

Privacy Policy and Processing of Personal Data

1. USER INFORMATION

VITAL WORLD HOTEL MANAGMENT S.L., hereinafter RESPONSIBLE, is responsible for processing the User's personal data and informs you that these data will be processed in accordance with the provisions of Regulation (EU) 2016/679 of 27 April 2016 (GDPR) on the protection of individuals with regard to the processing of personal data and on the free movement of such data, and therefore provides you with the following information on the processing:

End of processing: to maintain a commercial relationship with the User. The operations foreseen to carry out the treatment are:

- Forwarding of commercial advertising communications by email, fax, SMS, MMS, social communities or any other electronic or physical means, present or future, which makes it possible to carry out commercial communications. These communications will be carried out by the RESPONSIBLE party and related to its products and services, or those of its collaborators or suppliers with whom it has reached a promotional agreement. In this case, third parties will never have access to the personal data.
- To carry out statistical studies.
- To process orders, requests or any type of request that is made by the user through any of the forms of contact that are made available.
- Send the website's newsletter.

Legal basis of the treatment: consent of the interested party.

Data retention criteria: data will be retained for as long as there is a mutual interest in maintaining the purpose of the processing and when it is no longer necessary for that purpose, they will be deleted with appropriate security measures to ensure the pseudonymisation of the data or their total destruction.

Communication of the data: For the correct provision of the service and the maintenance of the commercial relationship, the RESPONSIBLE person may need to transfer personal data to other companies with the commercial name "Viwo Hotels", detailed at the end of this section. With the exception of these cases, the data will not be communicated to third parties, unless legally obliged to do so.

Privacy policy for social networks: in compliance with the General Regulation for the Protection of Personal Data 2016/679 of 27 April and Law 34/2002 of 11 July on Information Society Services and Electronic Commerce, all users are informed that THE PERSON IN CHARGE makes use of profiles for informative and commercial purposes on social networks:

- Facebook: <https://www.facebook.com/ViWOteam/>
- Twitter: <https://twitter.com/viwoteam>
- Instagram: <https://www.instagram.com/viwoteam/>

The person in charge will have access to the data provided by the user in his/her profile, will be able to make publications in his/her personal space if the social network allows it and will be able to mention the user in his/her own publications. The personal information that may be collected through these systems will be treated in accordance with the conditions set out above. THE RESPONSIBLE PERSON, is not responsible for the content shared in their profiles by other users, which must be original and not violate the intellectual and industrial property, the right to honour and image, as well as comply with the guidelines established by each of the social networks. Insults, humiliation, contempt and other offensive statements towards other users will not be allowed. THE RESPONSIBLE, reserves the right to delete such publications and, if so considered, request the blocking or expulsion of the user.

Rights of the User:

- Right to withdraw consent at any time.
- Right of access, rectification, portability and deletion of their data and the limitation or opposition to their treatment.
- The right to file a complaint with the supervisory authority (agpd.es) if he or she considers that the processing is not in accordance with the regulations in force.

Contact details to exercise your rights:

Postal address: VITAL WORLD HOTEL MANAGMENT S.L., Carretera Cuevas Drach , 46 - 07680 Porto Cristo (Illes Balears).

Email: info@viwohotels.com

2. MANDATORY OR OPTIONAL NATURE OF THE INFORMATION PROVIDED BY THE USER

The Users, by marking the corresponding boxes and entering data in the fields, marked with an asterisk (*) in the contact form or presented in download forms, expressly accept, freely and unequivocally, that their data are necessary to meet their request, by the provider, being voluntary the inclusion of data in the remaining fields. The User guarantees that the personal data provided to the RESPONSIBLE are true and is responsible for communicating any changes to them.

The LIABILITY MANAGER informs and expressly guarantees users that their personal data will not be transferred to third parties under any circumstances, and that whenever any type of transfer of personal data is made, the express, informed and unequivocal consent of the users will be requested beforehand. All data requested through the website are mandatory, as they are necessary for the provision of an optimal service to the User. In the event that not all the data are provided, it is not guaranteed that the information and services provided will be completely adapted to your needs.

3. SECURITY MEASURES

That in accordance with the provisions of the regulations in force on the protection of personal data, the person responsible is complying with all the provisions of the GDPR regulations for the processing of personal data for which he is responsible, and clearly with the principles described in article 5 of the GDPR, by which they are processed in a lawful, loyal and transparent manner in relation to the person concerned and appropriate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

The RESPONSIBLE party guarantees that it has implemented appropriate technical and organisational policies to apply the security measures established by the GDPR in order to protect the rights and freedoms of the Users and has communicated to them the appropriate information so that they can exercise them.