

Who is responsible for the processing of your data?

Entity: : Hotel Castell del Remei S.L – NIF: B17662602

Address : Carretera Castell d'Emporda s/n - 17100 La Bisbal d'Emporda - Girona

Telephone: + 34 972646254

E-Mail: info@hotelcastellemporda.com

What are your rights when you provide us with your data?

Anyone has the right to obtain confirmation as to whether or not HOTEL CASTELL DEL REMEI S.L is processing personal data concerning them.

The concerned persons have the right to access their personal data, as well as to request the rectification of inaccurate data or where appropriate request its deletion when, among other reasons the data are no longer necessary for the purposes that were collected. You also have the right to the portability of your data.

In certain circumstances, data subjects may request the limitation of the processing of their data, in which case we will only keep them for the exercise or defense of claims.

In certain circumstances and for reasons related to their particular situation, the concerned parties may object to the processing of their data. In this case HOTEL CASTELL DEL REMEI S.L , will stop processing the data, except for overriding legitimate reasons, or the exercise or defense of possible claims.

You can exercise your rights materially as follows: by contacting HOTEL CASTELL DEL REMEI S.L Address : Carretera Castell d'Emporda s/n - 17100 La Bisbal d'Emporda – Girona Telephone: + 34 972646254 E-mail info@hotelcastellemporda.com

When sending commercial communications using the legitimate interest of the controller as a legal basis, the data subject may object to the processing of his/her data for that purpose. If you have given your consent for any specific purpose, you have the right to withdraw the consent granted at any time, without affecting the lawfulness of the processing based on the consent prior to its withdrawal.

In the event that you feel your rights regarding the protection of your personal data have been violated, especially where you have not obtained satisfaction in the exercise of your rights, you can file a complaint with the competent Data Protection Control Authority through its website: www.aepd.es

1. Processing of the personal data of potential customers and contacts via web
2. Processing the personal data of email contacts
3. Processing of personal video surveillance data
4. Processing guest personal data
5. Processing of personal complaint and customer service data
6. Processing of personal data for access to facilities
7. Processing of candidates' personal data for a job
8. Processing image rights data
9. Processing personal data from event registration
10. Processing of customers' personal data - contracts

1. Processing of the personal data of potential customers and contacts via web

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by concerned persons in order to respond to your requests and send you commercial communications, as well as our newsletters. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

The data will be kept as long as the data subject does not request its deletion.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Execution of a contract: Provision of the requested services.
- Consent of the concerned party: To respond to your requests and send you commercial communications, as well as our newsletters.

2. Processing the personal data of email contacts

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested persons in order to provide you with the services you have requested from us, to respond to your requests for information and to send you commercial communications.

In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

The data will be kept as long as the data subject does not request its deletion.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Contract execution: To fulfill your request.
- Legitimate interest of the controller: Sending commercial communications about our services.
- Consent of the Data Subject: Sending commercial communications about our services based on prior requests with the controller.

To which recipients will your data be communicated?

No data will be transferred to third parties, except legal obligation.

3. Processing of personal video surveillance data

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested people in order to ensure the safety of people, goods and facilities. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated database decisions will be made.

How long will we keep your data?

The data will be kept for a maximum of 30 days, except communication to Security Forces and Bodies, and/or Courts and Tribunals.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Mission in public interest: Ensure the safety of people, goods and facilities.

To which recipients will your data be communicated?

The data will be communicated to the following recipients:

- Where appropriate, state law endemies and forces, as well as Courts and Tribunals, in order to provide the images if a crime has been committed (legal requirement).

Data transfers to third parties

No data transfers are planned to third parties.

4. Processing guest personal data

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested persons in order to carry out the administrative, accounting and tax management of the requested services, as well as send commercial communications about our services. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

The data will be kept as long as the data subject does not request its deletion, and, where appropriate, for the years necessary to comply with the legal obligations.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Execution of a contract: Provision of the requested services.
- Consent of the interested party: Sending satisfaction surveys.
- Consent of the data subject: Sending commercial communications about our services based on prior requests with the controller.
- Legitimate interest of the Responsible: Management of the data of the other guests staying in the same room/s in order to provide the contracted services, provided by the data subject as responsible for the data.

To which recipients will your data be communicated?

