

## 1. LEGAL NOTICE

### PRESENTATION

The objective of this document is to establish the rules that regulate the use and protection of users of this website, [www.olahotels.com](http://www.olahotels.com), belonging to OLA Hotels SAU, / NIF: A07177660 (hereinafter, OLA Hotels) based in C /. Gran Vía Asima 4-5º 07009 Palma de Mallorca Telf. +34 971 436 455 and Fax + +34 971 757 552.

OLA Hotels uses the website [www.olahotels.com](http://www.olahotels.com) for the information and services of personnel related to our available hotels, such as online reservations of rooms and additional services, client and labor market services, trying to improve the We have a commercial relationship with our customers and efficient management of the requests they make.

The use of the page and / or of its services, will suppose the total acceptance and without reserves, and the validity that supposes, of all and each one of the General Conditions foreseen in these norms of use. Access and use of certain services offered to users at [www.olahotels.com](http://www.olahotels.com) may be subject to certain conditions that, depending on the specific case of the supplement or replace these rules of use. For this reason, the user, before accessing and using the services and contents, must read and accept these conditions.

### USE OF THE [www.olahotels.com](http://www.olahotels.com) WEB PAGE AND SERVICES

The user agrees to use the website [www.olahotels.com](http://www.olahotels.com) and the services offered to him / her through the website, in accordance with the dictates of the law, morals, good customs and public order , as well as the terms stipulated in these Rules of Use. As a result, he / she is under the express obligation not to use the website [www.olahotels.com](http://www.olahotels.com) or its services for purposes or effects unlawful or contrary to the provisions of these Rules of Use, injurious to rights or third parties that, in any way, may damage the website [www.olahotels.com](http://www.olahotels.com) or prevent it from being used normally.

OLA Hotels may, in order to improve the operation of its website and for the benefit of users, unilaterally modify, at any time and without notice, the services offered or any substantial aspect of the current website, or the conditions technical and operational or the conditions of use of the services in [www.olahotels.com](http://www.olahotels.com).

Access to any kind of content on the website does not imply any right for its reproduction and / or distribution and it is not allowed to do so without the prior consent of OLA Hotels.

## 2. PROTECTION OF PRIVATE USER INFORMATION

To comply with Organic Law 3/2018, of December 5, Protection of Personal Data and Guarantee of Digital Rights (LOPDGDD), and Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016, regarding the protection of individuals with regard to the processing of personal data and the free circulation of these data (General Data Protection Regulations - RGPD), we detail below the information on the treatment we give to your personal data.

## Who will process your data?

The Treatment Manager may vary depending on the hotel where you have communicated your information, or if you have done so using the form on our website. Below we detail the data of the Responsible for the treatment corresponding to each hotel.

### Central:

OLA Hotels S.A.U. | CIF: A07177660 | Gran Vía Asima, 4, 5º, 07009 Palma de Mallorca, Illes Balears

### Hotel OLA Maioris:

Inversiones Hoteleras Puig de Ros S.A. | CIF: A-07856495 | Carrer Tudó, 6, 07609 Lluçmajor, Illes Balears

### Hotel OLA Panamá – Adults Only:

Plinio Turística S.L. | B-07698764 | Gran Vía Asima, 4, 5º, 07009 Palma de Mallorca, Illes Balears

### Tomir Portals Suites:

Bellveure S.L.U. | B-07150857 | C/ Miguel de Cervantes, 4, 07181 Costa d'en Blanes, Calvià, Illes Balears

### Apartamentos OLA Bouganvillia:

Hopabu Turística S.L. | B-07698756 | Gran Vía Asima, 4, 5º, 07009 Palma de Mallorca, Illes Balears

### Apartamentos OLA Es Ravells d'Or:

Ola Explotaciones Hoteleras S.A. | CIF: A-57042848 | Gran Vía Formentera, 32, 07180 Calvià, Illes Balears

To exercise your rights over the processing of your personal data, in any of the following cases:

- Phone: 971 43 22 02 - Email: [lopd@olahotels.com](mailto:lopd@olahotels.com) - Contact Rosa Martínez

## Why do we process your personal data?

OLA Hotels processes your data for the following reasons:

- Any data provided through our website will only be processed to allow us to meet your requests for information or suggestions.
- Data provided during online bookings or personally in our hotels
- The data you provide during the online booking process or at check-in or during your stay in any of our hotels will be processed by the Data Manager in each hotel as you will be informed when your data is collected. The purpose of collecting data is to allow us to correctly provide the services you have purchased and invoice and receive payment for those services.
- Your credit card data may be used for the payment of any service you have received which has not been paid for in advance.

