

PRIVACY POLICY - EXTENDED INFORMATION

LAST UPDATED: 04/13/2024

The Privacy Policy is part of the General Terms and Conditions governing the Website www.ibizagranhotel.com/ www.casinoibiza.com together with the Cookies Policy and the Legal Notice.

Ibiza Gran Hotel/Casino de Ibiza (hereinafter Cálida Ibiza SA) reserves the right to modify or adapt this Privacy Policy at any time. Therefore, we recommend that you review it each time you access the Website. In the event that a user has registered on the website and is accessing their account or profile, upon access they will be informed if there have been substantial changes in relation to the processing of their personal data.

Who is responsible for processing your data?

The data collected or provided voluntarily through the Website, either by browsing it, as well as all the data that you can provide us in the contact forms, via email or by phone, will be collected and processed by the File Manager, whose data are indicated below:

CÁLIDA IBIZA SA TAX ID (CIF): A07059058

Address: Paseo Juan Carlos I, 17, 07800, Ibiza

Tel: 971806806

Data Protection Officer Email: gdpr@ibizagranhotel.com

Registered in the Mercantile Registry of the Balearic Islands, Volume 322, Folio 89, Book 253, Section 3ª, Page 6068, Inscription 1ª.

If, for any reason, you wish to contact us on any matter related to the processing of your personal data or privacy (by contacting our Data Protection Officer), you can do so through any of the means indicated above.

What data is collected through the website?

By simply browsing the Website, **CÁLIDA IBIZA SA** will collect information relating to:

- IP address.
- Browser version.
- Operating system.
- Duration of the visit or navigation through the Website.

Such information is stored by Google Analytics, as such we refer to the Google's Privacy Policy, as it collects and processes such information. <http://www.google.com/intl/en/policies/privacy/>

Similarly, the Website offers the utility of Google Maps, which may have access to your location, if you allow it to do so, in order to provide you with greater specificity about the distance and/or routes to our headquarters. In this regard, we refer to the effective Privacy Policy used by Google Maps, in order to know the use and processing of such data <http://www.google.com/intl/en/policies/privacy/>

The data that we carry is not related to a specific user and is stored in our databases with the purpose of statistical analysis, improvements to the Website, improvements to our products and/or services and it helps us to improve our commercial strategy. Data is not transferred to third parties.

User registration on the website/ Form submission

In order to access certain products and/or services, the user must register on the Website or fill out a form. As such, in the registration form, a series of personal data is requested. The necessary and mandatory data fields the user must complete to carry out such registration are marked with the symbol *. If these fields are not filled in, the registration will not be completed.

The username and password generated are personal and non-transferable, and the user is responsible for their custody. We do not recommend writing it down somewhere or providing it to third parties.

In this case, the navigation data will be associated with the user's registration data, identifying the same specific user browsing the Website. As a result, it will be possible to personalize the offer of products and/or services that, at our discretion, best suits the user, as well as to recommend certain products and/or services.

Each user's registration data will be incorporated into the databases of **CÁLIDA IBIZA SA**, along with the history of operations carried out by the user, and will be stored therein until the registered user's account is deleted. Once the account is deleted, such information will be removed from our databases, keeping the relevant data to the transactions

made aside for a period of 10 years, without accessing or altering them, in order to comply with the legal timelines in force. Data that is not linked to completed transactions will be retained unless you withdraw your consent, in which case it will be deleted immediately (always taking into account the legal timelines).

The legal basis for the processing of your personal data is the performance of a contract between the parties. With regard to the sending of communications and promotions by electronic means and the response to requests for information, the basis of the data processing is the consent of the affected party.

The purposes of the processing are the following:

- a) To manage the registration in the user registration area and their access to the Website.
- b) To manage the purchase of products and/or services made available to you through the Website.
- c) To keep you informed of the processing and status of your requests, purchases and/or reservations.
- d) To respond to your request for information.
- e) To manage all the utilities and/or services offered by the platform to the user.

Thus, we inform users that they may receive communications via email and/or telephone, in order to inform them of possible incidents, errors, problems and/or the status of their requests.

