

Privacy Policy

Personal data is only collected on this website with the knowledge and information of users.

In this document we explain in detail who is going to process your data, what it is going to be used for and what rights you can exercise, among other points. If you want to have more information you can read this Privacy Policy, as well as the Legal Notice and the Cookies Policy.

1. RESPONSIBLE FOR TREATMENT. WHO IS GOING TO TREAT YOUR DATA?

Identity	Neptuno Costadeje SL
Direction	Calle Cataluña 3, Torviscas Centro, Costa Adeje, 38670, Adeje, Santa Cruz de Tenerife
E-mail	subdirector neptunocostadeje.com

2. WHAT PERSONAL DATA DO WE PROCESS AND WHERE DOES IT COME FROM?

Due to your relationship with us, we may process different categories of personal data, always depending on the service or product contracted with us. These data may be collected by any of the means that Neptuno Costadeje SL offers, both online and in person. The categories of data processed may be the following:

- Contact data.
- Identification character of natural persons: name and surnames, DNI/identification document, telephone, email, address, signature.
- Special category data.
- Bank data.

If you have booked your stay through a travel agency or online travel agency, it will communicate your data to Neptuno Costadeje SL for the management of your reservation and/or contracting. Travel agencies or online travel agencies may use your personal data for their own purposes, so we will be dealing with another Data Controller. You can obtain information about the processing of your data by these entities by going to the Privacy Policy section of the agency's website.

In any case, if a third party has provided us with your data, we will treat it within the purposes set out in this Privacy Policy.

3. PURPOSE. WHAT IS YOUR PERSONAL DATA USED FOR?

Neptuno Costadeje SL informs you that it may process personal data for the purposes indicated below, to the extent that there is a legal basis for each treatment as explained below.

The main purposes for which your personal data will be used are the following:

PURPOSE	More information on data processing
Reservation management and contracted services	Management of your contracted reservation. Sending confirmation of reservation. Processing, if applicable, of the payment of the reservation and the preauthorizations. In the event that in free writing fields of the data collection forms or by request to the call center agent, the user provides data related to their health to manage specific services, Neptuno Costadeje SL understands that said data is communicated expressly and voluntarily by the user, since there is prior request for this information and they will only be processed to manage the user's request (for example, rooms adapted based on special needs)
	Management of requests for modification or cancellation of requested reservations Check-in Management of accommodation and other services such as SPA, bars and restaurants, nursery, etc.
Compliance with legal obligations	Compliance with accounting, legal, fiscal and administrative obligations.
Compliance with requirements Covid-19	Guarantee the right to safety and health protection of all clients and collaborate with the monitoring, surveillance and epidemiological control of Covid-19.
Contests, raffles and events	Management of your participation in contests, raffles and other activities in which you have requested to participate.

Referral of surveys of quality	In order to evaluate the level of user satisfaction with the contracted products and/or services, Neptuno Costadeje SL will send quality surveys in order to obtain your opinion about them and thus be able to improve the provision of its services on an ongoing basis In order to be able to offer the user products and services that may be of interest.
Commercial communications (not expressly requested)	In order to be able to offer the user products and services that may be of interest, they will be sent offers on products and services related to those already contracted or that they have contracted in the past with Neptuno Costadeje SL. You will be able to opt out of receiving these communications in each communication you receive.
Commercial communications Sendi	Commercial communications about offers not related to the contracted services and/ or products. Neptuno Costadeje SL may send you promotional offers on certain products that the user can enjoy at the hotel (eg, furniture in the reserved room, invitations to events, SPA, etc.). In the same way, Neptuno Costadeje SL may send information about activities related to tourism and leisure, such as cultural activities, excursions, sporting events, etc. that may or may not be offered in conjunction with our accommodation services .
Questions, requests or suggestions	Management of the query, request or suggestion transferred by the interested party.
Resume Submission	Include it in the currently open personnel selection processes or for future processes in which the candidate may fit, not being able to be used for other purposes

In addition, by providing your data by any of the means provided, you guarantee the veracity of the data provided and undertake to communicate any changes that occur in them.

Remember that, when we ask you to fill in your personal data to give you access to some functionality or service, we will mark some fields as mandatory, since they are data that we need to be able to provide you with the service in question. Please note that if you decide not to provide us with such data, you may not be able to enjoy those services or features or send us your request.

4. LEGITIMATION. WHY DO WE USE YOUR PERSONAL DATA ?

Neptuno Costadeje SL is entitled to use your personal data for different reasons, in particular the following:

PURPOSE	LEGITIMATION
Reservation management and services execution.	Contracted contractual.
Compliance with legal obligations.	Contract execution, compliance with legal obligation.
Compliance with requirements Covid-19.	Legal obligation (DECREE Law 17/2020, of October 29, on extraordinary measures in tourism to face the effects of the health and economic crisis caused by the pandemic caused by the COVID-19.
Contests, sweepstakes and events .	Your consent.
Referral of surveys of quality.	Legitimate interest Of Neptuno Costadeje SL.
Commercial communications (not expressly requested)	Legitimate interest.
Commercial communications .	Your consent.

Questions, requests or suggestions	<p>If you send us a query, request or suggestion without being registered with Neptuno Costadeje SL, we will use the data provided to respond to the query based on your consent and your legitimate interest.</p> <p>When a registered user makes us a query, request or suggestion, we use their data to respond based on the execution of the contract.</p> <p>In case of submitting a request to exercise the rights explained in point 7. RIGHTS YOU MAY EXERCISE, we will use your data based on a legal obligation.</p>
Resume Submission	Your consent is understood in sending our resume voluntarily through electronic means or with the signature of the document for the processing of your personal data.

