

# Grand Palladium Costa Mujeres Resort & Spa

## Privacy policy

### Who is responsible for collecting, processing and transferring your personal data?

INTERNATIONAL TENNIS ACADEMIES SL.

TAX ID: B19991660

Postal address: Ctra. Calas de Mallorca s/n. 07500. Manacor. Illes Balears

Phone number: (+34) 971.171.680

Contact e-mail address for data protection: [rgpd@rafanadalacademy.com](mailto:rgpd@rafanadalacademy.com)

Subject: Data Protection

## Purpose

### Why do we process your personal data?

The information provided to us by interested parties is used for the purpose of:

- Manage your reservation. That is to say, to materialize your decision to hire our lodging services and, if applicable, our sports program.
- Send you newsletters. That is, to send you news of interest related to the practice of sports and our values and activities.
- Inform you about advertising promotions and answer your queries: That is, manage your request for information and sending advertising, commercial or promotional communications of our services.
- Your personal data will never be used for automated decisions or profiling.

### How long will we keep your data?

The personal data you provide us with will be kept as long as their deletion is not requested by the interested party or as long as we need them for administrative, accounting or fiscal reasons according to the regulation that enables us to do so.

## Validation

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

The legal basis for the processing of your data is:

- Manages your reservation.** Accepting and hiring the reservation service offered on the web for accommodations and/or the sports program or chosen activity.

- **Send you newsletters.** Your express consent, which derives from your voluntary subscription in the 'subscribe to our weekly newsletter' section, which you may waive at any time as detailed in the rights section.
- **To inform you about advertising promotions and answer your queries:** To manage your request through the web form and the sending of advertising, commercial or promotional communications of our services, your express consent given through the activation of the corresponding box on the web contact form, without which it will be impossible to send us data in a consensual manner. This action of acceptance reflects your free, specific, informed and unequivocal manifestation of will that as a data subject you allow us to process your personal data, of which we will keep a copy until you revoke it. You may revoke your consent in the manner detailed in the rights section.

## **Recipients**

### **To which recipients will your data be communicated?**

Companies of the group and/or collaborators in the provision of services:

### **Service Company information**

#### **Rafa Nadal Tennis Centre**

#### **Rafa Nadal Academy By Movistar**

#### **Sport Residence**

CENTER ESPORTIU MANACOR.SL.

NIF: B57717035

Postal address: Ctra. Calas de Mallorca s/n. 07500. Manacor. Illes Balears

Phone number: (+34) 971.171.680

Contact e-mailfor data protection: [rgpd@rafanadalacademy.com](mailto:rgpd@rafanadalacademy.com)

Subject: Data Protection

Data Protection Officer Department

E-mail: [rgpd@rafanadalacademy.com](mailto:rgpd@rafanadalacademy.com)

#### **Rafa Nadal Tennis Centre**

#### **Rafa Nadal Academy By Movistar**

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Data Protection Officer Department

E-mail: rgpd@rafanadalacademy.com

**Palladium Hotel Group**

FIESTA HOTELS & RESORTS, S.L.

NIF: ESB45010808

Dir. Postal: Avenida Bartolomé Roselló, 18, 07800 Ibiza (Balears)

Teléfono: (+34) 971-313811

Contact email for data protection: rgpd@palladiumhotelgroup.com

Departamento de atención al cliente.Customer service department.

**Rafa Nadal Tennis Center**

RN TENNIS ACADEMY, S.L.

NIF: B-57941510

Postal address: Ctra. Calas de Mallorca s/n. 07500. Manacor. Illes Balears

Phone number: (+34) 971.171.680

Contact email for data protection: lopd@rnsportscentre.com

Subject: Protección Datos

Departamento Oficial Protección de Datos

Email: lopd@rnsportscentre.com

Companies in charge of managing the booking engine and the online store.

**Service Company information**

**Booking for Sport Residence**

NEOBOOKINGS, S.L.

NIF:B-57298010

C/ Menéndez Pidal, 14. Sant Antoni de Portmany (07820) (Ibiza)

Passeig del Castell, 1. Esparreguera (08292) (BARCELONA)

Teléfono: (+34) 902 88 66 23

Correo electrónico de contacto: info@neobookings.com

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NIF: ESB45010808

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Contact email for data protection: [rgpd@palladiumhotelgroup.com](mailto:rgpd@palladiumhotelgroup.com)

Departamento de atención al cliente.Customer service department.

