

## LEGAL NOTICE

In accordance with the provisions of Articles 10 and 11 of Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce, we provide users and visitors with the legal information relating to the organisation that owns the website located at the internet address [www.santaponsapins.com](http://www.santaponsapins.com)

### Owner of the website.

Corporate name: CLOT HOTELS SL

Tax code: B16629958

Address: CALLE DALMAU DE ROBERTÍ, Nº 10 07013 PALMA DE MALLORCA, BALEARES

Email address: [ELESENNE@NURAHOTELS.COM](mailto:ELESENNE@NURAHOTELS.COM)

Telephone: 680346065

Registered with the companies registry of the Illes Balears in Volume 2814, Folio 206, Page 86773, Section 8

Activity: Hotel

### Terms and conditions of use:

In order to browse this website as a visitor or to register with and access the services offered by CLOT HOTELS SL, the following terms and conditions of service and use must be accepted:

- a) The user accepts these general terms and conditions of use and service of the [www.santaponsapins.com](http://www.santaponsapins.com) website.  
Any user who does not accept these terms and conditions will be unable to use the services and contents of the website [www.santaponsapins.com](http://www.santaponsapins.com)
- b) These terms and conditions of use regulate the access and use of the website [www.santaponsapins.com](http://www.santaponsapins.com). Use of this website confers the status of user from the moment of access and once browsing has begun. By accessing any of the website's content, the user expressly accepts these general terms and conditions. The user accepts the particular conditions applicable to the different services provide by the organisation on the website accessed.
- c) The website [www.santaponsapins.com](http://www.santaponsapins.com) provides users with access to and use of diverse information and services.
- d) The user must be of legal age to use the services of the [www.santaponsapins.com](http://www.santaponsapins.com) website. Minors under the age of 18 may only use the services of the [www.santaponsapins.com](http://www.santaponsapins.com) website under the supervision of a parent or legal guardian.
- e) The user undertakes to make appropriate use of the content and services of the [www.santaponsapins.com](http://www.santaponsapins.com) website. This use must be carried out in accordance with the law, good conduct, public order and the provisions of these general terms and conditions.
- f) In general, the provision of the website's services and access to the information that it contains does not require prior subscription or registration by the user. However, CLOT HOTELS SL makes the use of some of the services offered on the website conditional upon the prior completion of the corresponding registration or personal data collection form by the user. The aforementioned registration must be carried out in the manner expressly indicated in the service itself or in the specific conditions by which it is regulated, where applicable.
- g) The user accepts the obligation not to carry out any action that may damage, render unusable, prevent access to or damage the contents and services, and/or prevent normal use, of the website [www.santaponsapins.com](http://www.santaponsapins.com) by other users. In particular, and by way of example but not limitation, the user agrees:

Not to carry out any action that may affect, destroy, alter, render unusable or damage personal data, programmes or electronic documents found on the website.

Not to introduce, store or disseminate any computer program, data, virus or code that may damage the website, any of the services or any of the equipment, systems or networks of the organisation, of any other user and/or of any of the organisation's suppliers.

#### **Modifications.**

The organisation reserves the right to modify these terms and conditions unilaterally, at any time and without prior notice. In these cases the information will be published and notice given as soon as is possible. The right is also reserved to modify the presentation and configuration of the website unilaterally, at any time and without prior notice.

#### **Links to third parties.**

This Legal Notice refers exclusively to the website, and does not apply to any links or third party websites accessible through it. The organisation is not responsible for the content of any websites linked to, or for any link included on a website accessed from the organisation's website.

#### **Intellectual and industrial property.**

All the contents of the website are the exclusive property of the organisation, including but not limited to the graphic design, source code, logos, texts, graphics, illustrations, photographs and any other elements that appear on the website. Likewise, the trade names, trademarks or distinctive signs of any kind contained on the website are protected by intellectual and industrial property law. The organisation has the exclusive right to make use of the aforementioned intellectual property in any form and, in particular, the rights of reproduction, distribution and public communication. The user is prohibited from any non-consensual use, in whole or in part, of any of the contents of the website that make up the intellectual or industrial property rights of the organisation over the website and/or its contents.

The organisation reserves the right to take any type of legal action against any user who carries out any action that involves the reproduction, distribution, commercialisation, transformation and, in general, any other use, by any means, of all or part of the contents of the website, and which constitutes a breach of the website's intellectual and/or industrial property rights.

#### **Notifications.**

For the purposes of these general terms and conditions, and for any communication that may be necessary between the organisation and the user, the latter should use the email address ELESSENNE@NURAHOTELS.COM. Communications from the organisation to the user will be made in accordance with the personal data provided by the user when registering on the website [www.santaponsapins.com](http://www.santaponsapins.com). For all communications relating to the use of the website and/or the contracting of the services offered therein, the user expressly accepts the use of email as a valid procedure for sending any such communications.

#### **Applicable legislation and submission to jurisdiction.**

These terms and conditions are governed by Spanish law, which is applicable in all matters not provided for in this contract regarding interpretation, validity and execution. The parties expressly waive any right to their own jurisdiction and expressly submit to the courts of Palma de Mallorca to resolve any disputes that arise in the interpretation or execution of these contractual terms and conditions.

## **PRIVACY POLICY**

In accordance with the provisions of the General Data Protection Regulation GDPR (EU) 679/2016 and Organic Law 3/2018, of 5 December, on Personal Data Protection and Guarantee of Digital Rights, you are provided with the following information on the processing of your personal data.

### **Who controls the processing of your personal data?**

Data Controller and Data Protection Officer

The Data Controller responsible for the processing of your personal data is CLOT HOTELS SL, with registered address at CALLE DALMAU DE ROCABERTÍ, Nº 10, 07013, PALMA DE MALLORCA. You can contact the data protection officer at the following email address: [ELESENNE@NURAHOTELS.COM](mailto:ELESENNE@NURAHOTELS.COM) DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / E-MAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

### **What data do we process?**

At CLOT HOTELS SL we process the personal data that you provide by filling in the forms provided for this purpose on this website, as well as any personal data resulting from the provision or contracting of our services or products and/or any personal data resulting from the commercial relationship that you have with us. In addition, we process the personal data generated by your activity on our website, which includes your browsing data obtained through the website.

