


LEGAL NOTICE

Access to and/or use of this website attributes the capacity of USER and involves the full and unreserved acceptance, from this access and/or use, of this legal note and the latest version of the privacy policy, without prejudice to the General Contracting Conditions that, where appropriate, must be complied with. Therefore, we advise that you read these documents before using the functionalities offered by this website, as well as every time you access it, as CIA HOTELERA SAN JORDI S.A. reserves the right to change, modify, add or delete part of these conditions at any time.

Merely accessing the website does not in any way imply the existence of a commercial relationship between the user and CIA HOTELERA SANT JORDI, S.A.

I. INFORMATION SOCIETY SERVICES LAW (LSSI)

For the purposes of the provisions of Art. 10 of Law 34/2002, of 11 July, on Information Society and Electronic Commerce Services, users are informed that the owner of this website is the company CIA HOTELERA SANT JORDI, S.A. (hereinafter, HOTELERA SAN JORDI), whose registered office is in Gremi Cirujanos y Barberos, no 25, bloque B, 3er piso, 07009 Palma de Mallorca, Balearic Islands, Spain, and with Tax ID (C.I.F.) no. A07015597, registered in the mercantile registry of Palma de Mallorca in tome 484, book 406, folio 2, section 3, sheet PM6850, entry 15. In addition to the registered office, users are given the following e-mail address and the following telephone number, where they can address their requests, questions or complaints:

- Contact form of the website
- Central@universalhotels.es
- Customer service:  Tel. + 34 971 711 746 Fax: (+34) 971 720 176

II. CONDITIONS OF USE

1. Introduction

On its website, HOTELERA SAN JORDI offers information relating to the type of activities, products and services it performs. This website offers information about the hotels of the UNIVERSAL HOTELS brand, operated directly by HOTELERA SAN JORDI or by other commercial companies. By accessing and using this website, you agree to be bound by the conditions set forth below, so we recommend that you carefully read this section before starting. HOTELERA SAN JORDI reserves the right

to change, modify, add or delete part of these conditions and make changes to the products and programmes contained on this website at any time and without prior notice..

2. Limitations of use

It is forbidden to modify, copy, distribute, transfer, reproduce, publish, commercialise, sell or carry out any other activity with the content of these websites, not even cite the sources, without the written consent of HOTELERA SAN JORDI. Travel Agents and Tour Operators with an official, legally authorised licence who ask for the permission of HOTELERA SAN JORDI are exempt from that mentioned above, provided that they have obtained the written and express consent of HOTELERA SAN JORDI. In no way are you authorised to create or design, for yourself or for third parties, any website whose domain identifies with any of the brands registered by HOTELERA SAN JORDI, including the names of the hotels.

3. Exclusion of liability

HOTELERA SAN JORDI is not responsible for any damages and losses deriving from the access, use or misuse of the website's content. All information provided through this website is provided "as is" with no express or implicit guarantees of any type; therefore, HOTELERA SAN JORDI is not liable for any guarantee regarding this information. Some jurisdictions do not allow the exclusion of implicit guarantees, so there is a possibility that the indicated exclusion does not apply to you. This website is used at your own risk. Therefore, neither HOTELERA SAN JORDI, nor its representatives or agents will be liable for any loss or damage, direct or indirect, special or causal, of any kind that is connected to or results from using this website or any information of HOTELERA SAN JORDI. You hereby waive any claim against HOTELERA SAN JORDI that results from using this website or from any information available on this website of HOTELERA SAN JORDI. Liability for content: HOTELERA SAN JORDI is not liable for any possible discrepancies that may arise between the version of its printed documents and the electronic versions thereof published on its websites. The documents and photographs published on this website could include technical inconsistencies or typographical errors. The information is subject to regular changes. HOTELERA SAN JORDI may make improvements or changes to the products or programmes described herein at any time. HOTELERA SAN JORDI is not liable for the accuracy of the information that is not of its own elaboration and is indicated as being from another source; therefore, it assumes no liability for any hypothetical damages that may arise from using this information.

