

PRIVACY POLICY

The Privacy Policy forms part of the General Terms and Conditions governing this Website.

Who is responsible for processing your data?

GRUPO DESTINY HOME, S.L.U.

Address: Avda. Juan Carlos I, No. 3, premises 4-5, Corralejo, 35660, La Oliva, Fuerteventura.

Tax ID (CIF): B76220151

Telephone: 672392857

Email: booking@shambhalafuerteventura.com

You may contact us by any means.

We reserve the right to modify or adapt this Privacy Policy at any time. We recommend that you review it regularly. If you have registered and access your account or profile, you will be informed of any modifications.

If you belong to any of the following groups, please consult the corresponding information:

+ CUSTOMERS

For what purposes will we process your personal data?

- Preparation of quotations and follow-up through communications between both parties.
- Information by electronic means relating to your request.
- Commercial or event-related information by electronic means, provided that you have given your express consent.
- Management of administrative, communication and logistical services carried out by the Data Controller.
- Invoicing and payment of applicable taxes.
- Carrying out the corresponding transactions.
- Control and debt collection procedures.

+ GUESTS

For what purposes will we process your personal data?

We inform you that your data will be processed for the purpose of managing your reservation and your stay at the hotel, as well as ensuring payment of any expenses arising from your stay.

Likewise, we will process your personal data for the purpose of carrying out the registration and reporting of traveler information. If you have given us your consent, we will also process your data to send you commercial communications.

Who will your data be disclosed to?

Your data will be disclosed to the State Security Forces and Corps (FFCCSE), in compliance with current legislation, as well as to the travel agencies or operators involved.

How long will your data be retained?

The data will be retained for a minimum period of 6 years in compliance with tax, commercial and consumer regulations.

Data relating to communications to the State Security Forces and Corps regarding traveler registration will be retained for a minimum period of 3 years from the end of the accommodation period.

Finally, data for which your consent has been requested will be retained until you withdraw the consent given or exercise your right to object or request erasure.

What is the legal basis for processing your data?

The legal basis varies depending on the purpose of the processing. The primary legal basis is the performance of the accommodation contract.

For communications relating to traveler registration, the legal basis is compliance with the legal obligations established by Royal Decree 933/2021 of October 26, which establishes documentary registration and information obligations for individuals or legal entities carrying out accommodation and motor vehicle rental activities, as well as Organic Law 4/2015 of March 30, on the protection of citizen security.

Finally, consent will be the legal basis for processing activities for which consent has been requested, such as the sending of commercial communications.

+ DESTINY CLUB (LOYALTY PROGRAM)

What is Destiny Club?

Destiny Club is our loyalty program. By registering, you receive a 10% discount on reservations and access to a user profile. Registration is managed through the platform of our booking engine, Mirai España, S.L.

Who is responsible for processing your data within the club?

To complete the registration process, you will be redirected to the platform of Mirai España, S.L. From that moment onwards, Mirai España, S.L. will act as the data controller for the personal data necessary to manage the registration, in accordance with the privacy policy available at www.es.mirai.com.

We recommend reading this policy before completing the registration process. In this processing activity, Mirai España, S.L. does not act as a data processor for GRUPO DESTINY HOME, but rather as an independent data controller on its own platform and in accordance with its own privacy policy.

What data do we process (GRUPO DESTINY HOME) in relation to the club?

For our part, we only process personal data for the purpose of applying the club's discounts and benefits to reservations and services contracted with us.

What is the legal basis for processing your data?

The legal basis is the performance of the relationship arising from membership of the club and, where applicable, consent to receive commercial communications from us.

How long will we retain your personal data?

As long as you remain a member of the club, until you request cancellation of your membership or withdraw the consent granted.

The processing of member data on the Mirai España S.L. platform will be governed by the retention periods established in its privacy policy.

+ WEBSITE OR EMAIL CONTACTS

What data do we collect through the Website?

