

PRIVACY POLICY

ALFA POLLENÇA, SL B57265423
ORONOL, S.A. A07067903
NORTHOTELS, S.L. B07451131
BELLAUBA HOTELES Y APARTAMENTOS, S.L. B07998677
CABOT CAP DE MAR, S.L U. B75708529
CABOT CALA FERRERA, S.LU. B75708511
CABOT TORRE BLANCA S.L.U B26670604

C/ GREMI D´HORTELANS N° 11, 2º 1, 07009 PALMA DE MALLORCA

In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and Organic Law 3/2018 on the Protection of Personal Data and Guarantee of Digital Rights, we detail the Privacy Policy.

We reserve the right to modify this Privacy Policy to adapt it to new legislation, case law, or interpretations by the Spanish Data Protection Agency. In such cases, we will announce these changes, clearly indicating the modifications made and requesting, if necessary, your acceptance of them.

The User agrees that all data provided by him is true and correct.

WHAT TYPE OF DATA ARE WE GOING TO USE?

- Identifying information (ID or NIE details, age, postal address, telephone number, email address)
- Personal characteristics (Marital status, Family details, Date of birth, Age, Sex, Nationality, Mother tongue)
- Economic and financial data (credit card number)

FOR WHAT PURPOSES WILL WE USE THE USER'S DATA?

- Reservation management and provision of accommodation services:

Manage reservations made by clients, formalize the accommodation contract, provide the contracted hotel services (accommodation, catering, spa, events or other complementary services) and carry out the administrative procedures derived from the contractual relationship.

- Compliance with legal obligations regarding traveler registration:

To comply with the legal obligations of identification and registration of guests required by the citizen security regulations, by communicating the data to the competent authorities.

- Administrative, accounting and tax management:
Manage the invoicing of services provided, the accounting of the establishment and compliance with legal obligations in tax, accounting and administrative matters.
- Customer service and query management:
To handle requests for information, inquiries, incidents, complaints or suggestions made by customers or potential customers through the various communication channels available.
- Commercial communications management:
Send commercial information, promotions, offers or communications related to the hotel's services, provided there is a legal basis for it or the interested party has given their consent when necessary.
- Facility security management:
To ensure the safety of people, property and facilities through video surveillance systems and other security measures, in accordance with applicable regulations.
- Management of events and activities organized by the hotel
Organize and manage events, conferences, meetings or activities organized in the establishment, including the management of attendees and associated services.
- Management of personnel selection processes:
To process the data of candidates who submit their resumes in order to manage personnel selection processes to fill possible vacancies in the establishment.
- Compliance with legal obligations and requirements of authorities:
To comply with the legal obligations applicable to the hotel sector and to respond to requests from administrative, judicial or police authorities when appropriate.
- newsletter or bulletin subscriptions:
Manage the registration for the hotel's newsletter and the periodic sending of electronic communications with information on news, promotions, special offers, events, establishment services and content related to tourism and hotel activity that may be of interest to the user.

WHAT ARE THE LEGITIMATE BASES FOR THE PROCESSING?

We may process the User's personal data due to a legitimate interest, in relation to the service we provide and in relation to sending communications relating to our service.

When the basis for processing is consent, we will request acceptance as the legitimate basis for using the data. Please note that the User may revoke this consent at any time by sending us an email to

HOW LONG WILL WE RETAIN USER DATA?

We will keep the User's personal data in our information systems for as long as necessary, while the customer relationship continues and to comply with legal obligations.

TO WHOM CAN WE COMMUNICATE THE USER'S DATA?

data will not be transferred to third parties except in cases where there is a legal obligation, you expressly authorize us to do so and/or when it is necessary to fulfill the agreed contract to provide our services.

In order to manage the services and/or products you request from us, in some cases it will be necessary to transfer the data to companies of the same group and/or service providers, for administrative purposes, storage or to support communication.

Data transfers outside the European Union will be carried out in compliance with the contract and with the required safeguards.

HOW LONG WILL WE KEEP THE DATA?

The data will be kept for a maximum of 5 years. And in the case of CCTV footage, it will be 30 days.

WHAT TYPE OF DATA IS DISPENSABLE?

Mandatory fields in online forms will be indicated by an asterisk (*) and/or a warning. Failure to provide this information may prevent us from providing services linked to that data, and we will not be held liable for any non-provision or incomplete provision of these services.