

# Privacy Policy

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## 1. Introduction

The owner and operator of the [www.tenerifecanadasb212.eu](http://www.tenerifecanadasb212.eu) website and the apartment Cañadas B2.12 (address: Urb. Cañadas B2.12, Av. J.M. Galván Bello, 38639 Golf del Sur, Santa Cruz de Tenerife, Spain, website: [www.tenerifecanadasb212.eu](http://www.tenerifecanadasb212.eu), email: [tenerifecanadasb.2.12@gmail.com](mailto:tenerifecanadasb.2.12@gmail.com), hereinafter: Apartment) is owned and operated by Edificio Canadas B.2.12. (license number: VV-38-4-0104813, hereinafter: Data Controller).

The purpose of this Privacy Policy (hereinafter: Privacy Policy) is to inform those who are interested from the services of the Apartment on the website [www.tenerifecanadasb212.eu](http://www.tenerifecanadasb212.eu) or other forums, or who use the Apartment (hereinafter: the persons interested and persons using the Apartment together: Data Subject) about the data management principles applied by the Data Controller.

## 2. Scope of processed data, purpose of data management, legal basis

2.1. The range of personal data handled: first name, last name, e-mail address, telephone number, (planned) date of arrival and departure, number of (planned) guest nights, number of adults and children affected by the stay, payment method and amount to be paid, Date of entry to Santa Cruz de Tenerife, nationality, place of birth and time, document type, document number and date of issue, residential address, billing address, copy of identity card or passport.

2.2. The purpose of processing personal data :

- to make an offer to the interested person concerning the accommodation service provided by the Data Controller,
- in the case of a reservation, the conclusion and performance of a contract relating to the accommodation service,
- to enable communication and exchange of messages,
- issuing an invoice for the price of the service provided,
- dealing with complaints, settling claims, initiating any administrative procedures,
- fulfil the Data Controller's statutory data reporting obligations.

2.3. The legal basis for processing personal data is those listed in point 2.2.

2.4. Pursuant to Spanish regulations, the Data Controller is obliged to register guests. All accommodation providers are obliged to report the details of guests over the age of 14 to the Guardia Civil, failure to do so will result in a penalty and are also obliged to register all guests in the libro-registro de viajeros (registry of tourists), to which a copy of the identity card or passport must also be attached which the Data Controller must store and preserve for 3 (three) years and present it in the event of an official inspection.

2.5. Personal data is collected and processed as required by the following legislation: Ley Orgánica 3/2018, de 5 de diciembre, de Protección de Datos Personales y garantía de los derechos digitales y al amparo Ley Orgánica 4/2015, de 30 de marzo, de Protección de la Seguridad Ciudadana artículo 25.1.

### **3. Duration of data management**

3.1. The Data Controller must store and preserve personal data and document copies for 3 (three) years.

### **4. Data protection**

4.1. The Data Controller is committed to managing all personal data and document copies with an appropriate level of security.

4.2. The Data Controller shall make every reasonable effort to ensure that the electronic records and programs enabling the processing of personal data are always kept confidential during the period of processing, that the electronic records and files containing the data have the necessary protection and are resistant to any unauthorized interference, attack, accidental destruction or loss of data.

4.3. The Data Controller's IT tools and network are protected against computer-assisted fraud, espionage, sabotage, vandalism, computer viruses, computer intrusions and denial-of-service attacks.

4.4. The Data Controller places paper-based documents containing personal data and document copies in lockable cabinets. Only authorized persons may access these documents if this is absolutely necessary for the performance of their duties.

### **5. Transfer of data**

5.1. The Data Controller uses the cooperation and assistance of data processors for certain data processing operations (e.g. accounting services in the case of data contained in the invoice issued for the price of accommodation services).

5.2. The data processors are authorized to process the data only in accordance with the provisions of the Data Controller and the laws.

### **6. The rights of Data Subject**

6.1. The Data Controller shall ensure that Data Subject have the right of access to data, the right to erasure, rectification and restriction of processing, the right to object in case of processing based on legitimate interest, the right to withdraw consent and the right to data portability.

6.2. The Data Controller fulfills the request for deletion of personal data and document copies in the following cases:

- the purpose of data management has ceased;
- in the case of data processing based on consent, the Data Subject has decided to withdraw the consent, and there is no reason to justify the further processing of the data;
- in the case of data processing based on legitimate interests, the Data Subject objected to the data processing and there is no reason to justify the further processing of the data;
- illegal data processing has taken place;
- the Data Controller is required by law to delete data and documents.

## **7. Amendment of Privacy Policy**

7.1. The Data Controller reserves the right to amend the Privacy Policy, the effective version of which is available on the website of the Apartment [www.tenerifecanadasb212.eu](http://www.tenerifecanadasb212.eu), and which is therefore accessible to anyone and public.

This Privacy Policy was published on 2024.08.09., and is effective from 2024.08.09.