

Privacy policy

Version: 2.1

This privacy policy applies to the processing of data collected in GRUPO PIÑERO hotels. Please read it carefully, in it you will find important information about the processing of your personal data and the rights recognized by current regulations on the matter. This policy is published in www.grupo-pinero.com and can be consulted at the hotel reception, where you can request a copy to keep.

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

1. Who is responsible for the processing of your data?

The data controller of our hotel clients and guests are:

The company that operates the hotel in which you are staying (hereinafter the HOTEL), whose identified and contact information is available at the hotel Reception and in www.grupo-pinero.com and, MANAGEMENT HOTELERO PIÑERO SL, with CIF B57211732, with address at Plaza Mediterráneo nº5 Ed. Neptuno 07014 - Palma de Mallorca (hereinafter MHP), the scope of the respective responsibilities of the HOTEL and MHP being the following:

The HOTEL is responsible for the treatments derived from the operational management of the establishment, such as the administrative and accounting management of the hotel; The management of reservations, stays, the provision of contracted services and attention to customer complaints.

MHP is responsible for the consolidated treatment activities for the entire Piñero Group:

- Definition and control of the standards applied in the different business areas of the group;
- Quality management and improvement;
- Commercial exploitation of customer and user data from the different companies and brands of the Piñero Group: sending commercial communications, creating commercial profiles and personalizing services.

You can contact the Data Protection Officer of GRUPO PIÑERO at atdpd.privacy@grupo-pinero.com

2. What personal information do we obtain?

The data we process is that obtained:

- Of the forms that you fill out and the requests you make, for example, your reservations or requests for services;
- Of the information provided for contracting our services;
- From the information provided at the time of check-in at the hotel;
- From the information generated by your stay and the provision of said services.

All this data is provided, either directly by you, or by third parties that process requests on your behalf, for example, the travel agencies that have booked your stay.

The categories of data we process typically consist of:

- Identification and contact information, ID or passport, image and signature;
- Data on personal characteristics, such as gender, date and country of birth, nationality, family situation and language;
- economic and transaction data;
- Data related to the reservation and generated by your stay;
- Data relating to customer preferences and profiles and commercial monitoring data;
- Hotels that offer SPA treatments can process health data provided by the clients themselves to meet special needs.

3. For what purposes do we process these data?

The HOTEL will process your data to manage your reservations, to serve you as a client or guest of the hotel and to provide the contracted services.

The HOTEL will also process your image, obtained from the identification document presented at the time of check-in at the hotel, to verify your identity when making a credit charge to your reservation. Both your photograph and the digitized image of your identity document or passport will be processed in order to prevent fraud.

For its part, MHP will process your data for the management and improvement of quality and processes at group level, the commercial management of the group's brands, the sending of commercial communications, the preparation of commercial profiles and the personalization of the services for all companies and brands of the Piñero Group.

4. Who may we transfer your data to?

We will only communicate your data in the following situations: due to legal obligations, with your prior consent, to other group companies for administrative purposes or when necessary to provide you with the requested services. For example, in the event that your reservation contains accessory services provided by third-party providers or that the availability request you make affects such type of services, the personal data necessary for the processing of said reservation/availability request will be communicated to the corresponding suppliers, only for this purpose.

Likewise, information about your stay will be communicated to the authorities or security forces when required by current regulations on security and control of travelers in the country in which you are located.

5. Legal basis for processing.

The processing of your data by the HOTEL is based on the execution of the accommodation or service contract and compliance with its legal obligations, especially the applicable regulations on accounting, tax, tourism, security and traveler control in the country where it is located.

Your photograph and the image of your identity document are processed based on your consent, expressed at the time of check-in.

The definition and control of standards, quality management and commercial management are based on MHP's legitimate interest in processing consolidated customer data from the different group companies for internal administrative and management control purposes, as well as in evaluating and promote the products and services of the brands and companies of the Piñero Group.

The creation of commercial profiles and their subsequent processing to offer you commercial communications or personalized services is based on your unequivocal consent, expressed at the time of providing the data or subsequently.

The sending of commercial communications by electronic means is based on your consent.

The withdrawal of these consents does not condition the provision of the contracted services nor will it affect the treatments carried out up to the moment of said withdrawal.

6. How long will your data be stored?

Client and guest data will be kept in the hotel applying the criteria of the tax regulations in force at all times.

Your photograph, as well as the image of your identity document or passport, will be deleted once your stay is settled.

The data processed by MHP for commercial purposes, management of standards in the group, quality management, including commercial profiles where appropriate, will be kept as long as its deletion is not requested. The media that confirms the existence of your consent sending for the processing of your data for the purposes that require it, such as signed forms, electronic form sending logs, check-in sheets, ..., will be kept for the entire duration of the applicable treatments and prescription periods.

7. What are your rights?

You have the right to obtain confirmation of whether or not we are processing your personal data and, if so, access it. You can also request that your data be rectified when it is inaccurate or that incomplete data be completed, as well as request its deletion when, among other reasons, the data is no longer necessary for the purposes for which it was collected.

In certain circumstances, you may request the limitation of the processing of your data. In such case, we will only process the affected data for the formulation, exercise or defense of claims or with a view to protecting the rights of other people.

Under certain conditions and for reasons related to your particular situation, you may also object to the processing of your data. In this case we will stop processing the data, except for compelling legitimate reasons that prevail over your interests, rights and freedoms, or for the formulation, exercise or defense of claims.

Furthermore, you may revoke your consent at any time that had been lent for certain purposes and oppose the processing of your data for direct marketing purposes or the preparation of commercial profiles. In this case we will stop processing your personal information for these purposes. The withdrawal of your consent will not affect the legality of the treatment based on your prior consent.

Likewise, and under certain conditions, you may request the portability of your data so that it may be transmitted to another data controller.

You also have the right to file a claim with the Spanish Data Protection Agency or any other competent control authority.

To exercise your rights, you must send us a request accompanied by a copy of your national identity document or other valid document that identifies you by postal mail or email to the addresses indicated in the section Who is responsible for the processing of your data?

You can obtain more information about your rights and how to exercise them on the website of the Spanish Data Protection Agency at <http://www.agpd.es>.