

The Owner informs you about its Privacy Policy regarding the treatment and protection of personal data of users that may be collected while browsing the Website:

<https://www.hotelluz.com>

In this regard, the Owner guarantees compliance with current regulations on the protection of personal data, reflected in Organic Law 3/2018, of December 5, on the Protection of Personal Data and Guarantee of Digital Rights (LOPD GDD). It also complies with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of natural persons (RGPD).

Use of the Website implies acceptance of this Privacy Policy as well as the conditions included in the Legal Notice .

Identity of the Controller

- **Responsible:** Civis Hoteles SA.
- **NIF:** A12560991
- **Address:** - Spain.
- **Email:** info@hotelluz.com
- **Contact phone number:** 964 20 10 10
- **Website:** <https://www.hotelluz.com>

Principles applied in data processing

When processing your personal data, the Data Controller will apply the following principles that comply with the requirements of the new European data protection regulation (GDPR):

- Principle of legality, loyalty and transparency: The Owner will always require consent for the processing of personal data, which may be for one or several specific purposes about which the Owner will inform the User in advance with absolute transparency.
- Data minimization principle: The Owner will request only the data strictly necessary for the purpose or purposes for which it is requested.
- Principle of limitation of the conservation period: The Owner will keep the personal data collected for the time strictly necessary for the purpose or purposes of the processing. The Owner will inform the User of the corresponding conservation period according to the purpose.
In the case of subscriptions, the Owner will periodically review the lists and delete those records that have been inactive for a considerable time.
- Principle of integrity and confidentiality: The personal data collected will be treated in such a way that its security, confidentiality and integrity are guaranteed.
The Owner takes the necessary precautions to prevent unauthorized access or improper use of its users' data by third parties.

Obtaining personal data

You do not need to provide any personal data to browse the website.

The cases in which you do provide your personal data are the following:

- By contacting us through the contact forms or sending an email.

Rights

The Owner informs you that regarding your personal data you have the right to:

- Request access to stored data.
- Request rectification or deletion.
- Request limitation of your processing.
- Object to treatment.

You cannot exercise the right to data portability.

The exercise of these rights is personal and therefore must be exercised directly by the interested party, requesting it directly from the Owner, which means that any client, subscriber or collaborator who has provided their data at any time, can contact the Owner and request information about the data stored and how it was obtained, request rectification of the same, oppose the treatment, limit its use or request the deletion of said data in the Owner's files.

To exercise your rights you must send your request along with a photocopy of your National Identity Document or equivalent to the email address: info@hotelluz.com

The exercise of these rights does not include any data that the Owner is obliged to retain for administrative, legal or security purposes.

You have the right to effective judicial protection and to lodge a complaint with the supervisory authority, in this case, the Spanish Data Protection Agency, if you consider that the processing of personal data concerning you infringes the Regulation.

Purpose of processing personal data

When you connect to the Website to send an email to the Owner, subscribe to its newsletter, you are providing personal information for which the Owner is responsible. This information may include personal data such as your IP address, name and surname, physical address, email address, telephone number, and other information. By providing this information, you consent to your information being collected, used, managed and stored by — Civis Hoteles SA — only as described on the pages:

- Legal Notice
- Privacy Policy

The personal data and the purpose of processing by the Owner is different depending on the information capture system:

- Contact forms: The Owner requests personal data which may include: name and surname, email address, telephone number and website address in order to respond

to User queries.

For example, the Owner uses this data to respond to messages, questions, complaints, comments or concerns that Users may have regarding the information included on the Website, the processing of personal data, questions regarding the legal texts included on the Website, as well as any other query that the User may have and that is not subject to the conditions of the Website.

There are other purposes for which the Owner processes personal data:

- To ensure compliance with the conditions set out in the Legal Notice page and applicable law. This may include developing tools and algorithms to help the Website ensure the confidentiality of the personal data it collects.
- To support and improve the services offered by this Website.
- To manage social networks. The Owner has a presence on social networks. If you become a follower on the Owner's social networks, the processing of personal data will be governed by this section, as well as by the conditions of use, privacy policies and access regulations that belong to the social network that applies in each case and that you have previously accepted.

