



PRIVACY POLICY OF ALPINE RESORTS, S.L. (MARIBEL)

The purpose of this policy is to inform customers and users about the different processing carried out by this organisation through the website and that affect their personal data in accordance with the provisions of Organic Law 3/2018, of 5 December, on the Protection of Personal Data and guarantee of digital rights (Ley Orgánica 3/2018, de 5 de diciembre, de Protección de Datos Personales y garantía de los derechos digitales) and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016.

1. IDENTIFICATION AND CONTACT DETAILS OF THE CONTROLLER

ALPINE RESORTS, S.L. (Maribel) with NIF B93163327 is located at Pl. Maribel, s/n, 18196 Mochanil, Sierra Nevada, Granada and email: reservas@maribels.com

2. PURPOSES OF THE PROCESSING OF YOUR PERSONAL DATA

We process your data for the following purposes:

- Manage and offer you during your stay the services related to your reservation, such as cleaning, hospitality, preferences, special requests, etc., as well as other additional services not included in the reservation that, during your stay, you wish to enjoy.
- Manage the reservation, requests, cancellation and payment of any other services offered by ALPINE RESORTS, S.L. that, either through our website or in person, you may contract to enjoy during your stay or as an external customer, such as restaurant reservations or any other services/products that we may offer you in the future.
- To send you, either through traditional means, e-mail and/or other digital means, our promotions, service offers, and news from our hotel or the ALPINE RESORTS, S.L. network and other news that we consider may be of interest to you, as well as from our newsletter, provided that you have subscribed to these services.
- Use your image for promotional purposes on our social media accounts or other platforms that we determine, provided that you have expressly consented to this processing.
- Manage any type of query, incidents, complaint, question or need for information that may need to be carried out, through our enabled channels.
- Ensure your safety within the common areas, both exterior and interior, of the hotel, through video surveillance systems.
- Perform statistical analysis and non-invasive market research that allows us to improve our services and technology.

4. LEGAL BASIS FOR PROCESSING

- In the consent you have given us to process your data for the purposes indicated. Refusal to provide your personal data will result in the impossibility of processing your data for the aforementioned purposes.
- Performance of a contract or pre-contractual measures.
- To comply with legal obligations that apply to us.



- In our legitimate interest to protect our image, business and trajectory by preventing attacks on our website.

5. RECIPIENTS OF THE DATA COLLECTED

During the period of processing of your personal data, the organization may transfer your data to the following recipients:

- Data may be transferred to suppliers for the management of reservations.
- The data is transferred to RESTAURANT BOOKING SOLUTIONS SL (CoverManager) for the management of reservations by virtue of a data processing contract. Learn more about CoverManager's privacy policy in <https://www.covermanager.com/politica-privacidad/>. Data may also be transferred to other restaurants that share the same reservation software solely for the purpose of detecting duplications.
- Judges and Courts.
- State Security Forces and Corps.
- Other competent authorities or public bodies, when the controller has a legal obligation to provide the personal data.
- Banks and Financial Institutions.

6. INTERNATIONAL TRANSFERS

No international data transfers are envisaged.

7. DATA RETENTION PERIODS OR CRITERIA

The personal data provided will be kept for the time necessary to comply with the purpose for which it is collected and to determine the possible liabilities that may arise from the purpose.

8. RIGHTS

You may exercise your rights of access, rectification, deletion and other rights set out in the aforementioned regulations by sending a written request to the address Pl. Maribel, s/n, 18196 Mochanil, Sierra Nevada, Granda or through the following email address: reservas@maribels.com

9. RIGHT TO LODGE A COMPLAINT WITH THE SUPERVISORY AUTHORITY

In the event that you feel that your rights regarding the protection of your personal data have been violated, in particular when you have not obtained satisfaction in the exercise of your rights, you can file a complaint with the competent Data Protection Supervisory Authority through its website: www.agpd.es.

10. DATA ACCURACY

You warrant that the data provided is true, accurate, complete and up-to-date; undertaking to inform of any change with respect to the data provided, through the channels enabled for this purpose and indicated in this policy. You will be liable for any damage, both direct and indirect, that may be caused as a result of your failure to comply with this obligation.



11. AUTOMATED DECISION-MAKING AND PROFILING

The website produces decisions based on automated processing, including profiling, which produces legal effects.

12. Social Media

All users who visit our website have the opportunity to join our social networks.

You should bear in mind that, unless we request your data directly, it will belong to the corresponding Social Network, so we recommend that you carefully read its terms of use and privacy policies, as well as make sure that you configure your preferences regarding the processing of the data.

13. MODIFICATIONS/UPDATES

This privacy policy may be modified/updated according to the legal requirements established or in order to adapt this policy to the instructions issued by the Spanish Data Protection Agency or changes to our website.

If you have any questions about this policy, you can contact ALPINE RESORTS, S.L. (Maribel) at the following e-mail: reservas@maribels.com