

## PRIVACY POLICY

### 1. Entity in charge and description

#### 1.1.- The entity in charge:

The entity in charge of this site is Fondo de Ardilla S.L. (hereinafter referred to as Agroturismo Son Ametler) domiciled in C. Ca Na Mirall 6 Caimari, 07313 Mallorca, Balearic Islands, Spain.

NIF: B57414682

E-Mail: [paola@hotelsonametler.com](mailto:paola@hotelsonametler.com)

#### 1.2- Description:

The acceptance of the privacy policy of Agroturismo Son Ametler (hereinafter referred to as "Privacy Policy") is a necessary condition to the use of our website and the provision of service (hereinafter referred to as "the Service.")

This Privacy Policy regulates the compilation, treatment and use of your personal and non-personal information as user of Agroturismo Son Ametler from the arrival date that appears on the header.

When dealing with your personal information, Agroturismo Son Ametler fulfills all existing local and European legislative rules and development standards.

### 2.- Collected Information

The Service can be used without providing any data, although to reserve rooms or services some personal details may be required. The information (personal and non-personal) collected by the Service can vary in function of this.

The personal and non-personal information collected by the Service can be:

- 1) that which is collected automatically
- 2) that which is provided by you voluntarily and
- 3) that which is provided by a third party

#### 2.1.- That which is collected automatically:

This information will consist of:

- That collected through cookies or similar mechanisms stored in your device, always with your consent or in agreement with other legal entities. Consult our Cookies Policy for more information.
- That of the IP through which the connection is made, the type of device used and its characteristics, the version of the operating system, the type of navigator, the language, the date, the country, the hour, the URL it comes from, the URL it goes to, or the mobile network used, among others.
- Data of the use made by the Service and possible errors during utilization.
- Furthermore, Agroturismo Son Ametler uses Google Analytics, an analytical service provided by Google, LLC domiciled in the United States, the address of the central office being: 1600 Amphitheatre Parkway, Mountain View, California 94043.

To carry out the above services, cookies are used that collect the information, including the address of the IP user, which will be transmitted, treated and

stored by Google in the terms listed in the web at [www.google.com](http://www.google.com) including the possible transmission of said information to third parties for reasons of legal necessity or when said third parties process the information on behalf of Google.

In any case, you can disable the cookies from Google Analytics here

2.2.- That which is provided by you voluntarily.

This information will consist of:

- The requirements of Agroturismo Son Ametler to complete a booking: name and surname, country, mobile phone, e-mail, method of payment, credit card details and other feedback.

All data is mandatory.

If you make a booking for other persons through the Service, you will need to guarantee that you have legitimately obtained their personal information and their consent before submitting their details.

- The information, personal or not, that can be sent in messages through the channels established by the Service, for example, the type of enquiry, the name and surname, e-mail, telephone number and message.
- The requirements of Agroturismo Son Ametler in order to finalize the service: name, surname, e-mail and telephone, among others.
- Your photograph, number, nickname or geolocation if you decide to participate in any of our activities on social networks.
- The required personal information to subscribe to the newsletter, like your e-mail.
- The required personal information to participate in our raffles and promotions, like your name, surname and e-mail.

2.3.- That which is provided by a third party

This information will consist of:

- The provision of a system of payment or processing of credit card, as well as the hour of reservation.
- The provision of the details of the different suppliers in relation to the service, as for example the name and time of the service.
- The provision of social networks and similar services.

3.- Rights and purposes

We inform you that filling in the forms is optional.

However, if you do not fill in the obligatory spaces (normally shown with an asterisk) the use of some of the Service's functions will not be possible or will be limited.

The personal details which you give us will be included and treated in The Register of Processing of Activities of Agroturismo Son Ametler, with an end to being able to answer your questions, give you the required service and keep you informed on activities relative to the Hotel and its services.

You can at any time exercise your rights of access, rectification, suppression, limitation of treatment, opposition and portability of your personal data by e-mail to: [paola@hotelsonametler.com](mailto:paola@hotelsonametler.com) or by postal address: C/. Ca Na Mirall 6 Moscari 07313, Mallorca, Balearic Islands, Spain.

In both cases, you will have to identify yourself with your name and surname, as well as a copy of your DNI or your national ID, if necessary.

In the case that you had given your consent for a specific reason, you have the right to withdraw this consent at any time, without this affecting the legitimacy of your treatment before withdrawal.

Furthermore, if you believe there to be a problem in the way Agroturismo Son Ametler manages your data, you can direct your complaints to the relevant authorities for data protection, the Spanish Agency for the Protection of Data being the relevant one in Spain.

#### 4.- Age

As far as the use of online service is concerned, you will have to declare that you are of age and that you have the legal capacity to undertake this agreement and use the site according to its Terms and Conditions, which you understand and accept in their totality.

You declare that all the information that you provide in order to accede to the Service, before and during utilization, is truthful, complete and precise.

#### 5.- Data Use

Agroturismo Son Ametler will use the data collected to:

- Administer and actualize the Service (our legitimate interest to keep the Service up-to-date daily being the legal basis.)
- Answer questions (our legitimate interest to attend to the questions and doubts of our users being the legal basis.)
- Process reservations (the contract being the legal basis.)
- Provide the contracted service (the contract being the legal basis.)
- Manage the participation in our raffles or contests (your consent being the legal basis.)
- Send you by e-mail our newsletter and promotional offers relating to the contracted service (our contractual relationship or our legitimate interest in marketing based on a previous contractual relationship, as per the art. 212 LSSICE, depending on the case, being the legal basis.)