It is important for us to keep the record of your personal data up to date. You are obliged to keep us informed of any changes or errors in your personal data as soon as possible by contacting us by email: [ELESENNE@NURAHOTELS.COM](mailto:ELESENNE@NURAHOTELS.COM).

### **What do we process your personal data for?**

Purpose: Your personal data is processed for the following purposes:

- Managing and maintaining the services provided through the website.
  - Managing and servicing queries and requests for information made by users through the contact form. The email address and personal data that you provide us with through the contact form on the website will be used exclusively to deal with the queries that you send us by this means.
  - Compliance with applicable legal obligations.
  - Sending commercial communications and newsletters, and advertising our services and products.
  - Managing the contracting of our services and/or products.
  - Managing requests for information or requests for quotations for our services or products.
  - Conducting surveys to improve our services.
  - Registration in the user area.
  - Receiving and managing your curriculum vitae in order to participate in the organisation's staff selection processes.
  - Managing participation in activities and competitions held by the organisation.
  - Managing the members' club.
  - Handling and processing of complaints submitted through the internal complaints channel.
- If you have given your consent and in order to be able to offer you services relating to your interests, your personal data may be used to draw up a commercial profile. No automated decisions will be made based on said profile.

### **How long will we keep your personal data?**

We keep your personal data in our systems and files for as long as is needed to carry out the purposes of the processing, and to comply with applicable legislation. Your personal data will be kept for as long as there is a contractual and/or commercial relationship with you, or as long as you do not exercise your right to the deletion and/or restriction of processing of your data. The length of time for which personal data is kept will vary depending on the purposes of the processing, and in general terms:

- The personal data that you provide when contracting our services or products will be kept for the duration of the contractual relationship and, once said relationship has ended, for the legally mandated period of time with regard to any legal actions arising from said relationship.
- The personal data you provide in order for us to manage requests for information or queries through the contact form will be kept as long as you do not request for said data to be erased or cancelled.
- The personal data you provide to subscribe to our newsletter or bulletins will be kept as long as you do not request its deletion, indicate your opposition and/or request its limitation.
- The personal data you provide to us by sending us your curriculum vitae will be kept for a period of no more than one year.
- The personal data you provide to participate in our activities and contests will be kept as long as you do not request its deletion or cancellation.
- The personal data that you provide through the complaints channel will be held for a period not exceeding three months.
- The personal data obtained from your browsing and consumption habits, as well as the commercial profile obtained, will be kept as long as you do not request its deletion or cancellation.
- Your personal data will be kept for as long as it is useful for the purposes indicated and, in any case, for legally mandated periods and for length of time necessary to address any possible liabilities arising from the processing of said data.

### **What is the legitimacy for the processing of your data?**

Legitimacy: The legitimacy to process your personal data is based on:

- Executing and maintaining a contractual and commercial relationship with you, such as contracting the organisation's products and services, and managing and processing requests for quotes for the organisation's products and/or services, all in accordance with the provisions of Article 6.1.B of GDPR (EU) 679/2016 and Organic Law 3/2018, of 5 December (LOPDGDD).
- Your express consent for one or more purposes, such as sending you our own or third-party advertising communications or newsletters, managing how curricula vitae are sent, and taking part in activities or competitions, all in accordance with the provisions of article 6.1.A of GDPR (EU) 679/2016 and Organic Law 3 /2018, of 5 December (LOPDGDD ).
- Compliance with various legal obligations, all in accordance with the provisions of Article 6.1.C of GDPR ( EU ) 679/2016 and Organic Law 3/2018, of 5 December (LOPDGDD ).
- Meeting the legitimate interests pursued by the data controller or by a third party, e.g. for security reasons, to improve our services and/or to manage requests or queries.

During the data collection process, and in each place on the website where personal data is requested, the user will be informed by means of a hyperlink or by the inclusion of appropriate mentions on the form itself of the mandatory nature or otherwise of the collection of their personal data.

The personal data requested in the forms on the website are, in general, mandatory (unless otherwise specified in the required field) in order to comply with the established purposes. Therefore, if the personal data requested is not provided, or is not provided correctly, the request cannot be fulfilled.

There is an obligation to provide your personal data when contracting a service or product, and/or when requesting a quote or offer.

The sending of advertising communications, newsletters or bulletins about our products and services is based on the consent that you are asked for, and under no circumstances does the withdrawal of this consent affect the contractual or commercial relationship that you have with us.

If you have authorised us to send advertising for our services and products, your personal data may be used to manage the sending of advertising offers and newsletters by electronic means. In these cases, the provisions of articles 20 and 21 of Law 34/2002, of 11 July 2002, on information society services and electronic commerce, apply to the use and processing of your personal data for the purpose of sending advertising by electronic means.

If you have ticked the option to receive advertising, or if you have subscribed to our newsletter, you can cancel this option at any time.

### **With which recipients will your data be shared?**

Recipients: In general, your personal data will not be shared with any third party outside the organisation, unless there is a legal obligation to do so. However, you are informed that third-party providers may have access to your personal information as data processors in the context of providing a service for the data controller organisation. You are informed that you can request a complete list of the recipients that may receive your personal data as processors or as third-party recipients transfer by emailing: ELESENNE@NURAHOTELS.COM. In addition to the above, the organisation may transfer or communicate personal data in order to fulfil its obligations to the Public Administrations in cases where this is required, in accordance with the legislation in force.

No international data transfers are foreseen. No decisions are made with regard to adaptation, guarantees, binding corporate rules or specific applicable situations.

### **How do we transfer your data?**

International data transfers: In order to carry out the data processing activities detailed above, we may transfer data to countries outside the European Economic Area (EEA), and store said data in physical or digital databases managed by organisations acting on our behalf. Database management and the processing of data are limited to the purposes of the processing and are carried out in accordance with applicable data protection laws and regulations. If any data is sent outside the EEA, the company will use appropriate contractual measures to ensure data protection, including but not limited to contracts based on the standard data protection clauses adopted by the European Commission applicable to the sending of personal data outside the EEA.

