

Information about the processing of personal data

For the purposes provided in Regulation (EU) 2016/679 of the European Parliament and of the Council, of April 27, 2016, regarding the protection of natural persons with regard to the processing of personal data and other legislation applicable to it .

The terms set out below will be mandatory for all internal or external personnel who work or could work with us and who have access to the data provided to us, either during browsing on our website, through the use of our forms or during the contracting or rendering of the products or services.

Identity and address of the data processing responsible: DESCANSO Y SABOR S.L. - B54668348 - Avda. Orihuela 75, Urb. Los Balcones, Torrevieja 03186 (Alicante) - 96 679 86 65 - protecciondatos@hotelmonse.com.

Purpose

- Manage administratively the service / product requested and / or contracted, by traditional or electronic media.
- Manage the additional service after purchasing / contracting.
- Maintain the contractual relationship that, if applicable, unites us.
- Inform you about products, services or events of our company, or group of companies that may interest you, by traditional or electronic media.
- Channel requests for information, suggestions and complaints from clients for their management and resolution.
- Capture images of people and / or vehicles to prevent risks that may affect the safety and protection of people, stores and assets, as well as to report, when necessary, facts to the authorities or attend to their requirements.
- Management of recruitment processes.

The legitimacy of the treatment lies in the execution of a contract, in its prior consent or, in this case, because of legitimate interest, for example, for security reasons, fraud prevention, managing requests, enquiries or claims.

Origin of the Data. The personal data processed by us comes from:

-The direct contribution of the interested parties through the forms available for the collection of data.

-Public sources

-Necessary information provided by the interested parties for the provision / purchase of the service / product.

The addressees will only be other companies of the same group, in this case, or other third parties on whom some type of legal obligation for their assignment rests. The period of preservation of personal information will be limited to the period of time during which it is necessary to be able to use it according to the purpose for which it was collected or while the right to suppress, cancel and / or limit the processing of your data is not exercised. In these cases, we will keep the information duly blocked, without giving it any use, while it may be necessary for the exercise or defense of claims or may derive some kind of judicial, legal or contractual responsibility for their treatment, which might be attended to and for which its recovery is necessary.

On which no decision will be made automatically.

On which no type of international transfer will take place.

On which you can exercise the rights of rectification, deletion, opposition, limitation of the processing and portability of your data, by sending a request in writing to the address indicated above, accompanying a document for identification.

In order to protect your personal information and your privacy we use the appropriate technical and organizational measures, reviewing these measures periodically. The information and documentation related to compliance of the current regulations on the Protection of Personal Data will be reviewed at least once a year, or when there are changes in legislation or in any of the procedures for processing your personal information.

If you consider that the processing of your personal data violates the regulations or the provisions of this document, you can file a complaint to the Spanish Data Protection Agency, which is the competent control authority in the protection of your personal data, through its website <http://www.agpd.es>.

If you have any kind of query, comment or concern about how we treat personal information, you can contact us by phone on the 96 679 86 65 or email to protecciondatos@hotelmonse.com.