## Rights

### **What are your rights when you provide us with your data?**

Any person has the right to obtain confirmation as to whether or not we are processing personal data concerning them. Interested persons have the right to:

- know what your data is used for and how long it is kept, whether automated decisions are made or profiling is performed and its consequences (see purpose section).
- file a complaint with the Spanish Data Protection Agency [www.agpd.es](http://www.agpd.es) if they understand that we are violating their rights.
- access to their personal data, as well as to request the rectification of inaccurate or incomplete data
- request their deletion when, among other reasons, the data are no longer necessary for the purposes for which they were collected or you have objected to their processing, it is due to unlawful processing or you revoke your consent.
- request the limitation of the processing of your data, in which case we will only keep them for the exercise or defense of claims.
- Request the portability of your data to other service providers, whenever technically possible.
- In certain circumstances, such as when the processing is for direct marketing purposes, and for reasons related to your particular situation, to object to the processing of your data, in these cases we will stop processing the data, except for compelling legitimate reasons, or the exercise or defense of possible claims.

## Origin

### **How did we obtain your data?**

The personal data that we treat in INTERNATIONAL TENNIS ACADEMIES SL. through the web come only from the contact forms, the cookies we use, the online store and your request to send newsletter.

The categories of data processed are: for the cases of contact forms:

- Identification and contact information: name, telephone and e-mail address
- For the case of reservation management by the booking engine and the sale of products on-line:
- Identification and contact data: name, surname, postal address, e-mail, telephone, bank or credit card details.

## **Additional Information about Cookies**

### **Cookies used on this website**

In accordance with the obligation provided for in art. 22.2 of Law 34/2002, of July 11, 2002, on information society services and electronic commerce, you are informed that cookies are used on this website.

**What's a "cookie"?**

A cookie is a very small encrypted text file that a web server can store on a computer's hard drive to store some information about the user. It can only be read by the website that sent it to the computer.

Normally websites use cookies to obtain statistical information about their web pages, and to analyze the behavior of their customers.

A cookie is not an executable file and cannot propagate or contain a virus, and cannot be longer than 4,000 characters.

**WHICH ONES ARE USED AT THE RAFA NADAL SPORTS CENTRE?**

We use session cookies to identify the user and maintain the user's identification status. Session cookies are automatically deleted from the hard drive when the session ends. We also use cookies to collect anonymous, aggregated statistics that allow us to analyze how users use our website in order to improve it.

**Third party cookies on the Rafa Nadal Sports Centre web**

Some cookies are not installed by CENTRE ESPORTIU MANACOR SL, but by third parties dedicated to specific services aimed at the user. Since these third parties are the ones who proceed to their implementation, the blocking and uninstallation of the same is governed by their specific conditions and mechanisms. Below is a description of third party cookies authorized to place cookies on our web page:

**Analytical cookies:** collect statistical data on web activity. They are used to measure, analyze and report data in order to understand and optimize the use of the website. (Google Analytics)

**Advertising Cookies:** User's browsing interests, preferences expressed, interaction with the website, ads shown and opened, web pages visited. Optimization of the advertising spaces offered on the websites to offer advertisements of interest to users, identify the effectiveness of advertising campaigns and improve them. (Google Adwords).

**Affiliation cookies:** allow you to track visits from other websites with which RAFA NADAL SPORTS CENTRE has an affiliation contract with the website you are visiting or block third party advertising cookies.

**How to manage "cookies" on the browser?**

Through these links you will be able to acquire information on how to configure your browser:

- Firefox Thunderbird [https://support.mozilla.org/es/kb/cookies-informacion-que-los-sitios-web-guardan-en-](https://support.mozilla.org/es/kb/cookies-informacion-que-los-sitios-web-guardan-en)
- Internet Explorer ([http://windows.microsoft.com/en-US/internet-explorer/deletemanagecookies#ie=ie- 11](http://windows.microsoft.com/en-US/internet-explorer/deletemanagecookies#ie=ie-11) ([http://windows.microsoft.com/en-US/internet-explorer/deletemanagecookies#ie=ie- 11](http://windows.microsoft.com/en-US/internet-explorer/deletemanagecookies#ie=ie-11)))
- Google Chrome: (<https://support.google.com/chrome/answer/95647?hl=es>) (<https://support.google.com/chrome/answer/95647?hl=es>))

Please be aware that not allowing certain cookies may affect the quality of your experience on our websites.