### **What rights do you have in the processing of your personal data?**

Your rights: You have the right to obtain access to your personal data, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer necessary for the purposes for which it was obtained. In certain circumstances, you may request that the processing of your data be limited, in which case we will only retain it for the purpose of filings or defending complaints. Additionally, and for purposes related to your particular situation, you may oppose the processing of your data, in which case your personal information will no longer be processed for those purposes to which you have stated your opposition. Where technically possible, you may request the portability of your data to another data controller. To exercise these rights, in accordance with current legislation, you can send a letter by post, enclosing a copy of a document proving your identity (DNI), to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013, PALMA DE MALLORCA or send an email to ELESENNE@NURAHOTELS.COM. You have the right to lodge a complaint with the supervisory authority: Spanish Data Protection Agency ([www.agpd.es](http://www.agpd.es)). Origin of personal data: the data subject.

You expressly accept the inclusion of the personal data collected while browsing the website and/or provided by filling in any forms, as well as any data resulting from a possible commercial relationship, in the organisation's automated personal data files.

The organisation guarantees the confidentiality of users' personal data. However, when required to do so, the organisation will disclose personal data to the relevant public authorities, along with any other information in its possession or which is accessible through its systems, in accordance with the legal and regulatory provisions applicable to each case. Personal data may be kept in the files owned by CLOT HOTELS SL even after the commercial relations formalised through the organisation's website have ended, solely for the purposes indicated above and, in any case, for the legally established periods, at the disposal of administrative or judicial authorities.

### **Use of social media**

When you interact with our website through various social media platforms, such as when you connect to or follow us or share our content on social media platforms (Facebook, Twitter, LinkedIn, Instagram or others), we may receive information from these platforms, including information about your profile, user ID associated with your social media account, and any other public information that you allow to be shared with third parties on said platforms.

The organisation uses social media as a way to provide information about the services it offers, as well as any other activity or event that it carries out and wishes to publicise, but at no time will it obtain personal data from users interacting on said social media platforms, unless there is express authorisation to do so.

This data is only used within the social media platform itself and is not incorporated into any processing system.

Social media platforms have their own terms of use and privacy policies that you are obliged to take into account and observe if you use them.

In cases of registration and/or access through a social media account, the organisation may collect and access certain information from your user profile on said platform, solely for the purposes indicated above.

### **Below we will provide you with information regarding the processing of your personal data carried out by CLOT HOTELS SL**

#### **INFORMATION SECTION ON ARTICLES 13 AND 14 OF THE GDPR ON THE PROCESSING OF THE PERSONAL DATA OF CUSTOMERS RESERVATIONS**

In accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights, you are provided with the following information on how your personal data is processed:

RESPONSIBLE / MANAGER: CLOT HOTELS SL, Fiscal ID code: B16629958, Address: CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, Telephone: 680346065, Email address: ELESENNE@NURAHOTELS.COM. Data Protection Officer: CONTACT: DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / E-MAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

PURPOSE: At CLOT HOTELS SL, we process the information you provide us in order to provide you accommodation in our hotel and/or the services of our establishments, in addition to managing the sending of information and commercial research and invoicing thereof. We will develop a commercial profile based on the information provided in order to be able to offer you our services in accordance with your interests. No automated decisions will be made based on this profile. The personal data provided will be retained for the duration of the commercial relationship and as long as no request has been received to delete the same by the interested party, for a duration of 5 years from the last time you contract and/or make any reservation. In any event, your personal data will be retained while they remain useful for the

purpose indicated, and in any event for the legally established periods and for the time needed to address any possible liabilities resulting from said processing.

**LEGAL BASIS:** Personal data processing is based on the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into the contract; we are also obliged to process your personal information to comply with a legal obligation that applies to the data controller. In any event, you have given your consent for your personal information to be processed for one or more specific purposes, in accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 ( Art. 6.1. A. B. C) and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights: (LOPDPGDD). . Act 1/1992, modified by Organic Law 4/2015 of 30 March on the Protection of Public Safety, shall apply. Articles 20 and 21 of the Information Society Services Act 34/2002, for the use of telecommunications to send commercial offers, shall apply. While the prospective offer of services is based on the consent you are requested to provide, the withdrawal of this consent will not condition the contract for the purchase and/or provision of the service under any circumstances. The personal data must be provided, otherwise the hotel accommodation service and/or the requested offer cannot be provided. While the prospective offer of products and services is based on the consent you are requested to provide, the withdrawal of this consent will not condition the contract for the purchase of any product and/or service under any circumstances.

**RECIPIENTS:** No personal data will be shared with any third party not connected to the company, unless it is a legal requirement to do so. However, you are informed that third-party providers may have access to your personal data, as data processors, within the framework of the provision of a service for the Data Controller company. In addition to the above, the company may share or communicate personal data in order to meet its obligations with public administrations when required to do so by law. In addition to the above, your data may be transferred to the State Security Forces and Corps. No data is expected to be transferred to third countries. No decisions will be made on the adequacy, guarantees, binding corporate standards or specific situations that apply.

**RIGHTS:** Interested parties have the right to obtain access to their personal information, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer needed for the purposes for which it was obtained. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain it for the purpose of filing or defending complaints. Additionally, and for purposes related to their particular situation, interested parties may oppose the processing of their data, in which case their personal information will no longer be processed for those purposes to which they have stated their opposition. When technically possible, the interested party may request the portability of their data to another Data Controller. To exercise these rights, in accordance with current legislation, the parties concerned may write to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, enclosing a copy of a document accrediting their identity (national identity document), or email ELESSENNE@NURAHOTELS.COM. You have the right to file a complaint with the Regulatory Authority: The Spanish Agency for Data Protection ([www.agpd.es](http://www.agpd.es)). Origin of personal data: the data subject.