We may process your IP address, the operating system or browser you use, and even the duration of your visit, anonymously.

If you provide us with information through the contact form, you will identify yourself so that we can contact you if necessary.

For what purposes will we process your personal data?

- Respond to your questions, requests or inquiries.
- Manage the requested service, respond to your request or process your inquiry.
- Information by electronic means relating to your request.
- Commercial or event-related information by electronic means, provided that you have given your express consent.

- Carry out analyses and improvements to the Website, as well as to our products and services.
- Improve our commercial strategy.

What is the legal basis for processing your data?

The acceptance and consent of the data subject, given through a voluntary action. For example, where completing a request requires filling out a form and clicking the "send" button, completing this action necessarily means that you have been informed and have expressly given your consent to the content of the clause attached to the form or to the acceptance of the privacy policy.

All our forms indicate mandatory fields with the * symbol. If you do not provide this information or do not check the box accepting the privacy policy, the information cannot be submitted.

How long will we retain your personal data?

Until the consent given is withdrawn.

+ NEWSLETTER CONTACTS

What data do we collect through the newsletter?

The Website allows you to subscribe to the Newsletter. If you provide us with an email address, the newsletter will be sent to that address.

We will only store your email address in our database and will send you emails periodically until you request to unsubscribe or we stop sending emails.

You will always have the option to unsubscribe from any communication.

For what purposes will we process your personal data?

- Manage the requested service.
- Information by electronic means relating to your request.
- Commercial or event-related information by electronic means, provided that you have given your express consent.
- Carry out analyses and improvements to our mailing campaigns in order to improve our commercial strategy.

What is the legal basis for processing your data?

The acceptance and consent of the data subject. When you subscribe, you will be required to accept a checkbox and click the send button. This necessarily means that you have been informed and have expressly given your consent to receive the newsletter.

How long will we retain your personal data?

Until the consent given is withdrawn.

+ QUALITY SURVEYS**For what purposes will we process your personal data?**

- Assess the quality of the service provided.
- Improve the services offered.

What is the legal basis for processing your data?

The legal basis is the legitimate interest of the Data Controller in maintaining the quality of its services.

How long will we retain your personal data?

The data will be retained for as long as the processing remains ongoing.

+ SUPPLIERS**For what purposes will we process your personal data?**

- Information by electronic means relating to your request.
- Commercial or event-related information by electronic means, provided that you have given your express consent.
- Management of administrative, communication and logistical services carried out by the Data Controller.
- Invoicing.
- Carrying out the corresponding transactions.
- Invoicing and payment of applicable taxes.
- Control and debt collection procedures.

What is the legal basis for processing your data?

The legal basis is the acceptance of a contractual relationship or, alternatively, your consent when contacting us or offering us your products through any channel.

How long will we retain your personal data?

For the duration of the relationship between the parties and for the applicable statutory limitation periods arising from such relationship.

+ SOCIAL MEDIA CONTACTS

For what purposes will we process your personal data?

- Respond to your questions, requests or inquiries.
- Manage the requested service, respond to your request or process your inquiry.
- Interact with you and create a community of followers.

What is the legal basis for processing your data?

The legal bases for processing are the voluntary consent of the data subject to contact us and, where applicable, the acceptance of a contractual relationship within the relevant social network environment.

The processing of data within the Social Network will be carried out in accordance with its privacy policies.

How long will we retain your personal data?

We can only access or remove your data to a limited extent because we have a specific profile. We will process your data for as long as you allow us to follow you, remain friends with you, or you continue to click "like", "follow" or similar buttons.

Any correction of your data or restriction of information or publications must be carried out through the settings of your profile or user account on the relevant social network.

+ JOB APPLICANTS

For what purposes will we process your personal data?

