

Terms of Use and Privacy

Last update: September 6th, 2018

1.- Controller and description

1.1.- Controller

The data processor and controller of this website is Winhotel Solution S.L. (henceforth, the "Service"), a Spanish trading enterprise whose registered offices are situated at C/ Gremi Cirurgians i Barbers 48, 3^oC, Edif. Son Rossinyol, CP 07009, Palma de Mallorca, Spain.

NIF (*taxpayer no.*): B07964380

e-mail: info@winhotelsolution.com

Winhotel Solution S.L. is registered with the Registrar of Companies of the Balearic Islands, Volume 1663, folio 213, section 8, entry I/A 7 and sheet 32565.

1.2.- Description

This Privacy Policy regulates the compiling, processing and use of your personal and nonpersonal information as a user of the Service, as from the date of the coming into force stated in the header.

To process your personal data, the Service complies with the local and European legislation in force, as well as its implementing regulations.

With this in mind, it adopts the technical and organisational measures required to avoid the loss, misuse, alteration, unauthorised access and theft of the personal data provided. Always in accordance with the state-of-the-art, the nature of the data and the risks to which they are exposed.

2.- Third-party links

The website may have links to other websites.

However, we do not exert any type of control over said sites nor their contents which, in reality, are subject to their own terms & conditions. Neither do we assume any association or responsibility for them, nor guarantee their technical availability, quality, reliability, accuracy or truthfulness.

3.- Intellectual and Industrial property

The Service is the processor or licensee of all the intellectual and industrial property rights of the website, as well as of the elements contained there.

With this in mind, it the reproduction, distribution, public communication and transformation of all or part of the contents of this website is strictly forbidden for commercial purposes, on any support and by any technical media, without the authorisation of the Service.

4.- Information compiled

The personal and non-personal information compiled by the Service shall change in line with the usage you make of the website and its characteristics.

The personal and non-personal information compiled by the Service will reach us in three ways:

- 1)** that compiled automatically
- 2)** that which you provide us with voluntarily
- 3)** that provided by third parties.

4.1.- Data gathered automatically

This information will consist of:

- That compiled by cookies or similar mechanisms stored on your device, always with your consent. Consult our cookies policy for further information.
- The IP at which the connection is made, the type of device used and its characteristics, the version of the operating system, the browser type, the language, the date, the country, the time of the request, the reference URL or the mobile network used, inter alia.
- Usage data of the Service and possible errors detected during its use, such as pages not found or incorrect displays.

4.2.- Data provided voluntarily

This information shall consist of:

- The information contained in the messages sent via the contact channels of the Service or when our newsletter is subscribed to. For example, your email, alias or name, subject or message.
- The information provided if any of our Services is contracted.

4.3.- The data provided by third parties

This information shall consist of:

- That provided by social networks or similar Services.

5.- Rights

We hereby inform you that completion of the forms is voluntary. However, if you fail to fill in the mandatory fields (marked with an asterisk), the use of some functions of the Service shall not be possible or shall be limited.

The personal data you have provided to us are incorporated, and shall be processed, in the files owned by the Service, so they can be used to deal with your requests, to provide the

Service requested and keep you informed about any matters pertaining to company activity and its Services.

You can exercise your rights of access, rectification, deletion, limitation of its processing, opposition and portability of your personal data at any time by sending an e-mail to: info@winhotelsolution.com or by post to: C/ Gremi Cirurgians i Barbers 48, 3C, Edif. Son Rossinyol, CP 07009, Palma de Mallorca, Spain.

In both cases, you must identify yourself with your name and surnames, as well as a copy of your DNI (*Spanish ID card*) or national ID card.

In the event that you have given your consent to any specific purpose, you are entitled to withdraw your consent at any time and this shall not affect the legality of the processing based on the consent prior to its withdrawal.

Furthermore, if, as a User, you believe there to be a problem with the way in which the Service is handling your data, you may send your complaints to DPD or the relevant [data protection authority](#) and the [Spanish Data protection Agency](#) is the relevant authority in the case of Spain.

6- Data Usage

The data provided to the Service shall be used to:

- Deal with your requests (with the legal basis being our legitimate interest in answering the enquiries of our users).
- If you contract it, to render the Service (with the contract serving as the legal basis).
- If you have consented to it, to send you our newsletter by e-mail (with your consent serving as the legal basis).