4. Copyright

Copyright and information on Industrial and Intellectual Property Rights. All content on this site, such as text, graphs, logos, icons, images, data collections and software is the exclusive property of HOTELERA SAN JORDI and everything is protected by the international copyright laws. HOTELERA SAN JORDI reserves the use of civil and/or criminal legal actions against any natural or legal persons and their representatives who violate the provisions of these legal conditions of use, especially that regarding copyrights. This website is not intended for the distribution, use or access of persons from jurisdictions who, from merely accessing this page, would cause HOTELERA SAN JORDI to violate any law or regulation in the jurisdictions.

5. Links

HOTELERA SAN JORDI does not assume any liability for the information contained on third-party websites that can be accessed through links or search engines from the websites of HOTELERA SAN JORDI. The presence of links on the website of HOTELERA SAN JORDI is merely for informational purposes and in no case does it imply a suggestion, invitation or recommendation about them.

6. Forbidden or illegitimate use

As a condition of using this page, you ensure HOTELERA SAN JORDI that you will not use the website for purposes that are illegal or forbidden by these conditions.

7. Other conditions

By using this website, there is no agreement, contract, commitment, work relationship, company or agency between HOTELERA SAN JORDI Mallorca and the user. Any right that is not expressly assigned to you is expressly reserved to HOTELERA SAN JORDI. The on-line bookings made on this website that will be regulated in the General Contracting Conditions and the processes that must be followed to sign the contract are excluded.

8. Nullity of the clauses.

In the event that a clause of these conditions of use is declared null and void, it will only affect this provision or the part that has been declared as such, and the general conditions of all others that include this provision, or the affected part thereof, will remain valid.

9. Acceptance.

Access to this website and its use implies that you accept all of these conditions of use.

10. Governing law and jurisdiction

Without prejudice to the rights granted to consumers by Royal Legislative Decree 1/2007, of 16 November, this website will be governed by the Spanish Law, excluding its conflict of law rules and any dispute that may arise from its use or the services linked thereto, which shall be subject to the jurisdiction of the competent Courts and Tribunals based where CIA HOTELERA SANT JORDI, S.A. operates, and users must expressly waive their own jurisdiction, if any.

The European Commission provides an on-line dispute settlement platform aimed at consumers, who can access it through the following link:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>

COOKIES POLICY

WHY DO WE USE COOKIES AND PROCESS BROWSING DATA?

On this website, www.universalhotels.es, we use cookies. If you use our website without proceeding to deactivate cookies, you express your consent to their installation.

What is a cookie?

A cookie is a file that websites transfer to the equipment connected to them. While often the purposes of cookies are only technical, they also allow a website, among other things, to store and retrieve information about the browsing habits of a user or their computer and, depending on the information they contain and the way the user uses their computer, they can be used to identify them. There are cookies that are controlled and managed by the owner of the website (these are called “personal cookies”) and others by third parties (these are known as “third party cookies”), for example, because they provide a tool or functionality built-in to the website. Certain cookies are cancelled once you have finished browsing on the website (session cookies), whereas others may continue to be stored on users’ equipment and be accessed for a longer period of time (persistent cookies).

What types of cookies do we use and why?

On this website, we use the following types of cookies:

1. Technical or indispensable cookies for the provision of services

We use technical cookies in order to be able to provide the services requested by our users. These cookies are essential for browsing and using the different options and services of website, like, for example, controlling traffic and communicating data, identifying the session, accessing parts with restricted access, remembering the information that the user provides in each stage of the registration or contracting process, performing the purchase process for an order, using security elements during browsing, storing contents for the dissemination of videos or sound or sharing content through social networks. - GOOGLE TAG MANAGER: cookies owned by Google Inc., with registered office in 1600 Amphitheatre Parkway, Mountain View, CA , 94043. You can consult more information at <http://www.google.com/intl/en/about.html>, and you will find the privacy policy on <http://www.google.com/intl/en/policies/privacy/>. - FACEBOOK CONNECT: cookies provided by Facebook Inc., with registered office in 1601 Willow Road, Menlo Park, CA, 94025. You can consult more information about

Facebook for Developers at <https://www.facebook.com/FacebookforDevelopers>. The privacy policy for these cookies is on <https://www.facebook.com/about/privacy/>.

