

Please read this policy carefully. In it you will find important information about the processing of your personal data and the rights recognized by current regulations on the matter.

We reserve the right to update our privacy policy at any time due to operational decisions, as well as to comply with any legislative or jurisprudential changes. If you have questions or need any clarification regarding our Privacy Policy or your rights, you can contact us through the channels indicated below.

In case of providing personal data of third parties, it undertakes to obtain the prior consent of those affected and to inform them about the content of this policy.

The fields of our forms that are indicated as mandatory, must necessarily be completed in order to process your requests.

### **Who is responsible for the processing of your data?**

Those responsible for processing the data provided through the online pre-check-in functionality are: The company that operates the destination hotel of your reservation (hereinafter the HOTEL), whose identification and contact data are available at the hotel Reception and at [www.majestic-resorts.com](http://www.majestic-resorts.com) and, the entity SKYSEA FLYER S.L., with address at Calle del Gremi de Pagesos nº 4 1º- Palma - 07009 - (Illes Balears) – Spain (hereinafter MAJESTIC RESORTS), being the scope of the respective responsibilities of the HOTEL and MAJESTIC RESORTS the following:

The HOTEL is responsible for the data processing of clients and guests necessary for the operational management of the hotel, such as the administrative and accounting management of the hotel; the management of reservations and stays, the provision of contracted services and attention to customer complaints.

MAJESTIC RESORTS is responsible for personal data processing that affects the MAJESTIC RESORTS brand and hotel management at the chain level, this includes:

- The management control of the hotels of the chain and the analysis of business data,
- The definition and control of the standards applied by the chain's hotels and the control and improvement of quality at the chain level;
- **Management of GDPR compliance, attention to rights and data security.**

The hotels of the chain and MAJESTIC RESORTS have entered into a contract that regulates the processing of customer and guest data to guarantee an adequate level of protection of personal data, regardless of the location of said hotels. The essential aspects of this contract in relation to the functions and respective relationships of the HOTEL and MAJESTIC RESORTS with clients and guests coincide with the information provided in this policy.

For any questions regarding the protection of your personal data, you can contact the Data Protection Delegate of the MAJESTIC RESORTS chain at: [dpd@tychegroup.es](mailto:dpd@tychegroup.es)

### **1. What personal information do we collect?**

The data we process is the data provided through the online pre-check-in functionality available at [www.majestic-resorts.com](http://www.majestic-resorts.com).

The categories of data that we process for these purposes are the following:

- Identification data (name, surnames and DNI/passport) and contact information (address, email and telephone) of the reservation holder;
- Details of the reservation itself (dates of the stay, number and age of guests and services included in the reservation).

- Data on preferences, tastes or habits

## **2. What will we process your data for and on what legal basis?**

**Online pre-check-in.** The data provided through the online pre-check-in functionality will be processed to speed up the check-in process at the time of arrival at the destination hotel.

The use of online pre-check-in is optional and does not condition your entry to the hotel. If you do not use this functionality, you must fill in the entry part at the time of your arrival.

The treatment of the information necessary to pre-complete the entry part is based on the consent materialized through the use of this functionality.

**Customization of the stay.** We process the data related to the reason for your trip to process the personalization of treatment and services provided by the companies and hotels of the chain, for example, to congratulate you on your birthday or to take into account possible needs related to the reason you have expressed. for your stay.

This field is optional, not providing this information does not condition your accommodation or the services contracted with the hotel.

The treatment of the information on the reason for your stay is based on the consent materialized at the moment of indicating any of the options available for this purpose in the online pre-check-in process.

**Sending of commercial communications and management of distribution lists:** If you have requested or authorized it, your identification and contact data will be processed to send you communications regarding activities, products and tourist services of the MAJESTIC RESORTS chain.

This treatment is based on the consent given. Not giving or withdrawing your consent does not condition access to the Website or the provision of the requested services.

To manage our distribution lists, we classify the clients who have consented to receive our communications, based on their market or language. This treatment is based on our legitimate interest in segmenting the recipients of our communications. For the weighting of this interest with respect to their rights and freedoms, it has been determined that the treatment was compatible with the reasonable expectations of the interested parties, having given their consent to receive our commercial offers and constituting an accessory treatment for this purpose. Likewise, it has been considered that the treatment did not pose a significant threat to their privacy, as it consists of a simple classification based on objective criteria that do not allow new information to be inferred about the interested parties, excluding the performance of individualized commercial profiles, predictions or behavioral analysis.