You can consult the privacy policies of the main social networks at these links:

- Facebook
- Twitter
- LinkedIn
- YouTube
- Instagram
- The Owner will process your personal data for the purpose of correctly managing your presence on the social network, informing you of its activities, as well as for any other purpose permitted by the regulations of the social networks.

Under no circumstances will the Owner use the profiles of followers on social networks to send advertising on an individual basis.

Security of personal data

To protect your personal data, the Owner takes all reasonable precautions and follows industry best practices to prevent its loss, misuse, unauthorized access, disclosure, alteration or destruction.

Your data may be incorporated into a mailing list file, for which the Owner is responsible for its management and processing. The security of your data is guaranteed, since the Owner takes all necessary security measures and guarantees that personal data will only be used for the purposes given.

The Owner informs the User that his/her personal data will not be transferred to third-party organisations, except when such transfer of data is covered by a legal obligation or when the provision of a service implies the need for a contractual relationship with a data processor. In the latter case, the transfer of data to the third party will only be carried out when the Owner has the express consent of the User.

However, in some cases collaborations with other professionals may be carried out. In these cases, the User's consent will be required, informing them of the identity of the collaborator and the purpose of the collaboration. This will always be carried out with the strictest security standards.

Content from other websites

Pages on this website may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking code, and monitor your interaction using this code.

Cookie Policy

For this website to function properly it needs to use cookies, which is information that is stored in your web browser.

Legitimation for data processing

The legal basis for the processing of your data is:

- The consent of the interested party.

Categories of personal data

The categories of personal data processed by the Owner are:

- Identification data.
- No specially protected categories of data are processed.

Retention of personal data

The personal data provided to the Owner will be kept until you request its deletion.

Recipients of personal data

- **Google Analytics** is a web analytics service provided by Google, Inc., a Delaware company whose main office is at 1600 Amphitheatre Parkway, Mountain View (California), CA 94043, United States ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the Owner analyze how Users use the Website. The information generated by the cookie about your use of the Website (including your IP address) will be transmitted to and stored by Google on servers in the United States. More information at: <https://analytics.google.com>

You can consult how Google manages privacy regarding the use of cookies and other information on the Google Privacy Policy page:

<https://policies.google.com/privacy?hl=es>

You can also see a list of the types of cookies used by Google and its partners and all the information regarding their use of advertising cookies at:

- Types of cookies used by Google
- How Google uses cookies in advertising .

Web Browsing

When browsing the Website, non-identifying data may be collected, which may include the IP address, geolocation, a record of how the services and sites are used, browsing habits and other data that cannot be used to identify you.

The Website uses the following third-party analytics services:

- Google Analytics.

The Owner uses the information obtained to obtain statistical data, analyze trends, manage the site, study navigation patterns and to collect demographic information.

The Owner is not responsible for the processing of personal data carried out by the websites that may be accessed through the various links contained on the Website.

Accuracy and truthfulness of personal data

You undertake that the data provided to the Owner are correct, complete, accurate and current, as well as to keep them duly updated.

As a User of the Website, you are solely responsible for the truthfulness and accuracy of the data sent to the Website, exonerating the Owner of any liability in this regard.

Acceptance and consent

As a User of the Website, you declare that you have been informed of the conditions regarding the protection of personal data, and that you accept and consent to the processing of such data by the Owner in the manner and for the purposes indicated in this Privacy Policy.

To contact the Owner, subscribe to a newsletter or make comments on this Website you must accept this Privacy Policy.

Changes to the Privacy Policy

The Owner reserves the right to modify this Privacy Policy to adapt it to new legislation or jurisprudence, as well as to industry practices.

These policies will be valid until they are modified by other duly published policies.

PRIVACY POLICY

We are a company in which transparency in information is essential to establish a relationship of trust with the people who form part of our project and with our suppliers and clients, with the protection of the personal data of the people who trust us being of vital importance, which is why we want to inform you through this Privacy Policy of how we collect and how we treat or use said data.

This privacy policy establishes the bases on which the company processes the personal data that our users voluntarily provide us through the website.

This Policy will always be applicable when data is provided to the company, which will be responsible for your data (Data Controller), and through any of the contact or subscription forms where personal data is collected (name, email, etc.).