6.1.- In e-mails and contact forms

The El Servicio Sitio website has SSL encryption which allows the user to securely send its personal data using standard contact forms.

The personal data gathered shall be subject to automated processing and incorporated into the attendant activity log files and those files for which the Service is the processor.

In this regard:

- We will receive your IP which will be used to check the origin of the message with a view to providing you with appropriate recommendations (for example, submitting the information in the right language) and to detect any possible irregularities (for example, any possible attempted cyberattacks on the Service), as well as data pertaining to your ISP.
- You can also provide us with your data by phone, e-mail and any other media indicated.

Furthermore, certain Services provided via the Website (for example, the possibility of taking part in a contest or draw) may contain specific conditions with regard to personal data protection. You will need to accept them before taking part in these Services.

Finally, and as has already been indicated, the purpose of the processing of these data shall solely be that of providing the information or Services requested.

6.2.- On social networks

The Service has profiles on some of the main online social networks, being recognised as the controller of any processing related with the data published thereat (for example, photos uploaded by the Service in which people's faces appear).

The processing that the Service will carry out with the data on each of said networks shall be, at the most, that which the social network allows to the corporate profiles. Hence, the Service may inform, when the law does not prohibit this, our followers by any means allowed by the social network, about its activities or offers, as well as providing a personalised customer care Service.

Under no circumstances shall the Service extract data from the social networks unless the user's consent is specifically obtained from time to time to this end.

When, owing to the very nature of the social networks, the effective exercising of the data protection rights of the follower is subject to the modification of the personal profile of the latter, the Service will help and advise him/her in this regard as far as it is able.

6.3.- In job offers

The Service shall only consider job or internship applications which the applicant has sent via the media stated at the employment page or by those media to be found in the job and internship areas at university websites where the Service has published a specific offer.

Any other applications shall be rejected.

The applicant authorises the Service to analyse the documents he/she has sent, all the content directly accessible through search engines, the profiles he/she has on professional social networks, the data obtained in entrance tests and the information that he/she reveals in job interviews, with a view to evaluating his/her application and in order to be able, where applicable, to offer him/her a position.

The Service may use the duly anonymised data to draw up statistics about the type of person who has put themselves forward as an applicant with a view to publishing reports on them.

7.- Data storage

An indication is provided below as to how long the data processed by the Service are stored:

- disaggregated data shall be stored without any deletion timeframe.
- Customer data shall be stored for the minimum time necessary and it may be kept for up to:

- 5 years, pursuant to article 1964 of the Civil Code (personal actions without any specific timeframe).
- 6 years, pursuant to article 30 of the Commerce Code (accounting books or invoice, for example).
- The data of newsletter subscribers shall be kept from when the user subscribes until he/she cancels.
- The user data uploaded by the Service to pages and profiles on social networks shall be kept as from when the user gives his/her consent until when he/she withdraws it.
- The data of applicants for a job offer if the applicant is not selected shall be kept for no more than two years to include them in any future applications, unless the applicant objects.

8.- Security measures

The Service adopts all the technical and organizational measures required to protect the security and integrity of the personal and non-personal information compiled. Both with regard to unauthorized accesses and their accidental alteration, loss or destruction.

In any case, the Service cannot guarantee the absolute security of the information compiled and so you must cooperate and use your common sense at all times about the information shared.

You understand and recognize that, even after its deletion, personal and non-personal information may remain visible in cache or if other users have copied or stored it.

9.- Liability

As far as the law allows, the Service is not liable for: **a)** any errors or omissions in contents; **b)** the lack of website availability or; **c)** the transmission of malware in the contents, despite having adopted all reasonable technological measures to avoid it.

10.- Modifications

The Service reserves the right to make, without prior warning, such modifications as it sees fit to the website and it may change, delete or add both the contents and the Services provided thereat as well as the way in which they are presented.

Furthermore, the present terms & conditions may change at any time. The modifications shall come into force as from such time as they are published.