#### **INFORMATION SECTION ON ARTICLES 13 AND 14 OF THE GDPR ON THE PROCESSING OF THE PERSONAL DATA OF PASSENGER REGISTRATION PART.**

In accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights, you are provided with the following information on how your personal data is processed:

**RESPONSIBLE / MANAGER:** CLOT HOTELS SL, Fiscal ID code: B16629958, Address: CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, Telephone: 680346065, Email address: ELESSENNE@NURAHOTELS.COM. Data Protection Officer: CONTACT: DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / EMAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

**PURPOSE:** We At CLOT HOTELS SL process the information you provide us with in order to provide you with the requested hotel accommodation service and to comply with the documentary and information registration obligations set forth in Royal Decree 933/2021, of 26 October, for companies that carry out accommodation and hotel accommodation activities. No automated decisions will be made based on this profile. The data that you provide us with and that we process in a digital register must be kept for a minimum period of three years from the end of the service or

provision contracted. In any event, your personal data will be retained while they remain useful for the purpose indicated, and in any event for the legally established periods and for the time needed to address any possible liabilities resulting from said processing.

**LEGAL BASIS:** Personal data processing is based on the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into the contract. We are also obliged to process your personal information to comply with a legal obligation that applies to the data controller, in accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 (Art. 6.1. B. C) and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights: (LOPDPGDD). Royal Decree 933/2021, of 26 October, which establishes the documentary registration and information obligations of natural or legal persons who carry out accommodation and motor vehicle rental activities, is applicable. Organic Law 7/2021, of 26 May, on the protection of personal data processed for the purposes of the prevention, detection, investigation and prosecution of criminal offences and the execution of criminal sanctions also applies. The personal data must be provided, otherwise the hotel accommodation service cannot be provided.

**RECIPIENTS:** No personal data will be shared with any third party not connected to the company, unless it is a legal requirement to do so. However, you are informed that third-party providers may have access to your personal data, as data processors, within the framework of the provision of a service for the Data Controller company. You are informed that you can request a complete list of the recipients that may receive your personal data as processors or as third-party recipients transfer by emailing: [elesenne@nurahotels.com](mailto:elesenne@nurahotels.com). Your personal data will be communicated to the Secretary of State for Security and may only be processed by the Security Forces and/or the corresponding authorities. No data is expected to be transferred to third countries. No decisions will be made on the adequacy, guarantees, binding corporate standards or specific situations that apply.

**RIGHTS:** Interested parties have the right to obtain access to their personal information, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer needed for the purposes for which it was obtained. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain it for the purpose of filing or defending complaints. Additionally, and for purposes related to their particular situation, interested parties may oppose the processing of their data, in which case their personal information will no longer be processed for those purposes to which they have stated their opposition. When technically possible, the interested party may request the portability of their data to another Data Controller. To exercise these rights, in accordance with current legislation, the parties concerned may write to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, enclosing a copy of a document accrediting their identity (national identity document), or email [elesenne@nurahotels.com](mailto:elesenne@nurahotels.com). You have the right to file a complaint with the Regulatory Authority: The Spanish Agency for Data Protection ([www.agpd.es](http://www.agpd.es)). Origin of personal data: the data subject.

## **INFORMATION SECTION ON ARTICLES 13 AND 14 OF THE GDPR ON THE PROCESSING OF THE PERSONAL DATA OF QUOTE PROCESSING**

In accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights, you are provided with the following information on how your personal data is processed:

**RESPONSIBLE / MANAGER:** CLOT HOTELS SL, Fiscal ID code: B16629958, Address: CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, Telephone: 680346065, Email address: [ELESENNE@NURAHOTELS.COM](mailto:ELESENNE@NURAHOTELS.COM). Data Protection Officer: CONTACT: DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / EMAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

**PURPOSE:** We at CLOT HOTELS SL process the information you provide us in order to produce a quote for the services we provide, to send out advertising related to our products and services by any means (post, email or phone) and to invite you to events organized by the company. We will develop a commercial profile based on the information provided in order to be able to offer you our products and services in accordance with your interests. No automated decisions will be made based on this profile. The information provided will be retained until the party concerned requests that it no



longer be processed. In any event, your personal data will be retained while they remain useful for the purpose indicated, and in any event for the legally established periods and for the time needed to address any possible liabilities resulting from said processing.

**LEGAL BASIS:** Personal data processing is based on the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into the contract, and in any event you have given your consent for your personal information to be processed for one or more specific purposes, in accordance with the provisions of the GDPR EU 679/2016 (ART. 6.1. A. B.) and Organic Law 3/2018 of 5 December (Data Protection and Guarantee of Digital Rights: LOPDPGDD). The personal data must be provided, otherwise the requested offer cannot be provided. Articles 20 and 21 of the Information Society Services Act 34/2002, for the use of telecommunications to send commercial offers, shall apply. Consent must be provided in order to be able to make prospective offers and send you commercial information.

**RECIPIENTS:** No personal data will be shared with any third party not connected to the company, unless it is a legal requirement to do so. However, you are informed that third-party providers may have access to your personal data, as data processors, within the framework of the provision of a service for the Data Controller company. In addition to the above, the company may share or communicate personal data in order to meet its obligations with public administrations when required to do so by law. No data is expected to be transferred to third countries. No decisions will be made on the adequacy, guarantees, binding corporate standards or specific situations that apply.

**RIGHTS:** Interested parties have the right to obtain access to their personal information, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer needed for the purposes for which it was obtained. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain it for the purpose of filing or defending complaints. Additionally, and for purposes related to their particular situation, interested parties may oppose the processing of their data, in which case their personal information will no longer be processed for those purposes to which they have stated their opposition. When technically possible, the interested party may request the portability of their data to another Data Controller. To exercise these rights, in accordance with current legislation, the parties concerned may write to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, enclosing a copy of a document accrediting their identity (national identity document), or email ELESSENNE@NURAHOTELS.COM. You have the right to file a complaint with the Regulatory Authority: The Spanish Agency for Data Protection ( [www.agpd.es](http://www.agpd.es) ). Origin of personal data: the data subject.