WHAT WE ARE COMMITTED TO

- To respect the privacy of our users and to process personal data with their consent.
- To process the personal data that we strictly need to provide the requested service, and to process it in a secure and confidential manner, taking the necessary measures to prevent unauthorized access and improper use of the same.
- To not use personal data for purposes for which we have not previously obtained consent.
- To not give personal data to third parties or share it.
- To retain personal data for the time strictly necessary for the specific purpose for which it has been provided.

WHO IS RESPONSIBLE FOR YOUR PERSONAL DATA?

Company name **Civis Hoteles SA**

NIF **A12560991**

Address **Pintor Oliet N° 3, 12006, Castellón**

WHAT IS PERSONAL DATA AND THE PROCESSING OF PERSONAL DATA?

Personal data is any information relating to an identified or identifiable natural person. An identifiable natural person is any person whose identity can be determined, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

The processing of personal data involves any operation or set of operations which is

performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

WHAT PROCESSING WE CARRY OUT ON YOUR PERSONAL DATA AND FOR WHAT PURPOSES

– Request for information by the user

Manage the request for information sent by the user through the contact form and/or the email address, postal mail and/or telephone number provided through the website.

– Registration and access to the user profile

Management of registration and access to the user portal through the corresponding user account and password.

– Management of comments on the blog.

Manage the sending and receiving of comments that the user has left on the blog.

WHAT PERSONAL DATA WE COLLECT

Through our website we can collect personal data for different purposes:

– Request for information by the user

We will collect the personal data that you have provided us with in connection with the query raised.

– Registration and access to the user profile

Username and password, as well as any other data that has been provided in order to create the account or profile.

– Management of comments on the blog.

Any data that has been provided when publishing the corresponding comment. Depending on the purpose for which the data is provided, the strictly necessary data will be required.

It is important that the user is aware of the data they provide and the purpose for which they do so because at the time they provide it, they are accepting that we collect, store and use said data for the required purpose, being able to withdraw the consent given at any time through the appropriate channels, with the consent of the interested party being the legal basis and legitimacy for the processing of their personal data.

WHAT IS THE LEGAL BASIS FOR THE PROCESSING OF PERSONAL DATA?

In accordance with current data protection regulations, we need a legal basis for the processing of your personal data. The legal basis is your consent.

WHAT RIGHTS DO YOU HAVE OVER THE PERSONAL DATA PROVIDED?

As a user, you may exercise the following rights:

- Right of access: You have the right to obtain confirmation from the company as to whether or not your personal data is being processed and, if so, what data it is processing.
- Right to rectification: You have the right to obtain from Civis Hoteles SA the rectification of inaccurate personal data concerning you. In the rectification request, you must indicate the data you wish to be modified.
- Right to object: You have the right to object at any time, for reasons related to your particular situation, to personal data concerning you being processed based on the legitimate interest of the company. In this case, the company will stop processing the personal data, unless we prove compelling legitimate reasons for the processing that prevail over your interests, rights and freedoms, or for the formulation, exercise or defence of claims.
- Right to erasure: You have the right to obtain from Civis Hoteles SA the erasure of the personal data concerning you.
- Right to data portability: You have the right to have the company transfer your personal data to another data controller. This right can only be exercised when the processing is based on the execution of a contract or on your consent and the processing is carried out by automated means.
- Right to restriction of processing: You have the right to ask us to suspend the processing of your data when: you contest the accuracy of the data, while Civis Hoteles SA verifies said accuracy; you have exercised the right to object to the processing of your data, while it is verified whether the legitimate reasons of Civis Hoteles SA prevail over yours as an interested party.

You may exercise these rights at any time by writing to the data controller, providing proof of your identity, at the address indicated above, or by sending an email to: administracion@hotelluz.com.

You may also file a complaint with the supervisory authority, in this case, the Spanish Data Protection Agency, if you consider that the processing of personal data infringes applicable law.

DATA SECURITY AND STORAGE

We will keep the data for the time strictly necessary to provide the requested service and as long as the owner does not request its deletion, adopting appropriate technical and organizational measures against unauthorized or unlawful processing and against accidental loss, destruction or damage, doing everything possible to protect and keep it safe.

WHAT PERSONAL DATA WE SHARE WITH THIRD PARTIES

We do not plan to transfer data except in cases where there is a legal obligation or communication necessary to be able to provide you with the requested service appropriately. There is no provision for international data transfers.