5. CONSERVATION OF YOUR DATA. HOW LONG WILL WE KEEP THEM?

The personal data provided will be processed and kept for the time necessary to fulfill the purpose for which they are collected. Once this period has ended, we will keep your data duly stored and protected so that it can be made available to the competent Public Administrations, Judges and Courts or the Public Prosecutors Office during the limitation period for actions that may arise from the relationship maintained with the user and/or during the legally established storage periods. Once the possible actions of each case have expired, Neptuno Costadeje SL will proceed to delete the personal data.

In the event that the legitimacy for the processing of your data is based on your consent, Neptuno Costadeje SL will keep your information as long as the user does not withdraw the consent first given.

Some of the legal deadlines that we must comply with are the following:

DATA	DEADLINES
Entrance art and book registration	3 years
Accounting and tax documentation for commercial purposes	6 years
Accounting and tax documentation for tax purposes	4 years
Building access control	1 month
Video surveillance	1 month
Sending commercial communications	Until the withdrawal of your consent

6. TO WHOM DO WE COMMUNICATE YOUR DATA?

To fulfill the purposes indicated in this Privacy Policy, it is necessary that we give access to your personal data to entities that provide us with support in the services we offer, namely:

- Financial entities, business advice, transport, etc: companies necessary for the management of your reservation and stay.
- Collection management entities and insurers in order to carry out the claims against tour operators or clients as a result of the legitimate interest of Neptuno Costadeje SL in managing the collection of the services provided, as well as insuring the amounts pending payment.
- Third-party services, such as cloud-based services, payment processing technology services, services to carry out marketing initiatives, or services to conduct customer surveys on our behalf.
- Search engines.

- Apart from those indicated, Neptuno Costadeje SL will not transfer personal data to third parties, except by legal obligation. However, in the case of being transferred to a third party, the user will be previously informed requesting express consent for such transfer. The entity responsible for the database, as well as those who intervene in any phase of the treatment and/or the entities to whom it has been communicated -in any case, always with the corresponding authorization granted by the user-, are obliged to observe the professional secrecy and the adoption of the levels of protection and the necessary technical and organizational measures within its reach to guarantee the security of personal data, avoiding, as far as possible, unauthorized access, illicit modifications, theft and/or loss of data, in order to ensure the corresponding level of security of the files, according to the nature and sensitivity of the data provided by the users of this website.

7. RIGHTS YOU MAY EXERCISE

You can exercise any of the rights that we explain below, simply indicating the reason for your request and the right you want to exercise. In the event that we consider it necessary to be able to identify you, we may request a copy of a document proving your identity.

In general, you will always have the right to:

- Request access to your personal data, to know what data we have about you.
- Request rectification of your data: keep in mind that, by actively providing us with your personal data by any means, you guarantee that they are true and accurate and you agree to notify us of any changes or modifications to them.
- Request that we delete your data to the extent that they are no longer necessary for the purpose for which we need to treat them as we have informed you above, or that we no longer have the legitimacy to do so.
- Request that we limit the processing of your data, which means that in certain cases you can ask us to temporarily suspend the processing of the data or to keep it beyond the time necessary when you may need it.
- Request the portability of your personal data. This means that you will have the right to receive the personal data that you have provided to us in a structured, commonly used and machine-readable format, in order to be able to transmit it to another entity directly, whenever technically possible.
- Request the right to oppose the processing of your data when the processing of your data is based on our legitimate interest.
- Request not to be the subject of a decision based solely on automated processing, including profiling, that produces legal effects on him or significantly affects him in a similar way.

You can request the exercise of right through the following means:

- Postal mail, sending your request or delivering it in person at: Calle Cataluña 3, Torviscas Centro, Costa Adeje, 38670, Adeje, Santa Cruz de Tenerife .
- Via email: subdirector@neptunocostadeje.com

Neptuno Costadeje SL must answer the request within one month of receipt of the request.

This period may be extended for another two months if necessary, taking into account the complexity and number of requests.

You have the right to withdraw the consent given at any time by sending an email to subdirector@neptunocostadeje.com. The withdrawal of consent will not affect the legality of the treatment carried out before the withdrawal of consent.

If you consider that your right to the protection of your personal data has been violated, you may file a claim with the Spanish Data Protection Agency, www.aepd.es.

8. WHAT HAPPENS IF YOU PROVIDE US WITH THIRD PARTY DATA OR IF A THIRD PARTY HAS PROVIDED US WITH DATA HIS?

There are occasions when you can provide data from third parties, for example, contact persons. If you provide us with Personal Data of third parties, you guarantee that you have informed them about the purposes and how we need to process your personal data.

If you have booked your stay through a travel agency or online travel agency, it will communicate your data to Neptuno Costadeje SL for the management of your reservation and/or contracting. Travel agencies or online travel agencies may use your personal data for their own purposes, so we will be dealing with another Data Controller. You can obtain information about the processing of your data by these entities by going to the Privacy Policy section of the agency's website.

In any case, if a third party has provided us with your data, we will treat it within the purposes set out in this Privacy Policy.

9. CHANGES TO THE PRIVACY POLICY

We may modify the information contained in this Privacy Policy when we deem it appropriate, in compliance, for example, with legislative or jurisprudential changes. In the event that we do so, we will notify you in different ways through the changes on the web, or we will even communicate it to your email address when the change in question is significant for your privacy, so that you can review the changes, assess them and, where appropriate, oppose or unsubscribe from any service or functionality.

10. ANY QUESTIONS ABOUT THIS POLICY OR YOUR RIGHTS?

If you have any doubts or questions about the privacy policy or about how to manage any personal data that you have provided us, you can contact subdirector@neptunocostadeje.com.