**How do we obtain your permission to use cookies and in what cases may we use them?**

The user expressly accepts that this website uses its own and third party cookies to offer a better experience and service. By browsing or using our services the user accepts our use of cookies. However, the user has the option to prevent the generation of cookies and to delete them by selecting the corresponding option in his or her browser. If you block the use of cookies in your browser it is possible that some services or functionalities of the website may not be available. Own Cookies are those that are sent to the user's terminal equipment from a computer or domain managed by the editor itself and from which the service requested by the user is provided.

Where technically possible and effective, the consent of the recipient to accept the processing of data may be provided through the use of the appropriate settings of the browser or other applications, provided that the recipient must proceed with their configuration during their installation or update through an express action to that effect.

The foregoing shall not prevent the possible storage or access of a technical nature for the sole purpose of carrying out the transmission of a communication over an electronic communications network or, to the extent strictly necessary, for the provision of an information society service expressly requested by the recipient.

In this sense, you are also informed that cookies used for any of the following purposes are exempt from compliance with the obligations established in Article 22.2 of the LSSI:

- Allow only communication between the user's equipment and the network.
- Strictly to provide a service expressly requested by the user.
- We can conclude that the excepted cookies would be those that have the purpose:
- "User input" cookies
- Authentication or user identification cookies (session cookies only)
- User security cookies.
- Media player session cookies
- Session cookies for load balancing
- User interface customization cookies

**Cookies for plug-in to exchange social content**

The user expressly accepts that this website uses its own and third party cookies to offer a better experience and service. By browsing or using our services the user accepts our use of cookies. However, the user has the option to prevent the generation of cookies and to delete them by selecting the corresponding option in his or her browser. If you block the use of cookies in your browser it is possible that some services or functionalities of the website may not be available. Own Cookies are those that are sent to the user's terminal equipment from a computer or domain managed by the editor itself and from which the service requested by the user is provided.

**Terms of use and service use**

**Making proper use of the service**

The conditions of access and use of this website are subject to current legislation and the principles of good faith and lawful use by the user of the same being prohibited, in general, any action to the detriment of INTERNATIONAL TENNIS ACADEMIES SL. and contrary to this Legal Notice.

The user agrees to use this service without engaging in activities that may be considered unlawful or illegal, that infringe the rights of INTERNATIONAL TENNIS ACADEMIES SL. or third parties, or that may damage, disable, overload or impair the service or prevent the normal use of it by other users.

## **Content request**

The user must refrain from making requests for content offered through this website using means or procedures other than those made available to them, other than those indicated on the website or other than those normally used on the Internet and provided that they do not entail a risk of disabling the service and its contents.

## **Prohibitions**

The use of this website for illegal or unauthorized purposes is prohibited, in particular and without limitation:

- Any form of violation of the rights of third parties (right to privacy, self-image, intellectual and industrial property rights, etc.).
- Use the contents of this website to carry out any type of advertising, such as sending unsolicited e-mails (spam) or similar communication.
- Introduce computer viruses, defective files, or any other software or computer program that may cause damage or unauthorized alterations to the contents or systems accessible through this website.

## **Intellectual property and industrial property**

The rights of reproduction, distribution and public communication of the website are owned by INTERNATIONAL TENNIS ACADEMIES SL. All texts, designs, contents, structure, databases, logos, source codes and other elements of the website are protected by the legislation and international treaties in force on the matter.

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## **Extension of liability and jurisdictions**

The user shall be solely responsible for any infringements that may be incurred or damages that may be caused to third parties by the improper or illegitimate use of the website, possible damages that may arise from interference, omissions, interruptions, computer viruses, telephone breakdowns or disconnections in the operation of the electronic or computer systems, caused by causes beyond the company's control, delays or blockages in the use of such systems caused by deficiencies or overloads in the electronic or computer systems, telephone breakdowns or disconnections in the operative functioning of the electronic or computer systems, caused by reasons beyond the company's control, delays or blockages in the use of said systems caused by deficiencies or overloads of telephone lines, overloads in the Internet system or in other electronic systems.

Users use hyperlinks at their own risk. Links on the website to other sites are provided for information purposes only and do not imply any association with the linked websites, nor do they imply any recommendation of the products or services offered by those sites.

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For any litigious questions that may arise regarding the interpretation, application and/or compliance with this Legal Notice, as well as any claims that may arise from its use, Spanish law shall be applicable. The participants agree to submit to the jurisdiction of the Spanish Courts and Tribunals in case of conflict, expressly waiving any other jurisdiction that may correspond to them.