#### **INFORMATION SECTION ON ARTICLES 13 AND 14 OF THE GDPR ON THE PROCESSING OF THE PERSONAL DATA OF WEBSITE USERS**

In accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights, you are provided with the following information on how your personal data is processed:

**RESPONSIBLE / MANAGER:** CLOT HOTELS SL, Fiscal ID code: B16629958, Address: CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, Telephone: 680346065, Email address: ELESSENNE@NURAHOTELS.COM. Data Protection Officer: CONTACT: DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / EMAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

**PURPOSE:** We at CLOT HOTELS SL process the information that you provide us with in order to provide the services and/or sell the products that you have contracted through our website and to manage the sending of information and commercial research. We will develop a commercial profile based on the information provided in order to be able to offer you our services in accordance with your interests. No automated decisions will be made based on this profile. The personal data provided will be retained for the duration of the commercial relationship and as long as no request has been received to delete the same by the interested party, for a duration of 5 years from the last time you contract and/or purchase anything. In any event, your personal data will be retained while they remain useful for the purpose indicated, and in any event for the legally established periods and for the time needed to address any possible liabilities resulting from said processing.

**LEGAL BASIS:** Personal data processing is based on the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into the contract, and in any event you have given your consent for your personal information to be processed for one or more specific purposes, in accordance with the provisions of the GDPR EU 679/2016 (ART. 6.1. A. B) and Organic Law 3/2018 of 5 December (Data Protection and Guarantee of Digital Rights: LOPDPGDD). Articles 20 and 21 of the Information Society Services Act 34/2002, for the use of telecommunications to send commercial offers, shall apply. While the prospective offer of products and services is based on the consent you are requested to provide, the withdrawal of this consent will not condition the contract for the purchase of any product and/or service under any circumstances. The personal data must be provided, otherwise the service requested cannot be provided and/or the product sold and/or the requested offer cannot be provided and the sending out of commercial information cannot be managed.

**RECIPIENTS:** No personal data will be shared with any third party not connected to the company, unless it is a legal requirement to do so. However, you are informed that third-party providers may have access to your personal data, as data processors, within the framework of the provision of a service for the Data Controller company. In addition to the above, the company may share or communicate personal data in order to meet its obligations with public administrations when required to do so by law. No data is expected to be transferred to third countries. No decisions will be made on the adequacy, guarantees, binding corporate standards or specific situations that apply.

**RIGHTS:** Interested parties have the right to obtain access to their personal information, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer needed for the purposes for which it was obtained. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain it for the purpose of filing or defending complaints. Additionally, and for purposes related to their particular situation, interested parties may oppose the processing of their data, in which case their personal information will no longer be processed for those purposes to which they have stated their opposition. When technically possible, the interested party may request the portability of their data to another Data Controller. To exercise these rights, in accordance with current legislation, the parties concerned may write to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, enclosing a copy of a document accrediting their identity (national identity document), or email ELESSENNE@NURAHOTELS.COM. You have the right to file a complaint with the Regulatory Authority: The Spanish Agency for Data Protection ([www.agpd.es](http://www.agpd.es)). Origin of personal data: the data subject.

## **INFORMATION SECTION ON ARTICLES 13 AND 14 OF THE GDPR ON THE PROCESSING OF THE PERSONAL DATA OF INVOICES / ACCOUNTING**

In accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights, you are provided with the following information on how your personal data is processed:

**RESPONSIBLE / MANAGER:** CLOT HOTELS SL, Fiscal ID code: B16629958, Address: CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, Telephone: 680346065, Email address: ELESSENNE@NURAHOTELS.COM. Data Protection Officer: CONTACT: DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / EMAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

**PURPOSE:** At CLOT HOTELS SL we process the information that you provide us with in order to prepare and produce the invoices for products and/or services and in order to comply with tax and accounting obligations. The personal data provided will be retained for the duration of the commercial relationship and as long as no request has been received to delete the same by the interested party, for a duration of 5 years from the last time you contract and/or purchase anything. In any event, your personal data will be retained while they remain useful for the purpose indicated, and in any event for the legally established periods and for the time needed to address any possible liabilities resulting from said processing.

**LEGAL BASIS:** Personal data processing is based on the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into the contract. We are also obliged to process

your personal information to comply with a legal obligation that applies to the data controller, in accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 (Art. 6.1. B. C) and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights: (LOPDPGDD).

**RECIPIENTS:** No personal data will be shared with any third party not connected to the company, unless it is a legal requirement to do so. However, you are informed that third-party providers may have access to your personal data, as data processors, within the framework of the provision of a service for the Data Controller company. In addition to the above, the company may share or communicate personal data in order to meet its obligations with public administrations when required to do so by law. No data is expected to be transferred to third countries. No decisions will be made on the adequacy, guarantees, binding corporate standards or specific situations that apply.

**RIGHTS:** Interested parties have the right to obtain access to their personal information, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer needed for the purposes for which it was obtained. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain it for the purpose of filing or defending complaints. Additionally, and for purposes related to their particular situation, interested parties may oppose the processing of their data, in which case their personal information will no longer be processed for those purposes to which they have stated their opposition. When technically possible, the interested party may request the portability of their data to another Data Controller. To exercise these rights, in accordance with current legislation, the parties concerned may write to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, enclosing a copy of a document accrediting their identity (national identity document), or email ELESSENNE@NURAHOTELS.COM. You have the right to file a complaint with the Regulatory Authority: The Spanish Agency for Data Protection ([www.agpd.es](http://www.agpd.es)). Origin of personal data: the data subject.

#### **INFORMATION SECTION ON ARTICLES 13 AND 14 OF THE GDPR ON THE PROCESSING OF THE PERSONAL DATA OF CURRICULUM VITAE**

In accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights, you are provided with the following information on how your personal data is processed:

**RESPONSIBLE / MANAGER:** CLOT HOTELS SL, Fiscal ID code: B16629958, Address: CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, Telephone: 680346065, Email address: ELESSENNE@NURAHOTELS.COM. Data Protection Officer: CONTACT: DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / EMAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

**PURPOSE:** At CLOT HOTELS SL we process the information You provide us with in order to select staff and to allow the applicant to participate in the company's employment selection process. While the relationship with the company remains in effect and no request for cancellation is made, the personal information provided will be retained for a period of two years after the last time your consent was obtained. In any event, your personal data will be retained while they remain useful for the purpose indicated, and in any event for the legally established periods and for the time needed to address any possible liabilities resulting from said processing.