11.- Cookies Policy

Summary

- Used Cookies: **Own and Third Party**
- Are they used to obtain statistics? **Yes, the legal basis being our legitimate interest in carrying out a better management of the service.**
- Are they used for advertising? **No**
- Third-party services that install cookies through this website: **Google Analytics, Youtube, Doubleclick, AddThis, Cloudflare, Mixpanel and Vimeo.**

How to set and disable cookies

You can allow, block or delete cookies installed on your device from your web browser. If you do not allow the installation of cookies on your device, the browsing experience may worsen. Below you can find how to set cookies in each browser:

- [Edge](#)
- [Google Chrome](#)
- [Google Android](#)
- [Internet Explorer 8](#)
- [Internet Explorer 9](#)
- [Internet Explorer 11](#)
- [Mozilla Firefox](#)
- [Opera](#)
- [Safari](#)
- [Safari Mobile](#)

1.- Types and uses

The service uses its own and third-party cookies to improve navigation, provide the service and obtain statistics on the use of the website.

2.- What is a cookie and what is it for?

A cookie is a text file that is sent to the web browser of your computer, mobile or tablet and used to store and retrieve information about the navigation made. For example, remember your username and password or your profile preferences.

3.- What types of cookies are there?

According to who manages them:

- Own cookies; They are sent to your browser from our computers or web domains.
- Third-party cookies; they are sent to your browser from a computer or web domain that we do not directly manage, but a third entity such as Google.

Depending on the time they are active, there are:

- Session cookies; They remain in the cookie file of your browser until you leave the web page, so that none is left on your device.
- Persistent cookies; They remain on your device and our website reads them every time you make a new visit. These cookies stop working after a specific date.

Finally, and according to its purpose, we have:

- Technical cookies: improve navigation and the proper functioning of the web.
- Personalization cookies: they allow access to the service with predefined characteristics based on a series of criteria.
- Analysis cookies: allow to measure and statistically analyze the use made of the service provided.

Cookies used by Winhotel Solution:

Name	Origin	Purpose	Type	Expiration
NID	.google.com	Technical	Third	6 months
__smToken	.winhotelsolution.com	Technical	Third	year 1 year
__smVID	.winhotelsolution.com	Technical	First	1 month
__utma	.winhotelsolution.com	Analytics	First	2 years
__utmb	.winhotelsolution. com	Analytics	First	Session
__utmc	.winhotelsolution.com	Analytics	First	Session
__utmt	.winhotelsolution.com	Analytics	First	Session
__utmz	.winhotelsolution.com	Analytics	First	6 months
qtrans_front_language	.winhotelsolution.com	Technical	First	1 year
vuid	.vimeo.com	Analytics	Third	2 years
test_cookie	.doubleclick .net	Technical	Third	Session
GPS	.youtube.com	Technical	Third	Session
PREF	.youtube.com	Analytics	Third	8 months
VISITOR_INFO1_LIVE	.youtube.com	Analytics	Third	6 months
YSC	.youtube.com	Technical	Third	Session
IDE	.youtube.com	Technical	Third	13 months
mp_mixpanel	. winhotelsolution.com	Analytics	Third	1 year
__cfduid	.html5media.info	Analytics	Third	1 year

List of third-party cookies used by **Winhotel**:

[Google Analytics](#): These cookies (such as __utma, __utmb, __utmc) allow you to count how many times a user visits a website, how, when and from where it does it.

In any case, you can disable Google Analytics cookies from [here](#).

[Youtube](#): These cookies (such as YSC, PREF, VISITOR_INFO1_LIVE) measure the visualization of a video, when the user liked it and when it was shared.

[Addthis](#): This cookie (__smToken) allows the user to share content located on the web.

[DoubleClick](#): This cookie (test_cookie) is used to check if the user has accepted the configuration permission of Google Analytics cookies.

[Vimeo](#): This cookie (vuid) is used to obtain data about the use of the page, such as the contents that the user has viewed.

[Mixpanel](#): This cookie (mp_mixpanel) is used to obtain information and statistics about the user's browsing experience.

[Cloudflare](#): This cookie (__cfduid) allows you to identify trusted web traffic.

12.- Contact

If you have any queries about these Terms of Use and Privacy, you can get in touch with us at:

e-mail: info@winhotelsolution.com

Address: C/ Gremi Cirurgians i Barbers 48, 3C, Edif. Son Rossinyol, CP 07009, Palma de Mallorca, Spain