

WEB PRIVACY POLICY - EN

This Privacy Policy applies to this website (hereinafter, the “Website”).

Please read it carefully. It contains important information regarding the processing of your personal data and the rights granted to you under applicable data protection legislation.

We reserve the right to update our Privacy Policy at any time due to business decisions, as well as to comply with any legislative or case law changes. If you have any questions or require clarification regarding our Privacy Policy or your rights, you may contact us through the channels indicated below.

You declare that the data you provide to us, now or in the future, is accurate and truthful, and you undertake to notify us of any changes thereto. If you provide personal data relating to third parties, you undertake to obtain their prior consent and inform them of the contents of this Privacy Policy.

As a general rule, fields marked as mandatory in our forms must be completed in order for us to process your requests.

1. Who is responsible for processing your data?

The data controller of the personal data collected through this Website is **DUNAS DE MARUGAL, S.L.** (hereinafter, the “HOTEL”), with registered address at Lugar Venda de Ses Clotades, 4449, 07872 Formentera (Balearic Islands), Spain; email: info@dunasdeformentera.com; telephone: +34 971 12 45 00.

Furthermore, please be informed that the entity responsible for the management of the HOTEL is **MARUGAL HOTEL MANAGEMENT, S.L.** (hereinafter, “MARUGAL”), with registered address at Carrer de Sant Feliu, 17A, 2nd Floor, Door 1, 07012 Palma (Balearic Islands), Spain; email: info@marugal.com; telephone: +34 971 722 352.

Further information regarding the protection of personal data can be found at www.marugal.com.

2. For what purposes do we process your data and on what legal basis?

2.1 Management of customer and user relationships

We process the data provided by our customers and users through their enquiries in order to respond to their requests.

This processing is necessary for the performance of the legal relationship with Website users or for the implementation of pre-contractual measures at their request.

2.2 Management of accommodation reservations and services

The data provided through accommodation booking forms or service request forms will be processed for the management of such reservations and the provision of the requested services.

The categories of data processed for these purposes include:

- Identification data (name, surname and ID card/passport details) and contact details (address, email address and telephone number) of the reservation holder.
- Reservation details, vouchers or requested services.
- Financial and transaction data.

The processing of this data is necessary for the provision of the requested services, the performance of the accommodation contract or the implementation of pre-contractual measures at the user's request.

Financial and transaction data relating to goods and services purchased through the Website will be processed for accounting and administrative purposes and to comply with our legal obligations in accounting and tax matters.

2.3 Commercial communications and mailing list management

We process the identification and contact details provided by our customers and individuals who subscribe to our mailing lists in order to send them electronic commercial communications regarding our products and services.

These processing activities are based on the consent requested from you. Refusing or withdrawing your consent will not affect the processing of your reservations or the provision of the contracted services.

You may unsubscribe from commercial communications at any time by clicking the unsubscribe link included in our communications or by sending an email to info@dunasdeformentera.com.

Where consent has been given, your data will be added to a MARUGAL mailing list in order to send you commercial information and offers relating to unique hotels and premium tourism services managed by MARUGAL. Additional information is available at www.marugal.com.

2.4 Website security administration and management

We process browsing data (IP addresses and log files) in order to administer and manage the security of the Website and its restricted-access areas.

This processing is based on our legitimate interest in ensuring the security of the Website.

This interest is expressly recognised by Recital 49 of the General Data Protection Regulation (GDPR). When balancing this interest against your rights and freedoms, it has been determined that such processing corresponds to standard security practices and does not pose significant risks to data subjects.

2.5 Statistical purposes and quality management

In order to assess and manage the quality of our services and products, we process identification and contact data provided by our customers through requests, enquiries or suggestions.

We also compile statistics based on aggregated data obtained from transaction information and Website browsing data, such as IP addresses, weblogs, visited pages and actions carried out on the Website (please refer to our Cookie Policy for further information).

This processing is based on our legitimate interest in assessing and improving the quality of our services and products. Following a balancing test, it has been determined that the processing has a limited impact on the privacy of data subjects, is in line with their reasonable expectations and does not pose significant risks.

2.6 Careers

Data submitted through the “Careers” section and information contained in your curriculum vitae will be incorporated into MARUGAL’s candidate database and processed in order to inform you about recruitment processes carried out by and/or on behalf of the hotels managed by MARUGAL and to manage your participation in such processes.

The legal basis for processing your data, as well as communicating it to hotels managed by MARUGAL, is your voluntary participation in the aforementioned recruitment processes.

The processing of any health-related data is based on your explicit consent when providing such information and on compliance with legal obligations relating to the rights of persons with disabilities and their social inclusion.

You may request removal from our candidate database at any time by sending an email to info@dunasdeformentera.com.

2.7 Press access

We process the data of authorised press users for account administration purposes and to provide access to the available functionalities.

Such processing is necessary for the implementation of pre-contractual measures at the user's request.

3. To whom may we disclose your data?

Your data will only be disclosed to third parties where required by law, with your consent, or where your request necessarily implies such disclosure.

Furthermore, if you have provided your consent, your data will be incorporated into a MARUGAL mailing list for marketing purposes as described in the section “Commercial communications and mailing list management”.

Curricula vitae and professional profiles submitted through the “Careers” section will be incorporated into MARUGAL’s candidate database, as well as shared with hotels managed by MARUGAL operating in the areas covered by the vacancies for which candidates apply, and with any hotels requiring the recruitment of a candidate whose profile matches the position available.

4. How long will we retain your data?

As a general rule, we retain your data for the duration of the relationship you maintain with us and, in any event, for the periods established by applicable legal provisions and for the time necessary to address any liabilities arising from the processing.

We will delete your data when it is no longer necessary or relevant for the purposes for which it was collected.

Logs relating to access to restricted areas of the Website will be deleted one month after their creation.

Information relating to browsing activity will be deleted once the web session has ended and the corresponding statistics have been compiled.

Data processed for commercial purposes will be retained until you request its deletion or unsubscribe.

Curricula vitae and data submitted through the “Careers” section will be retained for a maximum period of one year from their last update.

5. What are your rights?

You have the right to obtain confirmation as to whether or not we are processing your personal data and, where that is the case, to access such data.

You may request the rectification of inaccurate data or the completion of incomplete data, as well as request the deletion of your data where, among other reasons, it is no longer necessary for the purposes for which it was collected.

Under certain circumstances, you may request the restriction of the processing of your data, object to its processing, or request the portability of your data.

You may also withdraw any consent you have provided for specific purposes at any time.

You also have the right to lodge a complaint with the Spanish Data Protection Agency (Agencia Española de Protección de Datos).

To exercise your rights, you must send us a request together with a copy of your national identity document or another valid identification document by post or email to the addresses indicated in Section 1 of this Privacy Policy.

Further information regarding your rights and how to exercise them can be found at www.aepd.es.