**LEGAL BASIS:** Personal data processing is based on your consent for one or more specific purposes, in accordance with the provisions of the GDPR EU 679/2016 (Art. 6.1. A) and Organic Law 3/2018 of 5 December ( Data Protection and Guarantee of Digital Rights: LOPDPGDD). The personal data must be provided, otherwise you may not participate in the Company's selection process.

**RECIPIENTS:** No personal data will be shared with any third party not connected to the company, unless it is a legal requirement to do so. However, you are informed that third-party providers may have access to your personal data, as data processors, within the framework of the provision of a service for the Data Controller company. In addition to the above, the company may share or communicate personal data in order to meet its obligations with public administrations when required to do so by law. No data is expected to be transferred to third countries. No decisions will be made on the adequacy, guarantees, binding corporate standards or specific situations that apply.

**RIGHTS:** Interested parties have the right to obtain access to their personal information, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer needed for the purposes for which it was obtained. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain it for the purpose of filing or defending complaints. Additionally, and for purposes related to their particular situation, interested parties may oppose the processing of their data, in which case their personal information will no longer be processed for those purposes to which they have stated their opposition. When technically possible, the interested party may request the portability of their data to another Data Controller. To exercise these rights, in accordance with current legislation, the parties concerned may write to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, enclosing a copy of a document accrediting their identity (national identity document), or email [ELESENNE@NURAHOTELS.COM](mailto:ELESENNE@NURAHOTELS.COM). You have the right to file a complaint with the Regulatory Authority: The Spanish Agency for Data Protection ([www.agpd.es](http://www.agpd.es)). Origin of personal data: the data subject.

### **INFORMATION SECTION ON ARTICLES 13 AND 14 OF THE GDPR ON THE PROCESSING OF THE PERSONAL DATA OF NEWSLETTER / MAILING**

In accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights, you are provided with the following information on how your personal data is processed:

**RESPONSIBLE / MANAGER:** CLOT HOTELS SL, Fiscal ID code: B16629958, Address: CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, Telephone: 680346065, Email address: [ELESENNE@NURAHOTELS.COM](mailto:ELESENNE@NURAHOTELS.COM). Data Protection Officer: CONTACT: DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / EMAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

**PURPOSE:** At CLOT HOTELS SL we process the information that you provide with the purpose of sending you personalised offers and/or services provided by the company, and to manage the sending of information and marketing surveys. We also process information on customers who have contracted our products and services with the purpose of sending them personalised offers and/or services provided by the company. We will develop a commercial profile based on the information provided in order to be able to offer you our products and services in accordance with your interests. No automated decisions will be made based on this profile. The personal information provided will be retained for as long as your explicit consent remains in effect and you do not request for it to be removed. In any event, your personal data will be retained while they remain useful for the purpose indicated, and in any event for the legally established periods and for the time needed to address any possible liabilities resulting from said processing.

**LEGAL BASIS:** Personal data processing is based on the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into the contract, and in any event you have given your consent for your personal information to be processed for one or more specific purposes, in accordance with the provisions of the GDPR EU 679/2016 (ART. 6.1. A.B) and Organic Law 3/2018 of 5 December (Data Protection and Guarantee of Digital Rights: LOPDPGDD). Articles 20 and 21 of the Information Society Services Act 34/2002, for the use of telecommunications to send commercial offers, shall apply.

**RECIPIENTS:** No personal data will be shared with any third party not connected to the company, unless it is a legal requirement to do so. However, you are informed that third-party providers may have access to your personal data, as data processors, within the framework of the provision of a service for the Data Controller company. In addition to the above, the company may share or communicate personal data in order to meet its obligations with public administrations when required to do so by law. No data is expected to be transferred to third countries. No decisions will be made on the adequacy, guarantees, binding corporate standards or specific situations that apply.

**RIGHTS:** Interested parties have the right to obtain access to their personal information, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer needed for the purposes for which it was obtained. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain it for the purpose of filing or

defending complaints. Additionally, and for purposes related to their particular situation, interested parties may oppose the processing of their data, in which case their personal information will no longer be processed for those purposes to which they have stated their opposition. When technically possible, the interested party may request the portability of their data to another Data Controller. To exercise these rights, in accordance with current legislation, the parties concerned may write to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, enclosing a copy of a document accrediting their identity (national identity document), or email ELESSENNE@NURAHOTELS.COM. You have the right to file a complaint with the Regulatory Authority: The Spanish Agency for Data Protection ([www.agpd.es](http://www.agpd.es)). Origin of personal data: the data subject.

## **INFORMATION SECTION ON ARTICLES 13 AND 14 OF THE GDPR ON THE PROCESSING OF THE PERSONAL DATA OF CUSTOMER SATISFACTION SURVEY**

In accordance with the provisions of the General Data Protection Regulation GDPR EU 679/2016 and Organic Law 3/2018 of 5 December on Data Protection and Guarantee of Digital Rights, you are provided with the following information on how your personal data is processed:

RESPONSIBLE / MANAGER: CLOT HOTELS SL, Fiscal ID code: B16629958, Address: CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, Telephone: 680346065, Email address: ELESSENNE@NURAHOTELS.COM. Data Protection Officer: CONTACT: DATA PROTECTION OFFICER: CONTACT: / <http://www.protecmir.com> / EMAIL: [protecmirlegal@protecmir.com](mailto:protecmirlegal@protecmir.com).

PURPOSE: At CLOT HOTELS SL, we process the information you provide us in order to know your level of satisfaction for your stay at our establishment. We will develop a commercial profile based on the information provided in order to be able to offer you our products and services in accordance with your interests. No automated decisions will be made based on this profile. The personal data provided will be retained for the duration of the commercial relationship and as long as no request has been received to delete the same by the interested party, for a duration of 5 years from the last time you contract and/or make any reservation. In any event, your personal data will be retained while they remain useful for the purpose indicated, and in any event for the legally established periods and for the time needed to address any possible liabilities resulting from said processing.

