

PRIVACY POLICY OF HOTELES JIMÉNEZ DURÁN, S.L.

(ADDITIONAL AND DETAILED INFORMATION ON DATA PROTECTION)

In accordance with the provisions of Organic Law 3/2018, of December 5, Protection of Personal Data and Guarantee of Digital Rights and Regulation (EU) 2016/679, of the European Parliament and of the Council, of April 27, 2016 (RGPD), regarding the protection of natural persons with regard to the processing of personal data and the free movement of these data, You are provided with the following information :

RESPONSIBLE

Who is responsible for the processing of your data ?

Identity : HOTELES JIMÉNEZ DURÁN, S.L. with CIF B14600571
Postal Address : C/ ISABLE LOSA 8 - 14001 - CÓRDOBA
Phone : (+34) 957470587
Email : casadelosnaranjoshotel@gmail.com

PURPOSE

For what purpose do we process your personal data ?

Your personal data will be processed for the following purposes as applicable :
Manage and respond to questions and queries about our products and services, either by email or telephone.

Manage reservation requests for the provision of hotel accommodation services, as well as additional contracted services, requests and / or preferences. We use your personal data to manage your reservation, confirm the formalization of the same through electronic means, provide the contracted accommodation service or other additional services, and manage the payment of the same through POS devices or other means.

Administrative and accounting management derived from the provision of our services, among which is the issuance of invoices resulting from them. Manage your contact requests through the channels provided for it. Manage the personal data provided so that you can connect to the hotel's Wi-Fi network.

In addition, we inform you that our facilities have an entrance system to them, where your assigned code is linked to the room number, being registered said access code and the time of entry.

"The provision of the requested data is mandatory, since the information requested is essential for the provision of requested services. In the case of showing negative, the consequences of not providing such data will be the impossibility of carrying out the purposes described. "Your personal data will not be used for purposes other than those described, always requesting your express, informed consent in advance. inequívoco.

Profiling is not carried out solely on the basis of automated processing that produces legal effects or similarly significantly affects you.

Manage and develop your registration on the web, to contact you and resolve all doubts or queries about our services.

Manage and monitor our Social Networks (RRSS), in order to advertise our company.

HOTELES JIMÉNEZ DURÁN, S.L. has a profile on some of the main social networks on the Internet (Facebook, Instagram, etc.). Your data as a User will be treated only for the purpose of correctly managing your presence in the social network, advertising the services marketed.

The processing of your data as a follower of our social networks will be governed by this section, as well as by those conditions of use, privacy policies and access regulations that belong to the social network that is appropriate in each case and that has been previously accepted by you as a user.

Receive the "Complaints and Claims Form" in order to respond to propose a solution to the complaint or claim raised or, where appropriate, justify the impossibility of a possible solution.

Respond to the exercise of rights, queries and claims.

How long will your data be kept?

Your personal data will be kept as long as any type of contractual or business relationship is maintained between you and HOTELES JIMÉNEZ DURÁN, S.L. and do not request its deletion. When they are not necessary, they will be maintained for the limitation period of the actions arising from the treatment, from the last confirmation of interest or last transaction / communication (6 years, for commercial purposes, article 30 of the Commercial Code: documentation, supporting documents, invoices, receipts, etc.; 1 year, Law 34/2002 on Services of the Information Society and Electronic Commerce (LSSICE): traffic data relating to emails and data provided through the website; 1 year, Article 5 Law 25/2007 on the retention of data relating to electronic communications and public communications networks: traffic data relating to internet connections and data relating to calls sent or received from fixed and mobile telephony; 3 years, Order INT/1922/2003 on registration books and passenger entry reports in catering establishments and other similar items: entry parts/registration books must be kept at the disposal of the State Security Forces and Corps; other conservation periods provided for in current applicable regulations).

During this period of limitation of the actions arising from the treatment, we will keep the information duly blocked, without giving it any use, except for the provision of the data to the judges and courts, the Public Prosecutor's Office or the competent Public Administrations, in particular the data protection authorities, for the requirement of possible responsibilities derived from the treatment.

After these periods, the personal data will be deleted with adequate security measures to guarantee the total destruction of the same.

The data recorded (assigned access code, room number and time of entry) in the system of entry to the premises will be deleted within 24 hours of receipt.

LEGITIMATION

What is the legitimacy for the processing of your data ?

HOTELES JIMÉNEZ DURÁN, S.L. has the following legitimate bases to be able to process your personal data : Legal Obligation, in accordance with article 6.1 letter c) RGPD 2016/679 : The management and issuance of receipts, delivery notes or invoices resulting from the provision of our services and sale of products is based on a legal obligation, as well as in responding to the exercise of rights made by you and the claims formally filed through the document "Sheet" of Complaints and Claims".

Express consent, in accordance with article 6.1 letter a) of the RGPD 2016/679: In relation to the following purposes, the legal basis for the processing of your personal data will be by express consent of the same: Response to claims filed, as well as for the resolution of doubts and queries made.

Management of contact requests through channels provided for this purpose
Management of personal data provided in order to be able to connect to the hotel's Wi-Fi network.