The data will be communicated to the following recipients:

- Tax Administration, in order to comply with legal obligations (legal requirement).
- Financial entities, in order to rotate the corresponding receipts (contractual requirement).

- Where appropriate, the state's law enforcement forces and bodies, as well as Courts and Tribunals, in order to comply with the obligation to report.
- Where applicable, courier or transport company, for the purpose of managing the collection, monitoring and delivery of shipments (contractual requirement).

5. Processing of personal complaint and customer service data

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested persons in order to respond to your request, such as information, incidents of customers and / or users and send you commercial communications, including electronically. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

The data will be kept as long as the data subject does not request its deletion.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Execution of a contract: To fulfill your request.
- Consent of the interested party: Send you commercial communications and / or newsletters.

6. Processing of personal data for access to facilities

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested people in order to record and manage visits to the facilities. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

The data will be deleted within four years of registration.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Legitimate interest of the Responsible: Registration and management of visits to the facilities.

To which recipients will your data be communicated?

No data will be transferred to third parties, except legal obligation.

Data transfers to third parties

No data transfers are planned to third parties.

7. Processing of candidates' personal data for a job

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested persons in order to Manage the Currículum Vitae received and carry out the personnel selection processes. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

Two years since the last interaction.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Consent of the interested party: Manage the Currículum Vitae received and carry out the personnel selection processes.

8. Processing image rights data

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested people in order to manage and publish images and / or videos for publication in different media and social networks of the company. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

All data will be deleted at the request of the data subject (except those in "hemerotecas").

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Consent of the data subject: For the processing of images and / or videos and their publication to the different means used by the company.

Data transfers to third parties

The following data transfers to third countries are provided:

- Facebook, for the purpose of Posting images/videos. The guarantee for this transfer has been established through: Standard data protection clauses. Additional information can be found at: <https://es-es.facebook.com/privacy/>.
- Instagram, for the purpose of Posting images/videos. The guarantee for this transfer has been established through: Standard data protection clauses. Additional information can be found at: <https://instagram.com/about/legal/privacy>.
- LinkedIn, in order to Post images/videos. The guarantee for this transfer has been established through: Standard data protection clauses. Additional information can be found at: <https://www.linkedin.com/legal/privacy-policy>.
- Pinterest, for the purpose of Posting images/videos. The guarantee for this transfer has been established through: Standard data protection clauses. Additional information can be found at: <https://policy.pinterest.com/es/privacy-policy>.
- Twitter, for the purpose of Posting images/videos. The guarantee for this transfer has been established through: Standard data protection clauses. Additional information can be found at: <https://twitter.com/en/privacy..>

9.Processing personal data from event registration

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested persons in order to manage data for access to events held from the hotel or in direct relation to the hotel and the management of sending commercial communications about our products and / or services. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

The data will be kept as long as the data subject does not request its deletion, and, where appropriate, for the years necessary to comply with the legal obligations.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Execution of a contract: Provision of the requested services.
- Consent of the data subject: Send commercial communications electronically about our products and services.
- Consent of the interested party: Sending satisfaction surveys.
- Legitimate interest of the Responsible: Management of the data of the guests of the event in order to provide the contracted service, provided by the data subject as responsible for the data.

To which recipients will your data be communicated?

The data will be communicated to the following recipients:

- Tax Administration, in order to comply with legal obligations (legal requirement).
- Financial entities, in order to rotate the corresponding receipts (contractual requirement).

10. Processing of customers' personal data - contracts

For what purpose do we process your personal data?

At HOTEL CASTELL DEL REMEI S.L we process the information provided to us by interested persons in order to carry out the administrative, accounting and tax management of the requested services, as well as send commercial communications about our products and services. In the event that you do not provide your personal data, we will not be able to comply with the functionalities described above.

No automated decisions will be made based on the data provided.

How long will we keep your data?

The data will be kept as long as the data subject does not request its deletion, and, where appropriate, for the years necessary to comply with the legal obligations.

What is the legitimacy for the processing of your data?

We indicate the legal basis for the processing of your data:

- Execution of a contract: Perform the administrative, accounting and tax management of the requested services.

- Consent of the data subject: Sending commercial communications about our products and services.

To which recipients will your data be communicated?

The data will be communicated to the following recipients:

- Tax Administration, in order to comply with legal obligations (legal requirement).
- Financial entities, in order to rotate the corresponding receipts (contractual requirement).