your consent.

Commercial profiling and subsequent processing to offer you customised commercial communications or services is based on your unequivocal consent, declared when providing data or afterwards.

Withdrawal of such consent does not condition the provision of contracted services nor will it affect any processing conducted up to the time of withdrawal.

6. How long will your data be stored?

Data used to manage your connection to the WiFi service will be stored for 3 years, to enable you to have direct access if you are a guest at another hotel in our chain within that period of time.

Data processed for commercial purposes, managing group standards, quality management, including commercial profiling where appropriate, will be stored until you request their erasure. The media containing your consent to the processing of your data for purposes that require consent, such as forms signed, electronic form logs, check-in sheets, etc., will be stored during processing and for the applicable legal terms.

7. What are your rights?

You are entitled to obtain confirmation of whether or not we are processing your personal data and, if we are, you have the right to access them. You may also request that your data are corrected when they are inaccurate, or completed when incomplete, as well as request their erasure when the data are no longer necessary for the purposes for which they were collected, among other reasons.

In certain circumstances, you may request that the processing of your data is restricted. In this case we will only process the data affected to formulate, file or in defence of claims or to protect the rights of other individuals.

Under certain conditions and for reasons related to your specific situation, you may also oppose the processing of your data. In this case we will cease processing your data except for legal reasons that prevail over your interests, rights and freedoms, or to file, exercise or defend against claims.

Furthermore, you may withdraw your consent for specific purposes at any time and oppose the processing of your data for direct marketing purposes or commercial profiling. In this case we will cease processing your personal information for these purposes. Withdrawal of consent will not affect the legality of processing based on prior consent.

Furthermore, and under certain conditions, you may request the portability of your data so that they are transferred to another data controller.

You are also entitled to file a complaint with the Spanish Data Protection Authority or any other competent supervisory authority.

To exercise your rights, you must send a request together with a copy of your national identity document, or another valid identification document, by post or email to the addresses indicated in the 'Who is the data controller?' section.

More information on your rights and how to exercise them is available on the Spanish Data Protection Agency website at <http://www.agpd.es>.