

PRIVACY POLICY

1. Commitment to Privacy

The data controller guarantees compliance with personal data protection regulations, ensuring the confidentiality and security of user information. Only your own personal data may be provided on the website, and the use of third-party information without their express consent is prohibited.

2. Data Controller

Company name: Realizaciones Inmobiliarias Canarias S.A.

Tax ID number: A35099092

Address: Calle Princesa, 17 6 – 28008 Madrid (Madrid)

Hotel Galeón Playa telephone number: (+34) 928 591 908

Hotel Siroco telephone number: (+34) 928 592 000

3. Types of Data Processed

–Identifying data: We collect the contact details (name, surname, telephone number and email address) that you provide us with in order to respond to your request.

–Financial data: Credit card details for making the reservation.

–Information about the use of our website: We obtain statistical information about how you use our website and the content you access.

4. Purposes of Data Processing

Personal data will be processed for the following purposes and under the corresponding legal bases:

Reservations: Management of service reservations (Art. 6.1.b) GDPR).

Browsing data: Use of own and third-party cookies to improve the user experience (Art. 6.1.a) GDPR).

Commercial communications: Sending promotional and advertising information with the user's express consent (Art. 6.1.a) GDPR). The user may at any time object to receiving commercial communications by sending an email to administracion@sirocohotel.com from the same account from which the communications are received.

5. Data Retention Period

The data will be retained for as long as there is an active commercial relationship with the user and no request for its deletion is made, and in any case in compliance with the applicable legal limitation periods.

6. Data Transfers and Transfers

The owner uses external providers that use cookies to perform analytical studies of use. The owner does not have access to the data generated by these cookies. Users may select which cookies are generated and which are not through the cookie management tool on this website.

7. User Rights

Users may exercise their rights of access, rectification, erasure, objection, restriction and portability of their data by sending a request to the following postal address: Calle Princesa, 17 6 – 28008 Madrid (Madrid), or by email to: administracion@sirocohotel.com. In the event of disagreement, a complaint may be lodged with the Spanish Data Protection Agency (www.aepd.es).

8. Text Fields

In the free text fields, users shall not include data relating to their economic and financial situation, psychological profiles, ideology, religion, beliefs, trade union membership, health, racial origin and/or sex life. Mandatory fields will be indicated with an (*). The User undertakes to provide accurate information in relation to their personal data. The owner declines any responsibility in the event that the user submits false data or data belonging to third parties.

9. Confidentiality and Security

The data controller guarantees that all necessary technical and organisational measures have been taken, given the state of the art, to try to ensure the confidentiality of users' personal data, bearing in mind that in a medium such as the internet it is impossible to guarantee absolute security.