

Privacy Policy

This Privacy Policy aims to inform users about the collection and processing of personal data obtained through the website ricehotelesburgos.com (hereinafter, the "Website").

GRUPO RICE HOTELES complies with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (GDPR), ensuring at all times the proper use and processing of users' personal data.

WHAT DATA DO WE COLLECT THROUGH THE WEBSITE?

You may visit and use the Website services without identifying yourself or providing any personal information. We may process your IP address, operating system, browser type, and duration of visit anonymously.

The only personal data GRUPO RICE HOTELES will access are those voluntarily provided by the user when contacting us via email or through any form available on the Website.

Specifically, we may collect:

Data provided through the contact form.

Email address provided for newsletter subscription.

Data submitted through the "Work with us" section, including CVs.

Data sent via email to the addresses indicated on the Website.

Data provided through forms or functionalities available at any given time.

WHAT IS THE LEGAL BASIS FOR PROCESSING YOUR DATA?

The legal basis is the user's consent given by accepting this Privacy Policy and the corresponding checkboxes, implying informed and explicit consent.

FOR WHAT PURPOSE WILL WE PROCESS YOUR PERSONAL DATA?

In accordance with the GDPR, personal data voluntarily provided will be incorporated into processing records under the responsibility of GRUPO RICE HOTELES for the following purposes:

Responding to inquiries or requests.

Managing requested services.

Administrative management and service provision.

User registration.

Reservation management and commercial relationship maintenance.

Managing job applications.

Sending informative communications related to similar services.

Newsletter subscription management.

Website improvements and analysis.

Service cancellation management.

Any other purpose indicated in the forms available on the Website.

TO WHOM WILL YOUR DATA BE DISCLOSED?

Data will be processed with appropriate security measures and will not be shared with third parties except where legally required.

Possible recipients include:

Public authorities when legally required.

Financial institutions for payment management.

Accounting and legal advisory providers.

IT, hosting, software, and maintenance providers.

Booking platform providers.

Collaborators necessary for proper business management.

Consent will remain valid until expressly revoked.

DATA OF MINORS

We do not process data of children under 14 years old. Please refrain from providing such data.

WHAT ARE YOUR RIGHTS?

You have the right to:

Access your data.

Request rectification.

Request erasure.

Request restriction of processing.

Data portability.

Lodge a complaint with the Spanish Data Protection Agency.

Withdraw consent at any time.

You may exercise your rights by writing to:

c/ Avda. Reyes Católicos, 30 - 09005 Burgos, Spain

Email: protecciondedatos@ricehotelesburgos.com

JOINT DATA CONTROLLERS

LAND HOTEL S.L. – c/ Bonifacio Zamora de Usabel, 1 - 09001 Burgos

ESCALERA DORADA S.L. – c/ Plaza del Rey San Fernando, 9 - 09003 Burgos

HOW LONG DO WE KEEP YOUR DATA?

Personal data will be kept while the relationship exists and thereafter for legally required retention periods.

CV data will be stored for a maximum of one year.

Newsletter data will be kept until consent is withdrawn.

SECURITY, COOKIES AND IP ADDRESSES

The Website applies appropriate technical and organizational security measures.

In case of a data breach, the competent authority and affected users will be notified where legally required.

The Website may use cookies for technical and statistical purposes.

Servers may automatically detect IP addresses for statistical analysis only.