You can unsubscribe in the same e-mail received or by contacting us at:

[paola@hotelsonametler.com](mailto:paola@hotelsonametler.com).

Notwithstanding the above, you will not be able to unsubscribe regarding specific correspondence, for example the messages relative to the security of your data or the terms and conditions of the Service.

- Keep the security of the Service, investigate illicit activities, enforce our terms and conditions and help the law authorities and state security agents in their eventual investigations (our legitimate interest to guarantee and maintain security of the Service and its users being the legal basis.)

Although it can generate basic profiles of the users, Agroturismo Son Ametler does not use automated decisions, our legitimate interest for commercial ends and to provide personalized offers being the legal base.

In addition, Agroturismo Son Ametler will be able to show user information, in the form of aggregated data and in anonymity, to show third parties.

We will also be able to share statistics and demographic information pertaining to users and their utilization of the Service with third parties. However, none of the above will lead to your personal identification.

#### 5.1.- In e-mails and contact forms:

The web of the Service has a TLS encryption that allows the user to send his personal data safely through standard contact forms.

The personal data gathered will be treated automatically and incorporated into the corresponding files of the Register of Treatment Activities and of those owned by Agroturismo Son Ametler.

In this sense:

- We will receive your IP, which will be used to confirm the origin of the message with the object of offering you the necessary procedures (for example presenting the information in the correct language) and to detect possible irregularities (for example possible intents of cyber attacks to the Service) as well as data relative to your ISP.

In addition, you will be able to give us your data by telephone, e-mail and other pertinent ways of communication.

With regard to the methods of payment for the bookings:

Our payment service providers are VISA and Mastercard. At no time will the Service, nor its staff, have access to the banking details (for example the credit card number) that the user, as our client, will provide.

On the other hand, certain services provided through the web (for example the possibility of participating in a contest or raffle with a promotional code) can contain particular conditions as far as data protection is concerned. It will be necessary to accept these, before taking part in these services.

#### 5.2.- In social networks

Agroturismo Son Ametler has profiles in some of the principal networks, since it appears in the data published in some of these (for example photographs uploaded by Agroturismo Son Ametler in which persons' faces are shown.)

Agroturismo Son Ametler will therefore be able to inform, where the law does not prohibit it, its followers in ways allowed by the social network about its activities, offers, as well as offering a personalized service to clients.

In no case whatsoever will Agroturismo Son Ametler extract data from social networks, without having expressly been given consent by the user.

#### 5.3.- Raffles

When participating in exclusive promotional activities by Agroturismo Son Ametler, the data which you submit will be treated solely by us, in accordance with the stated intentions and the corresponding legal conditions.

#### 6.- Data retention

The data treated by the Service will be kept for the following period of time:

- Disaggregated data will be kept without a deadline.

- Clients' data will be kept the minimum time necessary, being able to be kept until:
- 5 years, according to Art. 1964 of the Civil Code (personal shares without special deadline.)
- 6 years, according to Art. 30 of the Commercial Code (accounting books or invoices for example.)
- Data pertaining to subscription to newsletters will be kept from when the user subscribes until he unsubscribes.
- Clients' data, uploaded by Agroturismo Son Ametler to its social network, will be kept from when the user, in agreement with the legitimate interest of Agroturismo Son Ametler, gives his consent until he revokes it.

#### 7.- Data shared with third parties.

There are third parties that manage part of the Service. Agroturismo Son Ametler expects that these fulfill the terms of this Privacy Policy that are applicable to them, as well as having their own. Notwithstanding the above, Agroturismo Son Ametler will not be responsible for the compliance of the said Policy.

Under no circumstance will Agroturismo Son Ametler share, use or preserve any of the information gathered with third parties.

- To provide the Service:

The suppliers of services that act in our name, like for example those that provide payment services, web accommodation, commercial analysis, web marketing or suppliers relating to other services, can collect and have access to the information that is necessary for them to carry out their functions, but are totally prohibited from sharing or using the information for any other reason.

- Co-operation with the relevant authorities:

We will do this only if we believe it to be reasonably necessary to satisfy a law, legal process or legitimate interest. In any case, we will give only the information that is strictly required.

#### 8.- Safety Measures

Agroturismo Son Ametler adopts all the technical and organizational measures necessary to protect the security and integrity of the personal and non-personal compiled information in the face of non-authorized access, like alterations, loss or accidental destruction.

However, Agroturismo Son Ametler cannot guarantee the absolute security of the compiled information, since it has to collaborate with others and constantly utilize a common path regarding the shared information.

We understands and recognizes that, even after it has been eliminated, the personal and non-personal information could remain visible en cache, and that other users may have copied or stored it.

#### 9.- Changes in Privacy Policy

We may update this Privacy Policy in future. We will inform you of the changes by sending an e-mail and/or inserting a notice in a prominent part of our web.

10.- If you have any doubts over this Privacy Policy, contact us at:

E-Mail: [paola@hotelsonametler.com](mailto:paola@hotelsonametler.com)

Address: C/ Ca Na Mirall 6, Moscari 07313, Mallorca, Balearic Islands, Spain.