

PRIVACY POLICY

BASIC INFORMATION ON DATA PROTECTION

Responsible: The party responsible for processing your data is: HOTEL AGUERE, S.L., with Company Tax ID CIF B38229464 and registered address at Obispo Rey Redondo 55 – 38201 La Laguna, Santa Cruz de Tenerife, hereinafter referred to as THE HOTEL.

Purpose: Your personal data will be used for the administrative management of our guests, accommodation arrangements, and billing of services. If you access the establishment's WIFI network, your email address and/or IP address may be used for identification purposes if required by law enforcement authorities. Your data may also be used for organising activities carried out by the hotel itself, provided you have given your consent. Your contact details may be used to send you commercial communications, where consent has been granted. CCTV footage may be used for the purpose of maintaining the safety and security of the premises, individuals and property, and for controlling access to hotel facilities. At the guest's request, THE HOTEL may share your data with third-party companies with whom it collaborates, in order to provide services booked through the hotel, particularly leisure activities, excursions, travel, etc. Such disclosure will only take place when specifically requested by the guest. If you provide personal data of third parties, you confirm that you have obtained their consent and undertake to inform them of the information contained in this notice, thereby releasing HOTEL AGUERE, S.L. from any liability. However, the hotel may carry out checks to verify that the third party has been properly informed, in accordance with the data protection legislation. Your data will be retained for as long as necessary to provide the services requested, and thereafter, for the period required by law. If you do not wish your data to be processed by THE HOTEL, you may notify us through the available communication channels.

Legal basis: We are authorised to process your data under: Article 6.1(b) GDPR: processing is necessary for 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 a contract; Article 6.1(c) GDPR: processing is necessary for compliance with a legal obligation; Article 6.1(f) GDPR: processing is necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject, particularly if the data subject is a child.

Recipients: Your data will not be shared with third parties unless it is necessary for the provision of the requested services or required by law.

Rights: You have the right to access, rectify, erase or restrict the use of your data, object to its processing, request data portability, and withdraw your consent at any time. You also have the right not to be subject to automated decision-making.

Additional information: For more detailed information, please refer to the data protection notices displayed on the premises of HOTEL AGUERE, S.L., or request a copy by email at lopd@rosahotels.com.