PRIVACY POLICY

The Privacy Policy forms part of the General Terms and Conditions governing this Website.

Who is the controller of your data?

RENTAL PROPERTY SERVICES CANARY ISLANDS, S.L.

Address: C/ Fernandez Castañeira, nº 13, Puerto del Rosario, 35600, Fuerteventura.

CIF: B76308550

Tel.: 610434643

Email: booking@holidayshomefuerteventura.com

You may contact us by any means.

We reserve the right to modify or adapt this Privacy Policy at any time. We recommend that you review it, and if you have registered and log in to your account or profile, you will be informed of any changes.

If you belong to any of the following groups, please consult the drop-down information:

+ CUSTOMERS

For what purposes will we process your personal data?

- Preparing a quotation and following it up through communications between both parties.
- Information by electronic means concerning your request.
- Commercial or event information by electronic means, provided that express authorisation has been given.
- Managing the administrative, communications and logistics services carried out by the Controller.
- Invoicing and filing the relevant tax returns.
- Carrying out the relevant transactions.
- **Monitoring and debt recovery procedures.**

+ GUESTS

For what purposes will we process your personal data?

We inform you that your data will be processed for the purpose of managing your booking, your stay at the hotel and ensuring payment of the expenses arising from that stay. We will also process your personal data for the purpose of registering and reporting travellers' data. If you have given us your consent, we will also process your data to send you commercial communications.

To whom will your data be disclosed?

Your data will be disclosed to the Security Forces and Corps (FFCCSE) in compliance with the provisions of current legislation, as well as to the travel agencies or operators involved.

How long will your data be retained?

The data will be retained for at least 6 years in compliance with tax, commercial and consumer regulations. Data relating to traveller registration reports to the FFCCSSE will be retained for a minimum period of 3 years from the end of the stay. Finally, data for which your consent has been requested will be retained until you withdraw the consent given or exercise your right to object or to erasure.

What is the legal basis for processing your data?

The legal basis varies depending on the purpose of the processing. The main legal basis is the performance of the accommodation contract; for traveller registration reports, it is compliance with the legal obligations established in Royal Decree 933/2021 of 26 October establishing the documentary registration and information obligations of natural or legal persons engaged in accommodation and motor vehicle rental activities, and Organic Law 4/2015 of 30 March on the protection of public security. Finally, processing for which consent has been requested, such as sending commercial communications, will be based on that consent.

+ WEBSITE OR EMAIL CONTACTS

What data do we collect through the Website?

We may process your IP address, the operating system or browser you use, and even the duration of your visit, anonymously.

If you provide us with data in the contact form, you will identify yourself so that we can contact you if necessary.

For what purposes will we process your personal data?

- Responding to your enquiries, applications or requests.
- Managing the requested service, responding to your application or processing your request.
- Information by electronic means concerning your request.
- Commercial or event information by electronic means, provided that express authorisation has been given.
- Analysing and improving the Website and our products and services. Improving our commercial strategy.

What is the legal basis for processing your data?

The acceptance and consent of the data subject, given through a voluntary action, such as in cases where making a request requires completing a form and clicking the submit button. Doing so necessarily implies that they have been informed and have expressly given their consent to the content of the clause attached to that form or to acceptance of the privacy policy.

All our forms mark mandatory data with the * symbol. If you do not complete those fields or do not tick the checkbox accepting the privacy policy, you will not be allowed to submit the information.

How long will we retain personal data?

Until the consent given is withdrawn.

+ NEWSLETTER CONTACTS

What data do we collect through the newsletter?

You can subscribe to the Newsletter on the Website by providing an email address to which it will be sent.

We will store only your email address in our database and will send you emails periodically until you request to unsubscribe or we stop sending emails.

You will always have the option to unsubscribe in any communication.

For what purposes will we process your personal data?

- Managing the requested service.
- Information by electronic means concerning your request.
- Commercial or event information by electronic means, provided that express authorisation has been given.
- Analysing and improving email distribution to improve our commercial strategy.

What is the legal basis for processing your data?

The acceptance and consent of the data subject. When you subscribe, you will need to tick a checkbox and click the submit button. This necessarily implies that you have been informed and have expressly consented to receiving the newsletter.

How long will we retain personal data?

Until the consent given is withdrawn.

+QUALITY SURVEYS

For what purposes will we process your personal data?

- Assessing the level of quality of the service provided.
- Improving the services offered.

What is the legal basis for processing your data?

The legal basis is the controller's legitimate interest in maintaining the quality of its services.

How long will we retain personal data?

The data will be retained for the duration of the processing.

+SUPPLIERS

For what purposes will we process your personal data?

- Information by electronic means concerning your request.
- Commercial or event information by electronic means, provided that express authorisation has been given.
- Managing the administrative, communications and logistics services carried out by the Controller.
- Invoicing.
- Carrying out the relevant transactions.
- Invoicing and filing the relevant tax returns.
- Monitoring and debt recovery procedures.

What is the legal basis for processing your data?

The legal basis is acceptance of a contractual relationship or, failing that, your consent when contacting us or offering us your products by any means.

How long will we retain personal data?

