

***Data processing of customers staying at our hotels**
Complete information on Data Protection

1. Who is responsible for processing your data?

- CASTILLA TERMAL S.L.
- B47594460.
- PAGO DE SANCTI SPIRITUS S/N - 47410 - OLMEDO - VALLADOLID.
- 983600816.
- protecciondedatos@castillatermal.com.

1.1. Data Protection Officer (DPO):

- Pago de Sancti Spiritus s/n - 47410 Olmedo (Valladolid).
- protecciondedatos@castillatermal.com.

2. Why do we process your personal data?

CASTILLA TERMAL S.L. processes the information provided by the interested parties in order to conduct administrative, accounting and tax management of the requested services, as well as to send you commercial mailing on our products and services.

No automated decisions will be made on the basis of the data provided

3. How long do we keep your data?

We keep the data while you do not communicate your wish to delete them and for the years required to meet legal obligations.

4. What is our legal entitlement to process your data?

We indicate the legal basis for processing your data:

- Execution of contract: provision of requested services.
- Legitimate interest of the Party responsible: Sending of commercial communications

5. What addressees receive your data?

Data is sent to the following addressees:

- Inland Revenue, in order to comply with legal obligations.
- Corresponding authority, in order to carry out, where appropriate, the registration of travellers for the Ministry of the Interior (the data are provided to the Guardia Civil)
- Hotels of the group (CASTILLA TERMAL S.L.; HOTEL AGUA DE VALBUENA S.L.; HOTEL BURGO DE OSMA S.A.; BALNEARIO DE SOLARES S.L.; GRUPO OLMEDO HOTELES S.L.; ALCARRIA TERMAL S.A.), in order to facilitate the registration of the customer if they been staying at another hotel of the group and to provide the service, if applicable.



6. Transfer of data to third countries

The following data transfers to third countries are contemplated:

- Amadeus Hospitality, in order to send the Newsletter. The guarantee for this transfer has been established through: Existence of an adequacy decision by the Commission. You can consult additional information in: <https://www.amadeus-hospitality.com/travelclick-legal/acceptable-use-policy/>.

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

Any person has the right to obtain confirmation on whether in CASTILLA TERMAL S.L. we are processing or not personal data that concerns you.

Interested parties have the right to access their personal data, as well as to request rectification of inaccurate data or, if applicable, to request their deletion when, amongst other motives, such data are no longer necessary for the purposes for which they were collected. You also have the right to the portability of your data.

Under certain circumstances, interested parties may request restriction on the processing of their data, in which case we will only keep them to file or defend ourselves against complaints.

Under certain circumstances and for reasons related to individual situations, interested parties may oppose the processing of their data. In this case, CASTILLA TERMAL S.L. will refrain from processing the data, except when there are overriding legitimate grounds, or the right to file or defend ourselves against possible complaints.

Where commercial communications are sent on the basis of the data controller's legitimate interest, the interested party may object to the processing of their data for that purpose.

If you have granted your consent for a specific purpose, you have the right to withdraw the granted consent at any time, without detriment to the legitimacy of the processing based on the consent prior to withdrawal.

If you feel that your rights have been violated in regard to the protection of your personal data, especially when you have not obtained satisfaction in the exercise of your rights, you can submit a claim before the competent Control Authority for Data Protection through its website: www.agpd.es.

8. How did we obtain your data?

The personal data that we process in CASTILLA TERMAL S.L. come from: The interested party himself.