2. Customisation cookies

In order to optimise your experience when using this website, we use customisation cookies that allow us to configure the website and its services according to the user's preferences or the general features of their equipment, for example, the browser used and its version, the operating system installed, etc. These cookies are used to, for example, remember the parameters that were chosen by the user during their visits, guide the content of the website depending on their language or location, and maintain the accredited status of registered users. On this website, we determine the approximate location of our users to show the origin closest to them, such as the airport. This location is deduced from the analysis of their IP address and the location of their Internet provider and, therefore, does not allow us at any time to know where they are exactly.

3. Analysis cookies

Analysis cookies measure and analyse the activity of websites and create user navigation profiles. We use the cookies of GOOGLE ANALYTICS, PIWIK and HOTJAR to collect anonymous and joint statistics that allow us to understand the way in which users use our website, in order to improve it and adjust it to the preferences of our visitors.

GOOGLE ANALYTICS is a tool provided by the company Google, Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043. USA. You can obtain more information about the operation of GOOGLE ANALYTICS and the cookies used by this service on the following links:

- <https://support.google.com/analytics/answer/6004245>
- <http://www.google.com/intl/es/policies/privacy/>

You can deactivate GOOGLE ANALYTICS cookies by installing the opt-out add-on created by Google on to your browser, which is available on the following link:
<https://tools.google.com/dlpage/gaoptout?hl=es>

HOTJAR

is a tool provided by the company Hotjar Ltd, with registered office in Level 2, St Julians Business Centre, 3, Elia Zammit Street, St Julians STJ 1000, Malta, Tel. +1

(855) 464-6788. You can obtain more information about the operation of CRAZYEGG and the cookies used by this service on the following link:

<https://www.hotjar.com/cookies> (in English): You can deactivate HOTJAR cookies by following the instructions provided by Hotjar Ltd on the following link:

<https://www.hotjar.com/opt-out>

PIWIK,

cookies owned by InnoCraft Ldf - Matomo. Org with registered office in 150 Willis St, 6011 Wellington, New Zealand. You can read more information on

<https://matomo.org/what-is-matomo/>. You can consult its privacy policy at the following link: <https://matomo.org/privacy-policy/>

Typically, the data deriving from your browsing that may be subject to analysis is the following:

- The domain name of the provider (PSI) and/or IP address that gives you access to the network. For example, a user of provider xxx will only be identified with the domain xxx.es and/or the IP address. In this way, we can create statistics about the countries and servers that visit our website most often.
- The date and time of access to our website. This allows us to discover the hours with most influx and make the necessary adjustments in order to avoid saturation problems during our peak hours.
- The Internet address containing the link that directs to our website. Thanks to this data, we can learn the effectiveness of the different banners and links that direct to our server in order to enhance those that offer better results.
- The daily number of visitors to each section. This allows us to learn the areas with most success and increase and improve their content, in order for users to obtain a more satisfactory result.

Although the information obtained is, in principle, completely anonymous, in accordance with Report 327/2003 from the Spanish Data Protection Agency, users are informed that the aforementioned data will be entered into personal data files of the website owner for the purposes detailed above. The user may exercise their rights of access, rectification or deletion of their personal information, as well as objecting to its processing, as indicated in our website's privacy policy.