For the sending of commercial communications, the user's express consent will be requested at the time of registration. In this regard, the user may revoke the consent given, addressing **CÁLIDA IBIZA SA**, using the means indicated above. In any case, within each commercial communication users will be given the possibility to unsubscribe from receiving them, either by means of a link and/or email address.

Newsletters

On the Website, you have the option of subscribing to the **CÁLIDA IBIZA SA** newsletter. For this purpose, an email address to which it can be sent will need to be provided.

Such information will be stored in a **CÁLIDA IBIZA SA** database, in which it will be stored until the person concerned requests the cancellation of the same or, where appropriate, **CÁLIDA IBIZA SA** ceases to send the same.

The legal basis for the processing of this personal data is the express consent given by all concerned parties who subscribe to this service by checking the box provided for this purpose.

Email addresses will only be processed and stored for the purpose of managing the sending of the newsletter by users who request it.

For the sending of the newsletter, the user's express consent will be requested at the time of registration by checking the box provided for this purpose. In this regard, the user may revoke the consent given, addressing **CÁLIDA IBIZA SA**, using the means indicated above. In any case, within each communication, users will be given the possibility to unsubscribe from receiving them, either by means of a link and/or email address.

If you are one of the following groups, please see the information below:

+ AGENTS

For what purposes do we process your personal data?

- To track your activity.
- To complete the corresponding transactions.
- Invoicing and declaration of the appropriate taxes.
- Control and recovery management.

What is the legal basis for the processing of your data?

The legal basis is contractual in origin, the acceptance of an agency contract.

+ WEB OR EMAIL CONTACTS

For what purposes do we process your personal data?

- To respond to your queries, requests or inquiries.

- To manage the requested service, answer your request, or process your query.
- Information by electronic means, related to your request.
- Commercial or event information by electronic means, provided there is express authorization.

What is the legal basis for the processing of your data?

Acceptance and consent of the concerned party: In cases where to make a request it is necessary to fill out a form and click on the submit button, the completion of the same will necessarily imply that you have been informed and have expressly given your consent to the content of the clause attached to the form or acceptance of the privacy policy.

All our forms have a checkbox with the following format in order to send the information: " I have read and accept the Privacy Policy."

+ CUSTOMERS

For what purposes do we process your personal data?

- Preparation of the quote and follow-up of the same through communications between both parties.
- Information by electronic means, related to your request.
- Commercial or event information by electronic means, provided there is express authorization.
- To manage the administrative, communications and logistics services performed by the relevant Manager.
- Invoicing.
- To complete the corresponding transactions.
- Invoicing and declaration of the appropriate taxes.
- Control and recovery management.

What is the legal basis for the processing of your data?

The legal basis is your consent and the execution of the service contract.

+ SUPPLIERS.

For what purposes do we process your personal data?

- Information by electronic means, related to your request.
- Commercial or event information by electronic means, provided there is express authorization.
- To manage the administrative, communications and logistics services performed by the relevant Manager.
- Invoicing.
- To complete the corresponding transactions.
- Invoicing and declaration of the appropriate taxes.
- Control and recovery management.

What is the legal basis for the processing of your data?

The legal basis is the acceptance of a contractual relationship, or otherwise your consent to contact us or offer us your products by any means.

+ SOCIAL MEDIA CONTACTS

For what purposes do we process your personal data?

- To respond to your queries, requests or inquiries.
- To manage the requested service, answer your request, or process your query.
- To network with you and create a community of followers.

What is the legal basis for the processing of your data?

The acceptance of a contractual relationship in the relevant social media environment, and in accordance with the applicable Privacy Policy:

Facebook	http://www.facebook.com/policy.php?ref=pf
Instagram	https://help.instagram.com/155833707900388
LinkedIn	http://www.linkedin.com/legal/privacy-policy?trk=hb_ft_priv
YouTube	https://www.youtube.com/yt/policyandsafety/es/policy.html
WhatsApp	https://www.whatsapp.com/legal/#privacy-policy

How long do we keep personal data?

We can only consult or unsubscribe your data in a restricted way through a specific profile. We will process them for as long as you still follow us, be friends with us or pressing "like", "follow" or similar buttons.