Access to our social networks to inform about news or published information. By joining our profile created on the social network "Facebook or others" you give us consent to process the personal data published in your profile.

You may withdraw your consent without affecting the lawfulness of the treatment based on the consent prior to its withdrawal. The withdrawal of such consent may be communicated at any time through the email CASADELOSNARANJOSHOTEL@GMAIL.COM.

Execution of a contract, pursuant to Article 6.1 letter b) GDPR 2016/679, Compliance with a legal obligation, pursuant to Article 6.1 letter c) GDPR 2016/679 : The legal basis for the processing of personal data provided to make a reservation, in order to provide the hotel accommodation service, additional contracted services, requests and / or preferences, It is the performance of a contract to which you are a party, as well as compliance with a legal obligation applicable to the controller. All treatments derived from the provision of our services, such as administrative management, communications necessary for the purpose being processed or others, have the same legitimate basis (article 6.1 letter b) RGPD 2016/679, article 6.1 letter c) RGPD 2016/679).

The processing of data collected due to payment by bank card has, as a legal basis, the contractual relationship that binds us.

Legitimate interest of the person responsible, in accordance with article 6.1 letter f) RGPD 2016/679 : In relation to the following purposes, the legal basis for the processing of the personal data provided will be our legitimate interest: Hotel entry system by means of an access code linked to the assigned room, the time of entry being recorded. The processing of such data is necessary for the satisfaction of interests pursued by HOTELES JIMÉNEZ DURÁN, S.L.. These interests are to improve our services, provide facilities to the client, controlling that the personnel who access is housed in our facilities. We may use your personal data to claim and/or take legal action necessary to defend our rights and legitimate interests.

You may object to the processing of your personal data to receive commercial communications at any time, requesting your cancellation through the email casadelosnaranjoshotel@gmail.com.

RECIPIENTS

To which recipients will your data be communicated ?

Your personal data may be communicated legitimately and, where necessary, to the following recipients. These communications will be necessary for the provision of services and sale of our products: Administrations and public bodies (Treasury, Consumer Service, etc.) and / or security forces and bodies, when required by any regulation or necessary for the legal protection of our legitimate interests for the purposes of compliance with the law.

Companies in charge of data processing, such as IT Service Providers, Consultancies, Tourism Consulting, etc. HOTELES JIMÉNEZ DURÁN, S.L. has signed the corresponding custom contracts with each of these suppliers, with the aim of guaranteeing that they treat the data provided in accordance with the provisions of current legislation. Banks, in order to manage collections through POS devices or direct debits.

RIGHTS

What are your rights when providing us with your data?

Anyone has the right to obtain confirmation as to whether HOTELES JIMÉNEZ DURÁN, S.L. is processing personal data that concerns them, or not. Right of access, rectification and deletion: You have the right to access your personal data, as well as to request the rectification of inaccurate data or, where appropriate, request its deletion when, among other reasons, the data is no longer necessary for the purposes that were collected.

Right of limitation: in certain circumstances, you may request the limitation of the processing of your data, in which case we will only keep them for the exercise or defense of claims.

Right of Opposition : in certain circumstances and for reasons related to your particular situation, you may object to the processing of your data. Therefore, HOTELES JIMÉNEZ DURÁN, S.L. will stop processing the data, except for compelling legitimate reasons, or the exercise or defense of possible claims.

Where the processing of personal data is for the purpose of direct marketing, you have the right to object to the processing of your data, including profiling related to such marketing.

Right to data portability : You may request the portability of your data to another data controller, in which case it will be done as long as the treatment is based on lawful consent, the treatment is automated and will be transmitted from responsible to responsible when technically possible. Right to withdraw consent, without affecting the lawfulness of the treatment based on the consent prior to its withdrawal.

Right to file a claim with the SPANISH AGENCY FOR DATA PROTECTION, when you have not obtained satisfaction in the exercise of your rights or other matters. To contact this Control Authority you can do so through its website www.agpd.es.

To exercise any of the rights indicated above, you will have at your disposal a series of models or forms located in www.aepd.es/reglamento/derechos and you must direct them to HOTELES JIMÉNEZ DURÁN, S.L. CASADELOSNARANJOSHOTEL@GMAIL.COM or to the address that appears in the contact details of the RESPONSIBLE. Optionally, you can also contact the SPANISH AGENCY FOR DATA PROTECTION (www.aepd.es) to request information about these rights. To process the request to exercise rights you must prove your identity by means of a photocopy of your ID.

OTHER INFORMATION

HOTELES JIMÉNEZ DURÁN, S.L. will keep professional secrecy of all information that affects the data, storing them with due confidentiality and using them only for the specific purposes for which they were provided. It shall also take appropriate technical and organisational measures against unauthorised access to or unlawful processing of personal data, as well as against accidental loss or destruction thereof. The information is confidential, privileged and treated only by persons who, as authorized users, have access to personal data, being totally prohibited any disclosure, distribution or reproduction of the information processed.

This policy may be subject to periodic revisions, in order to improve and update it. Any modification will be communicated to you.

In the event that you communicate data of third parties, you must inform us previously of this fact, as well as the purpose and form of treatment thereof, being also solely responsible for such communication.