4. Advertising cookies

We use advertising cookies to manage our advertising spaces. These cookies allow these spaces to be managed based on technical criterion such as edited content or the frequency in which the ads are displayed. Whilst browsing, cookies of this type from the third parties identified below may be installed (Note: By not controlling them, we decline any responsibility regarding the content and accuracy of the information and privacy policies relating to these cookies)

- DOUBLECLICK y GOOGLE ADWORDS CONVERSION - GOOGLE, INC., with registered office in 1600 Amphitheatre Parkway, Mountain View, CA 94043. USA.

More information about these cookies on:

<http://www.google.com/policies/technologies/ads/> and

<https://support.google.com/adsense/answer/7549925?hl=es>. You can deactivate

DoubleClick cookies by visiting the DoubleClick opt-out page (in English:

http://www.doubleclick.com/privacy/dart_adserving.aspx).

- FACEBOOK CUSTOM AUDIENCE - FACEBOOK, INC., with registered office in 1601 Willow Road, Menlo Park, CA 94025 USA, and FACEBOOK SPAIN, S.L., with registered office in Calle Pinar, 5, MADRID 28006. More information about this

program on www.facebook.com/ads/website_custom_audiences/. More details on the cookies used by Facebook on <https://www.facebook.com/help/cookies/?ref=sitefooter>.

More information about deactivating Facebook cookies on <https://es->

es-[facebook.com/help/cookies/](https://es-) or as indicated in

<https://www.facebook.com/about/privacy/en>.

We also use cookies that allow us to analyse our users' browsing habits in order to create specific profiles and display customised advertising depending on these profiles. In order for our on-line advertising to be compliant and relevant, we occasionally use selective on-line advertising programs to promote our website and achieve greater effectiveness of the advertising displayed. The collaborating companies that participate in these programs may display adverts based on your likes and interests deduced from the information generated from browsing on our website or those of the third parties participating in the program. For this purpose, these collaborating companies may install a cookie on to your browser to identify you as part of the relevant audience. They may also detect that you previously visited our website by using a tracking cookie installed by it.

- GOOGLE DYNAMIC REMARKETING a cookie owned by the company Google Inc., with registered office in 1600 Amphitheatre Parkway, Mountain View, CA, 94043.

For more information, consult <http://www.google.com/intl/en/about.html>. You will also find its privacy policy on <http://www.google.com/intl/en/policies/privacy/>

Our commercial communications, websites, mobile applications or other web assets may also contain tracking pixels or codes that, once activated, may cause cookies to be created, or read or modified on your browser's cache. These pixels and cookies are used to create or modify unique identifiers and track the actions that the user, or recipient of the e-mail address, performs on our websites, for marketing and analysis purposes.

On this website the entity uses the following cookies which are described below:

Cookie name	Type	Provider	Cookie utility	Description
httSessionCookie_XXX	Mandatory	Internal	Navigation	Cookie necessary to have the user's browsing session identified
SESSION	Mandatory	Internal	Navigation	Cookie necessary to identify the user's session on the web
customLang	Mandatory	Internal	Navigation	Used to display content in the language selected by the user
selectedCustomLang	Mandatory	Internal	Navigation	Used to display content in the language selected by the user
currencyCountry	Mandatory	Internal	Navigation	It allows to show the amounts in different currencies
gaCampaign	Mandatory	Internal	Analytics	Identify the campaign
gaAffiliate	Mandatory	Internal	Analytics	Identify the affiliate
gaSource	Mandatory	Internal	Analytics	Identify the source
gaMedium	Mandatory	Internal	Analytics	Identify the medium
shownLeaveMessage	Mandatory	Internal	Navigation	It is used to show a message only once before leaving the web during the reservation process
welcomeMessage	Mandatory	Internal	Navigation	Show a message the first time you access the web
didYouKnow	Mandatory	Internal	Navigation	Show a message the first time you access the web