At any time you can request your cancellation of the treatments for commercial purposes by activating the link provided for this purpose in our communications or by sending an email to: [dpd@tychegroup.es](mailto:dpd@tychegroup.es)

## **3. To whom can we communicate your data?**

In general, we will communicate your data or those of the guests included in the reservations when it is required by a legal obligation, with your consent or when it is necessary for the correct processing of the reservation or the provision of the requested services. Specific:

- To the destination hotel, likewise, in the event that your reservation contains ancillary services provided by third-party providers or that your requests affect such services, the personal data necessary for the processing of said reservation/availability request will be communicated. to the corresponding suppliers, only for this purpose. Please note that when these hotels and companies are located outside the European Economic Area (EEA), the use of the pre-check-in functionality may involve the transfer of said data to countries that do not offer a level of protection of personal data. comparable to the European. The chain has adopted organizational and technical measures to guarantee an adequate level of protection of the personal data processed, regardless of the location of the hotels and companies of the MAJESTIC RESORTS chain, among others, the formalization of the

standard clauses approved by the Commission Union with the hotels and companies of the chain located outside the EEA, the use of secure connections, strict control of access to profile data and the establishment of rules aimed at the persons authorized to access said information. For more information about these guarantees, you can contact our Data Protection Officer. These communications are necessary for the provision of the contracted services or for the application of pre-contractual measures at your own request.

- On the other hand, information about your stay will be communicated to the authorities or security forces when required by current regulations on security and control of travelers in the country where the destination hotel is located.

- Finally, and if you have consented, MAJESTIC RESORTS will communicate your identification and contact data to the entity Palmilla N.V., with address at Schottegatweg Oost 29E Curacao - Nederlandse Antillen, a member of the MAJESTIC RESORTS chain and responsible for marketing and commercialization for hotels of the chain. Said data will be processed to send you promotional communications related to MAJESTIC RESORTS. International data transfers to Palmilla N.V. they rely on the formalization of the type of data protection clauses adopted by the European Commission in its Decision CE 2004/915/CE, of December 27, 2004, guaranteeing an adequate level of protection of personal data. For more information about these clauses, you can contact our Data Protection Delegate. At any time you can revoke your consent for the processing of your data by the aforementioned entity by sending an email to: [dpd@tychegroup.es](mailto:dpd@tychegroup.es)

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

In general, we will keep your data for the duration of the relationship you maintain with us and, in any case, during the periods provided for in the applicable legal provisions, for example, in accounting and tax matters, and for the time necessary to attend to possible responsibilities arising from the treatment. We will cancel your data when they are no longer necessary or relevant for the purposes for which they were collected.

The traveler record books will be kept for the period provided for in current regulations on security and control of travelers in the country where the destination hotel is located.

The data processed to send informative and commercial communications and manage our distribution lists will be kept active as long as you do not request its deletion.

#### **5. What are your rights?**

You have the right to obtain confirmation of whether or not we are treating your personal data and, if so, to access them. You can also request that your data be rectified when it is inaccurate or that incomplete data be completed, as well as request its deletion when, among other reasons, the data is no longer necessary for the purposes for which it was collected.

In certain circumstances, you may request the limitation of the processing of your data. In such a case, we will only treat the affected data for the formulation, exercise or defense of claims or with a view to protecting the rights of other people. Under certain conditions and for reasons related to your particular situation, you may also oppose the processing of your data. In this case, we will stop processing the data except for compelling legitimate reasons that prevail over your interests or rights and freedoms, or for the formulation, exercise or defense of claims.

Likewise, and under certain conditions, you may request the portability of your data so that they are transmitted to another data controller.

You can revoke the consent you have given for certain purposes, without affecting the legality of the treatment based on the consent prior to its withdrawal.

You also have the right to oppose the adoption of automated individual decisions that produce legal effects on you or significantly affect you in a similar way, when this right concurs in accordance with the provisions of article 22 of Regulation (EU) 2016/679. You also have the right to file a claim with a data protection

authority. You can consult the list and contact details of the European data protection agencies on the European Commission website at:

[http://ec.europa.eu/newsroom/article29/item-detail.cfm?item\\_id=612080](http://ec.europa.eu/newsroom/article29/item-detail.cfm?item_id=612080).

To request your withdrawal from processing for commercial purposes, you can use the link provided for this purpose in our communications or send an email to the following email address: [dpd@tychegroup.es](mailto:dpd@tychegroup.es)

To exercise your rights, you must send us a request by post or email to the addresses indicated in the section Who is responsible for processing your data?

You can obtain more information about your rights and how to exercise them on the page of the Spanish Data Protection Agency at [www.aepd.es](http://www.aepd.es) or on the page of the data protection authority of your country.