LEGAL BASIS: Personal data processing is based on your consent for one or more specific purposes, in accordance with the provisions of the GDPR EU 679/2016 (ART. 6.1. A) and Organic Law 3/2018 of 5 December ( Data Protection and Guarantee of Digital Rights: LOPDPGDD). Articles 20 and 21 of the Information Society Services Act 34/2002, for the use of telecommunications to send commercial offers, shall apply. While the prospective offer of services is based on the consent you are requested to provide, the withdrawal of this consent will not condition the contract for the purchase and/or provision of the service under any circumstances. Personal data must be provided or otherwise the satisfaction survey cannot be completed. The personal data must be provided, otherwise the requested offer cannot be provided. Consent must be provided in order to be able to make prospective offers and send you commercial information.

RECIPIENTS: No personal data will be shared with any third party not connected to the company, unless it is a legal requirement to do so. However, you are informed that third-party providers may have access to your personal data, as data processors, within the framework of the provision of a service for the Data Controller company. In addition to the above, the company may share or communicate personal data in order to meet its obligations with public administrations when required to do so by law. No data is expected to be transferred to third countries. No decisions will be made on the adequacy, guarantees, binding corporate standards or specific situations that apply.

RIGHTS: Interested parties have the right to obtain access to their personal information, as well as to request that any inaccurate data be rectified or, where appropriate, to request the removal of said data when, among other reasons, the information is no longer needed for the purposes for which it was obtained. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain it for the purpose of filing or defending complaints. Additionally, and for purposes related to their particular situation, interested parties may oppose the processing of their data, in which case their personal information will no longer be processed for those purposes to which they have stated their opposition. When technically possible, the interested party may request the portability of

their data to another Data Controller. To exercise these rights, in accordance with current legislation, the parties concerned may write to CLOT HOTELS SL at CALLE DALMAU DE ROCABERTÍ, Nº 10, CP: 07013 PALMA DE MALLORCA, enclosing a copy of a document accrediting their identity (national identity document), or email ELESENNE@NURAHOTELS.COM. You have the right to file a complaint with the Regulatory Authority: The Spanish Agency for Data Protection ([www.agpd.es](http://www.agpd.es)). Origin of personal data: the data subject.

### **Data security**

We have appropriate technical and organisational security measures in place to protect your personal data against unauthorised or unlawful processing, accidental loss, destruction or damage, and to ensure the integrity and confidentiality of your personal data. The technical and organisational security measures implemented make it possible to: guarantee the permanent confidentiality, integrity, availability and resilience of the processing systems and services; restore the availability of and access to personal data promptly in the event of a physical or technical incident; and regularly verify, evaluate and assess the effectiveness of the technical and organisational measures implemented to ensure the security of the processing.

These technical and organisational security measures have been designed taking into account our IT infrastructure, the state of the art in accordance with current standards and practices, the cost of implementation and the nature, scope, context and purposes of the processing, as well as the risks of varying likelihood and severity of the processing to your personal data.

### **COOKIES POLICY**

The company CLOT HOTELS SL, with tax ID: B16629958, with address at: CALLE DALMAU DE ROCABERTÍ, Nº 10 07013 PALMA DE MALLORCA, BALEARES, email address: ELESENNE@NURAHOTELS.COM and website: [www.santaponsapins.com](http://www.santaponsapins.com), expressly informs users that in accordance with Art. 22.2 of Law 34/2002, dated 11 July regulating information society and electronic commerce services (LSSI), this website uses 'cookies' in order to provide a better service and provide you with a better browsing experience.

In this 'cookies' policy you will find the description and purpose of each of the 'cookies' used, as well as its name, the sending server, its expiration and information on how to verify if there is an international transfer of data.

We want to inform you clearly and precisely about the 'cookies' we use, detailing below; what is a 'cookie', what is it for, what types of 'cookies' we use, what is their purpose and how you can configure or disable them if you wish.

#### **What is a 'cookie'?**

A 'cookie' is a file that is downloaded on websites and is sent from certain websites to the browser, and that are stored on the user's computer, which may be a personal computer, a mobile phone, tablet, etc. These files enable the website to remember information about your visit, such as language and favourites, which enables you to retrieve information about the browsing made from your computer, which is intended to facilitate your next visit and to make the site more useful thanks to the customisation of its content.

#### **How are 'cookies' used?**

By browsing this website, users are agreeing to the installation of 'cookies' on their computer and that allow us to find out the following information:

- Recognize you as a user. Obtain information about your browsing habits. Customize the way content is displayed. - Statistical information about the use of the website.
- The user's log-in to keep the session open on the website.
- The preferred website format for access from mobile devices.

- The most recent searches made on the services on the website and customisation data for these services.
- Information about advertisements that users are displayed.
- Information from surveys that users have taken part in.
- Data on the connection with social networks for users who access through their Facebook or Twitter accounts.

Below, you can find a classification of the 'cookies' that exist and may be used on our website, taking into account that the same 'cookie' may be included in more than one category.

### **Types of 'cookies':**

A.-Types of cookies according to the period of time they remain activated. Depending on the period of time that they remain activated in the terminal equipment, this website can use both temporary session cookies and permanent cookies.

1.- Session 'cookies': session 'cookies' store data only while the user accesses the web. They are usually used to store information that only interests to keep for the provision of the service requested by the user on a single occasion and disappear at the end of the session.

2.- Persistent / Permanent 'Cookies': permanent 'cookies' store the data in the terminal so that they are accessed and used in more than one session. The data that is still stored in the terminal can be accessed and processed during a period defined by the person responsible for the cookie and which can last from a few minutes to several years.

B.-Types of cookies according to their purpose. According to the purpose for which the data obtained through the 'cookies' is processed, the website may use:

1. Strictly necessary 'cookies': Strictly necessary 'cookies' are absolutely essential for the website to function properly. This category only includes 'cookies' that guarantee basic functionalities and security features of the website. These 'cookies' do not store any personal information.

2.-Technical 'cookies': These are any that allow users to browse a website, platform or application and the use of different options or services that exist therein, such as to monitor traffic and communication of data, identify the log-in session, allow parties to have restricted access, remind users of the elements that make up an order, complete the purchase process of an order, perform a request for registration or participation in an event, use security elements while browsing, store content for the broadcasting of videos or sound or share content through social networks, etc.