metasearcherFlag	Mandatory	Internal	Analytics	Maintains the information of a metasearch engine
_gat_eccommerce	Mandatory	Internal	Analytics	Own analysis of the booking engine to identify the sale and control errors
_ga	Analytics	Google Analytics	Analytics	Used to distinguish users
_gid	Analytics	Google Analytics	Analytics	Used to distinguish users
_gcl_au	Analytics	Google AdSense	Analytics	Used by Google AdSense to experiment with advertising efficiency on websites that use its services
_gat	Analytics	Google Analytics	Analytics	It is used to differentiate between the different tracking objects created in the session. The cookie is created when the javascript library is loaded and there is no previous version of the _gat cookie. The cookie is updated every time you send the data to Google Analytics
TawkConnectionTime	Analytics	Tawt.to	Analytics	Identify the user who is logged in to offer online assistance
_hjid	Analytics	Hotjar	Analytics	Session cookie
_hjIncludedInSample	Analytics	Hotjar	Analytics	Cookie to know if the user will go through the filter
_hjSessionTooLarge	Analytics	Hotjar	Analytics	Session control cookie
pf-api-key	Analytics	Qubit	Analytics	This cookie is used to identify the user during the session
pf-ticket-id	Analytics	Qubit	Analytics	This cookie is used to identify the user during the session
triptease-identity-data	Analytics	Triptease	Analytics	This cookie identifies the user ID
tt-domain-user-id	Analytics	Triptease	Analytics	This cookie identifies the user ID

_dc_gtm	Analytics	Google Tag Manager	Analytics	
_fbp	Commercial	Facebook	Commercial	Used by Facebook to provide a series of advertising products such as real-time bids from third-party advertisers
	Commercial	Affiliated	Commercial	
	Commercial	T2O	Commercial	
__ssid	Commercial	VE Interactive	Commercial	

Are cookies anonymous?

Cookies do not contain information that allow a specific user to be identified. With regard to ourselves, the information obtained can only be associated to a specific user if this user is identified on the website. If so, this data will be processed in accordance with the website's privacy policy, complying at all times with the requirements of the current legislation on personal data protection. Affected users may exercise their right to access, rectify and delete the data, as well as other rights, as explained in the cited privacy policy, at all times.

How can I manage cookies?

Users of the website have the option to not receive cookies, delete them or be informed of their installation through their browser's settings. To learn how to manage cookies on your browser, we ask that you consult its help section. For your comfort, you will find below information provided by the developers of the main browsers regarding cookie management:

- **Chrome**, <http://support.google.com/chrome/bin/answer.py?hl=es&answer=95647>
- **Explorer**, <http://windows.microsoft.com/es-es/windows-vista/block-or-allow-cookies>
- **Firefox**, <http://support.mozilla.org/es/kb/habilita-y-deshabilita-cookies-que-los-sitios-we>
- **Safari**, https://support.apple.com/kb/indexq=manage+cookies&src=globalnav_support&type=organic&page=search&locale=es_ES

If you deactivate cookies, you may not be able to use all features of the website. To disable the use of third party advertising cookies, users may also visit the opt-out page of the Network Advertising Initiative (NAI). Page in English: http://www.networkadvertising.org/managing/opt_out.asp.

CONDITIONS OF RESERVATION

The purpose of this document is to inform you about the general conditions applicable to processing bookings through the website UNIVERSAL HOTELS (hereinafter, “the Website”).

On the Website, you will find information regarding the availability of rooms, rates and services offered by the hotels from the Universal Hotels chain. The bookings processed through the Website are formalised directly between the user and the hotel’s operating company, being CIA HOTELERA SANT JORDI, S.A., in its capacity as administrator of the on-line booking centre, outside the legal relationship established between both as a result of this process. The processing of bookings implies the full and unconditional acceptance of the legal note, the privacy policy and the latest version of these general conditions.

Therefore, we advise that you read these conditions before making your booking each time you access our website, as the Website reserves the right to change, modify, add or delete part of these conditions at any time.