For the duration of the relationship between the parties and for the limitation periods arising from it.

+SOCIAL MEDIA CONTACTS

For what purposes will we process your personal data?

- Responding to your enquiries, applications or requests.
- Managing the requested service, responding to your application or processing your request.
- Interacting with you and creating a community of followers.

What is the legal basis for processing your data?

The legal bases for the processing are the data subject's voluntary consent to make contact and, where applicable, acceptance of a contractual relationship within the relevant social network. Data processing within the Social Network will be carried out in accordance with its Privacy policies.

How long will we retain personal data?

We can only view or delete your data to a limited extent because we have a specific profile. We will process your data for as long as you allow us to by following us, being friends or clicking “like”, “follow” or similar buttons.

Any rectification of your data or restriction of information or posts must be made through your profile or user settings on the social network itself.

+JOB APPLICANTS

For what purposes will we process your personal data?

- Organising selection processes for recruiting employees.
- Inviting you to job interviews and assessing your application.

- If you have given us your consent, we may disclose it to partner or related companies for the sole purpose of helping you find employment.
- If you accept the privacy policy, you give us your consent to disclose your job application to the entities that make up the group of companies in order to include you in their staff selection processes.

We also inform you that one year after receiving your curriculum vitae, we will securely destroy it.

For what purposes will we process your personal data?

- Organising selection processes for recruiting employees.
- Inviting you to job interviews and assessing your application.
- If you have given us your consent, we may disclose it to partner or related companies for the sole purpose of helping you find employment.

What is the legal basis for processing your data?

If you submit your CV as an unsolicited application, the legal basis is your unambiguous consent given by sending us your CV. If you are applying for a selection process launched by this entity, the legal basis is taking pre-contractual steps.

How long will we retain personal data?

If you submit a CV for an advertised vacancy, your data will be processed within the selection process for that vacancy and we will delete it at the end of the process if you have not been selected.

If you submit a CV to an unsolicited applications inbox or our “work with us” section, we will retain your data for one year on the basis of the data subject's consent.

Will we send communications by electronic means?

We will only do so to manage your request if this is one of the contact methods you have provided. Any commercial communications we send will have been expressly authorised by you in advance.

What security measures do we apply?

We have adopted an optimal level of protection for the Personal Data we handle and have installed all the technical means and measures available to us, in accordance with the state of technology, to prevent the loss, misuse, alteration, unauthorised access and theft of Personal Data.

Your data will not be disclosed to third parties unless required by law. Specifically, they will be disclosed to the State Tax Administration Agency and to banks and financial institutions for collection of payment for the service provided or product purchased, as well as to the data processors necessary for performance of the agreement.

In the event of a purchase or payment, if you choose an application, website, platform, bank card or any other online service, your data will be disclosed to that platform or processed within its environment, always with the highest level of security.

When instructed by us, the web development and maintenance and web hosting company will have access to our website. They will have signed a service agreement requiring them to maintain the same level of privacy as we do.

Your data will not be disclosed to third parties unless required by law. Specifically, they will be disclosed to the State Tax Administration Agency and to banks and financial institutions for collection of payment for the service provided or product purchased, as well as to the persons or entities acting as data processors necessary for performance of the agreement.

In the event of a purchase or payment, if you choose an application, website, platform, bank card or any other online service, your data will be disclosed to that platform or processed within its environment, always with the highest level of security. During the card payment process, data will be collected by the Bank that owns the Virtual POS terminal

When instructed by us, the web development and maintenance company or the hosting company will have access to our website. They will have signed a service agreement requiring them to maintain the same level of privacy as we do.

International data transfers may take place when using American applications. However, such transfers will be made to entities that have demonstrated compliance with the level of protection and safeguards in accordance with the parameters and requirements laid down in current data protection legislation, such as the European Regulation, or where there is legal authorisation to carry out the international transfer.

What Rights do you have?

- To know whether or not we are processing your data.
- To access your personal data.
- To request rectification of your data if they are inaccurate.
- To request erasure of your data if they are no longer necessary for the purposes for which they were collected or if you withdraw the consent given.
- To request restriction of the processing of your data in certain cases, in which case we will only retain them in accordance with current regulations.
- To data portability, with your data being provided to you in a structured, commonly used or machine-readable format. If you prefer, we can send them to the new controller you designate. This only applies in certain cases.
- To lodge a complaint with the Spanish Data Protection Agency or the competent supervisory authority if you believe we have not dealt with you properly.

- To withdraw consent for any processing to which you have consented, at any time.

If you change any data, please let us know so that we can keep them up to date.

Would you like a form to exercise your Rights?

- We have forms for exercising your rights; ask us for them by email or, if you prefer, you can use those prepared by the Spanish Data Protection Agency or third parties.
- Requests must be electronically signed or provide reliable identification of the person exercising the right.
- The forms may be submitted in person or sent by post or email to the Controller's address at the beginning of this text.

How long do we take to respond when you exercise your Rights?

It depends on the right, but no more than one month from your request, or two months if the matter is very complex and we notify you that we need more time.

Do we process cookies?

If we use types of cookies other than necessary cookies, you can consult the cookie policy via the corresponding link on our website's home page.