3.-Customisation 'cookies': These are any that allow users to access the service with certain general predefined characteristics according to a set of criteria on users' computers, such as the language, the type of browser used to access the service, the geo-localisation of the computer and the regional configuration from which you access the service.

4.- Strictly necessary 'cookies': Strictly necessary 'cookies' are absolutely essential for the website to function properly. This category only includes 'cookies' that guarantee basic functionalities and security features of the website. These 'cookies' do not store any personal information.

5.-Behavioural advertising 'cookies': These allow the advertising space that may be included by the publisher on a website, application or platform from which the requested service is provided to be managed in the most efficient manner possible. These cookies store information on user behaviour obtained through continued observation of their browsing habits, allowing the development of a specific profile to display advertising based on the same.

C.- Types of cookies according to the entity that manages them. Depending on who is the entity that manages the computer or domain from which cookies are sent and treats the data obtained, we can distinguish:

1.- Own/First-party cookies: are understood to be any that are sent to a user's computer from a device or domain managed by the publisher itself and from which the service requested is provided to the User.

2.- Third-party cookies: These are any that are sent to users' computers from a device or domain that is not operated by the publisher, but by another entity that processes the data obtained through the cookies. Third-party 'cookies' can be

installed on certain websites that allow the services offered to be managed and improved. These may be Google Analytics, and Comscore statistical services.

Users expressly agree to use 'cookies' when browsing or using our services. However, users can opt to prevent the generation of 'cookies' and their removal by selecting the corresponding option on their browser. Certain services or functionalities of the website may not be available if you block the use of 'cookies' on your browser.

When browsing or using our services, the user expressly accepts our use of 'cookies'. However, the user has the option of preventing the generation of 'cookies' and their elimination by selecting the corresponding option in their browser. If you block the use of 'cookies' in your browser, it is possible that some services or functionalities of the website are not available.

The Entity uses the following 'cookies' on this website for the purposes set out below:

**FIRST PARTY COOKIES**

<b>CookieID</b> (ID of the cookie and how it appears in the browser cache)	<b>Type</b> (first-party or third-party)	<b>Expiry</b> (Expiry date of the cookie once installed)	<b>Domain</b> (The domain that the cookie is linked to)	<b>Description</b> (Function and purpose of the cookie)
_sn_m	<b>First-Party</b>	Persistent cookie. Expiry /Duration: 1 year	www.santaponsapi ns.com	<b>ESSENTIAL</b>
_sn_n	<b>First-Party</b>	Persistent cookie. Expiry /Duration: 1 year	www.santaponsapi ns.com	<b>ESSENTIAL</b>
_sn_a	<b>First-Party</b>	Persistent cookie. Expiry /Duration: 1 year	www.santaponsapi ns.com	<b>ESSENTIAL</b>
gdprcookienotice	<b>First-Party</b>	Persistent cookie. Expiry /Duration: 1 year	www.santaponsapi ns.com	<b>ESSENTIAL</b>
SNS	<b>First-Party</b>	Session cookie	www.santaponsapi ns.com	<b>ESSENTIAL</b>
i18n_redirected	<b>First-Party</b>	Persistent cookie. Expiry /Duration: 1 year	www.santaponsapi ns.com	<b>ESSENTIAL</b>

'Cookies' do not contain information that allows them, by themselves, to identify a specific user. Regarding us, the information obtained can only be associated with a specific user if that user is identified on the web. If so, such data will be treated in accordance with the privacy policy of the Web, complying at all times with the requirements of current regulations on the protection of personal data. The affected users may exercise at any time their right to access, rectify and delete the data, as well as other rights as explained in the aforementioned privacy policy. For more information you must access our Data Protection Policy.

The 'cookies' will be used solely and exclusively for the necessary time, to fulfill the purposes for which it has been indicated in each cookie. In relation to third-party cookies, the retention periods can be consulted in the privacy policies and 'cookies' policies of the third parties. Once the 'cookie' has expired, it can be renewed if the user accepts its use again.

You can find out about transfers to third countries that, where appropriate, are made by the third parties identified in this 'cookie' policy in their corresponding policies.

**How is authorisation given to the company for the use of cookies on this website?**

With regard to the use of cookies on this website described in the previous section, as a user you authorise and gives consent for their use in the following way: When you access any website, a message will appear indicating that the



website of CLOT HOTELS SL uses cookies, and that you may accept or reject their use by configuring your browser settings. If you do not configure your browser settings to ensure that cookies are not activated, when browsing the website of CLOT HOTELS SL and using its services you accept the use made of these cookies.

### **How is consent withdrawn for the use of cookies on this website?**

As a user you have the option to not give your consent for the use of cookies at any time through your web browser, and can allow, block or delete cookies installed on your system by configuring the options of the web browser that you use on your device (computer, mobile, tablet). You can allow or block 'cookies', as well as delete your browsing data (including 'cookies') from the browser you use. Consult the options and instructions offered by your browser for this. Keep in mind that if you accept third-party 'cookies', you must delete them from the browser option.

Without enabling the necessary and technical 'cookies' described in this 'cookie' policy, some services or functionalities of the website may not be available.

If cookies are not activated as described above, the web services indicated will not be provided.

The following links explain how to carry out this process for the main web browsers:

Chrome: <http://support.google.com/chrome/bin/answer.py?hl=es&answer=95647>

Explorer: <https://support.microsoft.com/es-es/kb/278835>

Firefox: <http://support.mozilla.org/es/kb/habilitar-y-deshabilitar-cookies-que-los-sitios-we>

Safari: [https://support.apple.com/kb/PH17191?locale=es\\_ES](https://support.apple.com/kb/PH17191?locale=es_ES)

### **Updating the cookies policy**

The company CLOT HOTELS SL will update this policy when necessary, either because of a regulation requiring it to do so, or because it has removed certain cookies, or is using new cookies. Any modification of these terms and conditions will be published on this website.

Once you have been informed of the new terms and conditions, and these have been made available to you by publishing them on this website, the new cookies policy will apply and automatically replace the previous policy.

If you have any queries about this cookies policy, you can contact the company CLOT HOTELS SL by emailing [ELESENNE@NURAHOTELS.COM](mailto:ELESENNE@NURAHOTELS.COM).