LEGAL

These general conditions are subject to the provisions of Law 7/1998, of 13 April, on General Contracting Conditions, Royal Legislative Decree 1/2007, of 16 November, approving the revised text of the General Law for the Protection of Consumers and Users and other supplementary laws, Law 34/2002, of 11 July, on Information Society and Electronic Commerce Services, as well as all applicable tourist regulations and, furthermore, the Civil Code and the Commercial Code.

CLAUSES The formalisation of bookings through the Website are subject to the following clauses:

1. Declarations: The user declares:

- a) To be of legal age and have the full capacity to formalise the booking, declaring that they understand and comprehend all conditions found on the Website.
- b) That the data supplied when formalising the booking is accurate, complete and concise.
- c) That the requested booking is confirmed, especially the indicated dates, the number of rooms, persons, accommodation and the board chosen.

2. Access to the Website: Access to this Website is the user's responsibility.

3. Contracting of products and services through the Website:

3.1. The detailed services, in accordance with the booking conditions stipulated on the site where this booking is requested or formalised, are included.

3.2. The accommodation providers, each within the scope of their respective obligations, will be liable vis a vis the user for complying with the obligations deriving from the current regulations and the terms and conditions of sale of each of the contracted products and services. The user accepts that CIA HOTELERA SANT JORDI, S.A. assumes no obligation or liability over any services it does not directly provide, and particularly if they are inaccurate, incomplete, not up-to-date and/or the data or information on offers, products or services, prices, features and any other data or information regarding the products and services offered through the Website by the accommodation providers is inaccurate.

3.3. These general conditions must be accepted by you before formalising the booking. The contract may be validly formalised in any of the languages available on the Website.

4. The Website's booking formalisation process is developed in 4 steps:

1. Availability: Search for dates, number of persons and rooms.
2. Choice of board and room type, rate
3. Summary of the booking, collection of the customer's details and, where appropriate, payment through virtual POS.
4. Confirmation of the booking Once the booking has been made, the e-mails and logs generated by the operation will be archived. The customer will receive details of their booking by e-mail, along with an identification number (locator).

5. Price and payment:

5.1. The conditions, price and payment of the projected stay are those determined expressly in the conditions of the rate included on the site on which you make the booking.

5.2. Promotions and offers will only be valid for as long as they remain accessible to the recipients of the service.

5.3. The prices indicated on the Website are retail prices, VAT included. The transaction will be made in EUROS, regardless of the customer's currency.

6. Cancellations/amendments of bookings and no shows:

6.1 Depending on the applicable conditions according to the rate selected by the customer.

6.2. All charges applied will be made on the bankcard that you provided when you made the booking. You expressly consent to these charges being made in order to address any possible penalties applicable for cancellations or no shows.

7. Notifications:

All notifications, requirements, requests and other communications that must be made by the parties with regard to these general conditions must be made via e-mail or through the contact form available on the website.

8. Nullity of the clauses

If one or more clauses included in these general conditions is declared wholly or partially null or ineffective, it will only affect this provision or the part that has been declared as such, and the general conditions of all others that include this provision, or the affected part thereof, will remain valid.

9. Acceptance:

The request and formalisation of the booking implies that all of these general conditions, considered a comprehensive part of the booking and completed with the rate conditions and applicable specific legislation, are expressly accepted by you.

10. Applicable law and jurisdiction:

This contract will be governed by the Spanish law and, for any dispute that may arise with regard to its validity, execution, compliance or resolution, whole or partial, the parties, expressly waiving their own jurisdiction, if any, are expressly subject to the jurisdiction and competence of the Courts and Tribunals of Palma de Mallorca (Spain).

DATA PROTECTION

Please read it carefully. In it you will find important information about the processing of your personal data and the rights recognised by the current regulations on the matter.

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

You declare that the data you provide us, now or in the future, is correct and truthful and you agree to inform us of any changes to it. If you provide personal data from third parties, you agree to obtain the prior consent of those affected and inform them about the content of this policy.