- Organization of recruitment and employee selection processes.
- Invite you to job interviews and evaluate your application.
- If you have given us your consent, we may share your information with collaborating or affiliated companies, solely for the purpose of helping you find employment.
- If you accept the privacy policy, you give us your consent to share your job application with the entities belonging to the group of companies for the purpose of including you in their personnel selection processes.

We also inform you that one year after receiving your CV, we will proceed with its secure destruction.

What is the legal basis for processing your data?

If you submit your CV as a speculative application, the legal basis is your unequivocal consent, given by sending us your CV.

If you are participating in a recruitment process launched by this entity and are applying for the position, the legal basis is the performance of pre-contractual measures.

How long will we retain your personal data?

If you submit a CV for a published vacancy, your data will be processed within the framework of the selection process for that vacancy and will be deleted at the end of the process if you are not selected.

If you submit a CV through a speculative application mailbox or through our "work with us" section, we will retain your data for a period of one year based on the consent of the data subject.

Will we communicate with you electronically?

Communications will only be made for the purpose of managing your application, if this is one of the contact methods you have provided.

If we send commercial communications, these will have been previously and expressly authorized by you.

WHAT SECURITY MEASURES DO WE APPLY?

We have adopted an optimal level of protection for the Personal Data we handle and have implemented all technical means and measures available to us according to the current state of technology in order to prevent the loss, misuse, alteration, unauthorized access and theft of Personal Data.

Your data will not be disclosed to third parties, except where legally required. Specifically, it may be disclosed to the Spanish State Tax Administration Agency and to banks and financial institutions for the collection of payment for the service provided or product purchased, as well as to data processors necessary for the performance of the agreement.

In the event of a purchase or payment, if you choose an application, website, platform, bank card or any other online service, your data will be transferred to that platform or processed within its environment, always with the highest level of security.

When instructed by us, the web development and maintenance company and the web hosting provider may have access to our Website. These companies will have signed service agreements obliging them to maintain the same level of privacy as we do.

During the card payment process, data will be collected by the banking institution operating the Virtual POS terminal.

International data transfers may take place when American applications are used. However, such transfers will only be made to entities that have demonstrated compliance with the appropriate level of protection and safeguards in accordance with the parameters and requirements established by applicable data protection regulations, such as the European Regulation, or where there is a legal authorization for the international transfer.

WHAT RIGHTS DO YOU HAVE?

- To know whether or not we are processing your data.
- To access your personal data.
- To request the rectification of your data if it is inaccurate.
- To request the erasure of your data if it is no longer necessary for the purposes for which it was collected or if you withdraw the consent given.
- To request restriction of the processing of your data in certain circumstances, in which case we will only retain it in accordance with applicable regulations.
- To data portability, meaning that your data will be provided to you in a structured, commonly used and machine-readable format. If you prefer, we can send it to the new data controller designated by you. This right is only applicable in certain circumstances.
- To lodge a complaint with the Spanish Data Protection Agency or the competent supervisory authority if you believe that we have not properly addressed your request.
- To withdraw your consent for any processing activity for which you have given consent, at any time.

If you modify any of your data, we would appreciate it if you would inform us so that we can keep your information up to date.

WOULD YOU LIKE A FORM TO EXERCISE YOUR RIGHTS?

- We have forms for exercising your rights. You may request them from us by email or, if you prefer, use those prepared by the Spanish Data Protection Agency or third parties.
- Requests must be electronically signed or accompanied by reliable identification of the person exercising the right.
- Forms may be submitted in person, sent by post or emailed to the address of the Data Controller indicated at the beginning of this document.

HOW LONG WILL IT TAKE US TO RESPOND TO YOUR REQUEST TO EXERCISE YOUR RIGHTS?

This depends on the right being exercised, but we will respond within a maximum period of one month from your request, or two months if the matter is particularly complex and we notify you that additional time is required.

DO WE USE COOKIES?

If we use any cookies other than those that are necessary, you will be able to consult the Cookie Policy through the corresponding link available from the beginning of our Website.