Any rectification of your data or restriction of information or posts must be done through the configuration of your profile or user within the social network itself.

+ VIDEO SURVEILLANCE

For what purposes do we process your personal data?

- Video surveillance of our facilities.
- Control of our employees.
- Sometimes they can be passed to courts and tribunals for the exercise of legitimate actions.

What is the legal basis for the processing of your data?

The unequivocal consent of the person concerned when accessing our facilities after seeing the informative sign indicating the video-monitored area.

+ JOB SEEKERS

For what purposes do we process your personal data?

- Organization of selection processes for the hiring of employees.
- To arrange job interviews and evaluate your candidacy.
- If you have given us your consent, we may pass it on to collaborating or related entities, with the sole purpose of helping you find employment.

What is the legal basis for the processing of your data?

The legal basis is your unequivocal consent, by giving us your resume and receiving and signing information regarding the relevant processing we will perform.

How long do we keep personal data?

The resume will be stored for a period of one year, after which, if we have not contacted you, it will be deleted.

+ HR

For what purposes do we process your personal data?

- Management of the employment relationship and the employee's file.
- To carry out all administrative, tax and accounting procedures necessary to comply with our contractual commitments, obligations in terms of labor regulations, social security, occupational risk prevention, tax and accounting.
- Salary payments via a financial institution.
- Time control through the fingerprint/card access control system (if applicable).
- Management of the entity's group insurance/pension plan.
- To carry out both subsidized and non-subsidized training activities.

What is the legal basis for the processing of your data?

The legal basis for the processing of your data is the execution of your employment contract. Compliance with

the relevant legal obligations. Consent of the concerned party.

Do we include personal data of third parties?

No, as a general rule we only process the data provided by the owners. If you provide us with data of third parties, you must previously inform them and request their consent, otherwise you exempt us from any liability for failure to comply with this requirement.

What about data on minors?

We do not process the data of children under 14 years of age, so please refrain from providing it if you are under 14 years of age. In any case, our services are intended for people over 18 years of age.

Will we communicate electronically?

- Electronic communications will only be made to manage your request(s), if it is one of the contact methods that you have provided us.
- Any commercial communications received will have been previously and expressly authorized by you.

What security measures do we apply?

You can rest assured: We have adopted an optimal level of protection for the Personal Data we handle, and we have installed all the technical means and measures at our disposal, according to the current technological standards, to prevent the loss, misuse, alteration, unauthorized access and theft of Personal Data.

To what extent will decision-making be automated?

CÁLIDA IBIZA SA does not implement fully automated decision-making processes to enter into, develop or terminate a contractual relationship with the user. In the event that we implement these processes in a particular case, we will keep you informed and advise you of your rights in this regard if required by law.

Does profiling take place?

In order to be able to offer you products and/or services relevant to your interests and to improve your user experience, we may create a "commercial profile" based on the information provided. However, no automated decisions will be made on the basis of such a profile.

Who will your data be communicated to?

Your data may be transferred to collaborating entities to offer the services offered on the website.

Your data will also be transferred when there is a legal obligation to do so. In particular, they will be communicated to the State Agency of Tax Administration and to banks and financial institutions for the collection of the service provided or product purchased, as well as to the data processors necessary for the execution of the agreement.

For purchases or payments, if you choose any application, website, platform, bank card, or any other online service, your data will be transferred to that platform or will be processed in their environment, always with the maximum level of security.

In the event that you have given your consent to the processing of your name and images and other information related to the activity of **CÁLIDA IBIZA SA**, these will be disclosed on the different social network profiles and the **CÁLIDA IBIZA SA** website.

International transfers.

In case it is necessary for **CÁLIDA IBIZA SA** to carry out international data transfers, it will be ensured that such transfers are possible in accordance with the General Data Protection Regulation or any other requirement established by the applicable regulations. To this end, the company will adopt the necessary agreements to guarantee a level of data protection equivalent to that provided for in European regulations.

If working with a system of shared folders in applications such as Dropbox, Google Drive, Microsoft OneDrive, Amazon, Apple, HubSpot, etc., an international transfer will be made to the United States under the authorization of Article 49.c) of the General Data Protection Regulation or any other mechanism that guarantees a level of data protection equivalent to that provided for in the European regulations.