Generally, the fields of our forms that are indicated as mandatory must be completed in order to process your requests.

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

The party responsible for processing the personal data collected is:

Party responsible: CIA. HOTELERA SANT JORDI, S.A.

Postal address: Gremio de Cirujanos i Barberos, 25, Bloque B, 3er piso Pol. Son Rossinyol – 07009 Palma de Mallorca.

Tax ID Number (CIF): A07015597

Telephone: +34 971 711 746

E-mail address: privacy@universalhotels.es

If you make a booking at any of our hotels, the party responsible for processing the data relating thereto will be the hotel's operating company, which you can contact using the same addresses indicated for CIA. HOTELERA SAN JORDI S.A. The identification details of the hotel's operating company will be provided to you during the booking process.

2. Why will we process your data?

The data of visitors to the website will be processed to manage their browsing, address their requests and queries, the administration and management of the website and compliance with our legal obligations. This data will also be processed for analytical

purposes and to improve the quality of our services. Booking details will be processed in order to manage them.

If you consent, your data will be processed in order to send commercial communications regarding UNIVERSAL HOTELS to your e-mail address.

In the case of companies or agencies, the director's and/or manager's data will be used to manage the relationship between them, to deal with requests and queries, and to process bookings.

3. For how long will we keep your data?

We generally preserve your data during the validity of the relationship you maintain with us and, in any case, during the periods set forth in the applicable legal provisions, for example in accounting and fiscal matters, and for the time needed to address any possible liabilities deriving from the processing. We will delete your data when it has ceased to be necessary or relevant for the purposes for which it was collected. Access logs to restricted areas of the website will be deleted a month after their creation.

Information related to browsing will be deleted once the web connection has ended and statistics have been created. The data processed for commercial purposes will remain in force until you request its deletion.

4. To whom may we communicate your data?

Your data will only be communicated to third parties if legally obliged to do so, with your consent or when your request involves this communication. In this regard, we inform you that, in order to correctly process your bookings, the data provided will be communicated to the companies whose services are included in the contracted service.

5. Legal basis of the processing.

The legal basis for the processing of your personal data is to manage the legal relationship with users of the website and the customers who book any of our hotels through it, as well as to comply with legal obligations, especially the applicable accounting, tax and tourist regulations.

Management of the website's security is based on the existence of a legitimate interest. The creation of statistics, carrying out of quality controls, the commercial monitoring of your requests and the shipment of commercial communications are all based on our legitimate interest for internal administrative purposes, as well as on assessing and promoting our services. The referral of commercial communications through electronic means is based on the consent of the interested parties.

6. What are your rights?

You have a right to obtain confirmation of whether or not we are processing your personal data and, in such a case, access thereto. You can also ask for your data to be rectified when it is inaccurate or complete any data that is incomplete, as well as request for it to be deleted when, among other reasons, the data is no longer necessary for the purposes for which it was collected. In certain cases, you may request a restriction over the processing of your data. In this case, we will only process the affected data to draw up, exercise or defend claims or with a view to protect 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 cease processing your data unless there are legitimate compelling reasons that prevail over your interests or rights and freedoms, or to draw up, exercise or defend claims. Moreover, and under certain conditions, you can request the portability of your data to be transferred to another data controller.

You can revoke your consent that you had provided for certain purposes without this affecting the legality of the processing based on the consent given prior to its withdrawal, and file a claim before the Spanish Data Protection Agency.

To request your withdrawal from any processing for commercial purposes, you can send an e-mail to the following e-mail address: unsubscribe@universalhotels.es

In order to exercise your rights, you must send us an application, along with a copy of your national identification document or another valid document that identifies you, by post or e-mail, to the addresses indicated in the section entitled “Who is responsible for the processing of your data?”. You can obtain more information about your rights and how to exercise them on the Spanish Data Protection Agency’s website on <http://www.agpd.es>.