Whenever we receive your consent, we may also use your email address to send messages with special offers or news which may be of interest to you.

#### **How long will we keep your data?**

The data will be kept as long as is necessary to achieve the purpose for which it was collected or for as long as is required by law. <br>

#### **How do we legitimise processing your data?**

- Data provided through the form on our website: This processing of your data is based exclusively on the consent you provide by accepting this privacy policy. Under no circumstances will the withdrawal of consent affect any other relationship you have with our company nor the conditions under which we provide the rest of our services.
- Data provided during online booking or personally in our hotels: The processing of your data is based on the contractual relationship between both parties as a result of the services you have requested.

#### **Who will your data be shared with?**

The data will not be transferred to third parties unless required by law, as is the case with the transmission of your data to State Security Forces for police control. Data may also be shared with other companies in the OLA Hotels group for administrative purposes.

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

- Everyone has the right to know whether OLA Hotels is processing their personal data. <br>
- You have the right to access your personal data and request the correction of inaccurate data or deletion if, among other reasons, the data is no longer required for the purpose for which it was collected.
- In certain circumstances you may request limitations on the processing of your data, in which case it will only be kept for potential defense purposes should and claims arise.
- In certain circumstances, and for reasons related to your particular situation, you may reject the processing of your data. OLA Hotels will stop processing the data unless required for compelling legal reasons or for the exercise of its defense before any possible claims.

#### **What guarantees do we offer you in the treatment of your data?**

Your data will always be treated in a lawful, fair and transparent manner. We will only request and treat the appropriate data, pertinent and limited to the purpose for which they are treated. Likewise, we guarantee that we have implemented adequate technical and organizational policies to apply the security measures established by current regulations, in order to protect your rights and freedoms.

### 3. COOKIES AND LOCAL STORAGE POLICY

We use cookies to analyze the connections and improve your experience on our website. If you continue browsing our website, you accept its use. You can check the complete information [here](#).

According to Law 34/2002, of July 11, Services of the Information Society and Electronic Commerce we inform you that this website uses Cookies to improve and optimize the user experience. Below you will find detailed information about what "Cookies" are, what type of website you use, how to change the configuration of your cookies, and what happens if you disable them.

#### **What are cookies?**

A cookie is a file that is downloaded to your computer when you access certain web pages. Cookies allow a web page, among other things, to store and retrieve information about the browsing habits of a user or their equipment and, depending on the information they contain and the way they use their equipment, they can be used to recognize to user.

#### **What types of cookies does this website use?**

- **Analysis cookies:** those that are well treated by us or by third parties, allow us to quantify the number of users and thus perform the measurement and statistical analysis of the use made by users of the service offered. To do this, we analyze your browsing on our website in order to improve the offer of products or services we offer you.
- **Advertising Cookies:** These are those that, well treated by us or by third parties, allow us to manage in the most efficient way possible the offer of the advertising spaces that are on the website, adapting the content of the advertisement to the content of the requested service or to the use you make of our website. For this we can analyze your browsing habits on the Internet and we can show you advertisements related to your browsing profile.
- **Third Party Cookies:** Provided by third parties.

#### **What happens if Cookies are disabled?**

Some features of the Services and areas of this website may not work properly if cookies are disabled.

#### **Do we update our Cookies Policy?**

We may update the Cookies Policy on our website, so we recommend that you review this policy each time you access our website in order to be properly informed about how and why we use cookies.

## How can you set your Cookies?

By browsing and continuing on our website you will be consenting to the use of Cookies in the conditions contained in this Cookies Policy. You as a user have the possibility to exercise your right to block, eliminate and reject the use of Cookies, at any time, by modifying the options of your browser. For example:

- Microsoft Edge: Configuration> Advanced Configuration> Cookies.

Check Microsoft support or browser Help.

- Mozilla Firefox: Tools> Options> Privacy> History> Custom Settings.

Check Mozilla support or browser Help.

- Google Chrome: Settings> Show advanced options> Privacy> Content settings.

Check Google support or browser Help.

- Safari (Apple): Preferences> Security.

Check Apple support or browser Help.

- Opera (Opera Software): Settings> Options> Advanced> Cookies

Check Opera support or browser Help.

If you use another browser, consult its policy of installation, use and blocking of cookies. However, using the tool [www.youronlinechoices.com](http://www.youronlinechoices.com), you can find useful information and configure, provider by supplier, your preferences about cookies.