

LAS PERGOLAS VILLA RURAL – PRIVACY NOTICE

Las Pergolas Villa Rural
www.villapergolas.com
Camino Lugar de Abajo 2
E – 35572 Tias, Las Palmas

1. PRIVACY POLICY ACCORDING THE GENERAL DATA PROTECTION REGULATION (GDPR) OF 25 MAY 2018

The following information about our Privacy Policy reflects our commitment to maintain and guarantee secure commercial relationships by protecting personal data, guaranteeing the right to privacy of each of the users of our services.

In this document, we explain how we use the personal data of the users of the web portal www.villapergolas.com (the **Website**) and in the execution of a holiday rental contract related to *Las Pergolas Villa Rural* (the **Property**).

The owner of the Property and the Website and his representatives (**we** or **our**) handle personal information from users of the Site and clients of the Property with respect and confidentiality and according to the law.

2. DEFINITION OF PERSONAL DATA

As “Personal Data” we must understand any information concerning an identified or identifiable natural person. Among others, include the name, surname, postal and electronic address, telephone number, Passport/ID and Tax numbers, etc.

3. TREATMENTS AND PURPOSES OF THE COLLECTED DATA

Any personal data that you provide to us by visiting our website or entering into a holiday rental contract, will be treated in accordance with data protection regulations and will only be collected, processed and used for lawful, legitimate and informed purposes. For this reason, we detail all the purposes for which we use your personal data as responsible for the treatment.

We inform all users of the non-mandatory nature of the collection of certain personal data, except in case of reservation. However, the failure to complete said data may prevent us from providing services as requested, freeing us from any responsibility for the non-provision or incomplete provision of these services.

The user has the obligation to provide the data truthfully and keep them updated, so we reserve the right to exclude services and proceed to cancel the service to any user who has provided false information, without prejudice of the other actions that proceed in Law.

When visiting or browsing the Website, certain information such as your IP address, which browser is being used, and information about the computer’s operating system, application version, language settings and pages that have been shown to users may be collected.

When sending an enquiry or booking a holiday through the Website, personal information such as name, phone numbers, postal and email addresses, passport or national ID number, tax number, gender and nationality may be saved

in our database because we need to communicate important information such as quotes, answers to queries, booking confirmations, administration, marketing activities, compliance with legal requirements, payments and payment reminders and other booking related information, or for fraud detection and prevention and analytical purposes.

4. COMMUNICATION OF YOUR PERSONAL DATA TO THIRD PARTIES

In order to provide our services, we employ third party service providers such as booking and payment management platforms, platforms related to administration of notices to the authorities, email and website hosts, accountants and computer technicians. All these parties, who have access to your personal data, are GDPR-compliant.

Under Spanish Law (Decree of 2 February 2016 for housing with tourist purposes "*Decreto 28/2016 Viviendas con fines turísticos*"), we are obliged to collect and register the following personal data with the police ([Guardia Civil](#)) for all guests over the age of 16, within 24 hours of arrival: name, surname, passport/national ID number, sex, date of birth, country/nationality.

5. HOW LONG WE KEEP YOUR PERSONAL DATA AND SECURITY MEASURES

In the case of quotes or requests for information, we delete all personal data after 1 year.

In the case of services rendered, we keep personal data for 5 years to comply with Spanish tax obligations.

We have a special concern to guarantee the security of your personal data. These data are stored in paper and/or electronic format: paper copies are kept in a locked cabinet while electronic copies are stored on a password-protected desktop computer regularly updated with security updates. In addition, the Website uses https data encryption protocols.

6. RIGHTS OF USERS

All users can exercise any of the rights granted by the data protection regulations, such as the right of access, treatment limitation, deletion, portability, correction, opposition to the use of their information or revocation of their consent at any time (without retroactive effect), in all cases sending an email to info@villapergolas.com.

In the event you receive advertising by email, you can also oppose from said email by clicking on the link included in it and following the instructions provided.

There may be certain data (*e.g.*, data required by the tax office and Guardia Civil) that we are unable to delete.

11. CHANGES TO THE PRIVACY POLICY

This Privacy Policy was updated as of March 2022 and may suffer updates, due to changes in legal needs, as well as due to improvements and changes included in the way we offer and provide our services and utilities of the application. Therefore, we recommend that you visit and access our Privacy Policy periodically, to be able to access and know the latest changes that may have been incorporated. If these changes are related to the consent given by the user, in that case an independent and separate notification will be sent to collect it again. If during the reading you have any question about our Privacy Policy, please contact us at: info@villapergolas.com.