What rights do you have?

- To know if we are processing your data or not.
- To access your personal data.
- To request the rectification of your data if it is inaccurate.
- To request the deletion of your data if it is no longer necessary for the purposes for which it was collected or if you withdraw your consent.
- To request the limitation of the processing of your data, in some cases, in which case we will only keep them in accordance with the regulations in force.
- To data portability, which will be provided to you in a structured, commonly used or machine-readable format. If you prefer, we can send your data to the data controller that you designate. This is only valid in certain cases.
- To file a complaint with the Spanish Data Protection Agency, if you believe that we have not dealt with your request(s) correctly.
- To revoke your consent to any processing for which you have consented, at any time.

If any of your data changes, please let us know so that we can keep them updated.

Do you want a form to exercise your rights?

- We have forms to help you exercise your rights, ask for them by email or, if you prefer, you can use the forms prepared by the Spanish Data Protection Agency or third parties.
- These forms must be electronically signed or be accompanied by a photocopy of an ID card.
- If someone is representing you, you must attach a copy of their ID card, or have them sign it with their electronic signature.
- The forms can be submitted in person, sent by letter or by email to the address of the Manager at the beginning of this text.

You have the right to file a complaint with the Spanish Data Protection Agency, if you believe that we have not adequately dealt with your request(s).

The maximum term for **CÁLIDA IBIZA SA** to resolve the issue is one month, counting from our effective receipt of your request.

You have the right to revoke your consent at any time for any of the processing for which you have previously given it.

Do we process cookies?

To see if we use other types of cookies that are not strictly necessary, you can consult the Cookie Policy in the corresponding link at the top of our website.

How long do we keep personal data?

- Personal data will be kept for as long as you remain associated with us.

- Once you unsubscribe, the personal data processed for each purpose will be kept for the legally stipulated periods, including the period in which a judge or court may require them in accordance with the statute of limitations for legal actions.
- The data processed will be kept until the expiration of the aforementioned legally stipulated periods, if there is a legal obligation to maintain them, or if there is no such legally stipulated period, until the concerned party requests their deletion or revokes the consent given.
- We will maintain all information and communications relating to your purchase or the provision of our service for the duration of product or service warranties to address potential claims.
- There is a specific period for each type of processing or data, which you can consult in the following table:

File	Document	Maintained
Customers	Invoices	10 years
	Forms and coupons	15 years
	Contracts	5 years
Human Resources	Payrolls, TC1, TC2, etc.	10 years
	Resumes	Until the end of the selection process, and 1 further year with your consent
	Severance pay documents. Contracts. Temporary workers' data.	4 years
	Worker's file.	Up to 5 years after leaving.
Marketing	Databases or web visitors.	For the duration of the processing.
Suppliers	Invoices	10 years
	Contracts	5 years
Access control and video surveillance	List of visitors	30 days
	Videos	30 days lockout 3 years destruction
Accounting	Accounting books and documents. Shareholders and board of directors agreements, company bylaws, minutes, board of directors regulations and delegated committees. Financial statements, audit reports Records and documents related to grants	6 years
Tax	Management of the entity's administration, rights and obligations related to the payment of taxes. Administration of dividend payments and tax withholdings.	10 years

tax	Information on intra-group pricing establishments	18 years 8 years for intra-group transactions for price agreements
Health and Safety	Medical Records	5 years
Insurance	Insurance policies	6 years (general rule) 2 years (damages) 5 years (personal) 10 years (life)
Purchasing	Registration of all deliveries of goods or services, intra-community acquisitions, imports and exports for VAT purposes.	5 years
Legal	Intellectual and Industrial Property Documents. Contracts and agreements.	5 years
	Permits, licenses, certificates	6 years from the date of expiration of the permit, license or certificate. 10 years (criminal statute of limitations)
	Confidentiality and non-compete agreements	Always the term of the obligation or confidentiality
Personal data protection	Processing of personal data, if different from the processing notified to the Spanish Data Protection Agency (AEPD)	3 years
	Personal employee data stored in the networks, computers and communications equipment used by employees, access controls and internal management/administration systems	5 years