

PRIVACY POLICY

LEGAL NOTICE

IDENTIFICATION DATA

In compliance with the provisions of article 10 of Law 34/2002, of July 11, Services of the Information Society and Electronic Commerce, it is reported that the owner of this website is:

OPERACIÓN HOTELERA ISLANTILLA S.L.U.

CIF: B87492310

Registration data Commercial Register: Commercial Register of MADRID T 34433 , F 207, S 8, H M 619383, I/A 3 (25.01.19)

Hotel address: Paseo Barranco del Moro s/n, 21440, Islantilla, Huelva

Hereinafter referred to as "DoubleTree by Hilton Islantilla Beach Golf Resort"

You can contact us via email lopd@islantillagolfresort.com or by phone (+34) 959 87 32 18

GENERAL CONDITIONS AND YOUR ACCEPTANCE

These general conditions (hereinafter, the General Conditions) govern the use of our Website (hereinafter, the Web Site) that DoubleTree by Hilton Islantilla Beach Golf Resort makes available free of charge to Internet users.

The access and use of our Website attributes the status of user of our Website (hereinafter, the User) and implies the full and unreserved acceptance by the User of each and every one of the General Conditions in the version published by DoubleTree by Hilton Islantilla Beach Golf Resort at the same time that the User accesses our Website, as well as our privacy policy and processing of personal data that is part of these General Conditions. Consequently, the User must carefully read the General Conditions on each of the occasions when he/she intends to use our Website.

Likewise, the use of the Service is also subject to all notices, regulations of use and instructions made known to the User by DoubleTree by Hilton Islantilla Beach Golf Resort that complete the provisions of these General Conditions as soon as they do not object to them.

DoubleTree by Hilton Islantilla Beach Golf Resort reserves the right to deny or withdraw access to its Website, at any time and without prior notice, to those Users who fail to comply with these General Conditions as well as the Particular Conditions that apply.

PRIVACY POLICY

The privacy and confidentiality of user information is important to DoubleTree by Hilton Islantilla Beach Golf Resort. We are committed to the privacy and security of user information.

We may update this policy from time to time, so please check it frequently.

Who is responsible for the processing of your personal data?

The entity responsible for the processing of your data is:

OPERACIÓN HOTELERA ISLANTILLA S.L.U.

CIF: B87492310

Address: Paseo Barranco del Moro s/n, 21440, Islantilla, Huelva

Email address:

lopd@islantillagolfresort.com

For what purposes do we process your personal data?

DoubleTree by Hilton Islantilla Beach Golf Resort informs you that the personal data you provide us by completing any electronic registration form that appears on our Website, or by any queries, requests or contracting of any service or product you make to us by email, telephone or by any other means, including the Website, will be treated exclusively by DoubleTree by Hilton Istillalan Beach Golf Resort. .

By providing us with your personal data, the User, who is responsible for its veracity, consents to the processing of your data for the purposes indicated below:

- Attend your inquiries or requests for information.
 - Facilitate the booking process.
- Manage the services of products or services requested and/ or contracted by you.
- Adapt the products and services requested by you to the preferences indicated on your registration form,
 - Preparation of statistics.
- send you informational, commercial, advertising and promotional messages about our activities and services that may be of interest to you, through any of the channels you provide to us (email, SMS, telephone, social networks, etc.).

- in case you consent to this, by checking the box that is provided, we will process your data to send you commercial communications of GAT Gestión de Activos Turísticos SLU, a company to which OPERACIÓN HOTELERA ISLANTILLA SLU belongs.

At any time, you may object to the receipt of these commercial communications by email or other means of electronic communication by DoubleTree by Hilton Islantilla Beach Golf Resort and/or GAT Management of Tourist Assets SLU, by sending an email to the address lopd@islandillagolfresort.com, indicating in the Subject "Low Commercial Communications".

To whom do we communicate your personal information?

Personal data may be communicated to GAT Gestión de Activos Turísticos SLU, a company to which the controller belongs, as well as to other third parties when we are obliged to do so in compliance with a legal obligation.

Likewise, your personal data may be communicated to the service providers related to these purposes that are used by the hotel, always complying with the requirements established by the current legislation.

Among these suppliers is our booking manager: Roiback/ Global Obi S.L.U. For more information about Roiback, see the information available in <https://www.roiback.com/es/contacto>

What is the legal basis for treatment?

We may process your personal data on the legal basis of:

- The need for processing for the performance of the contract signed with the user (to provide you with our Services).
- Our legitimate interest, without conflicting with your own data protection interests or with the fundamental rights or freedoms of the user (performing statistics and helping us to better understand our needs and improve the Services).
 - The consent given by the user when he sends us any request or request for information or other character, which implies the collection and processing of data, and the consent given with the marking of the corresponding box authorizing the processing of his data for advertising purposes, in accordance with this Privacy Policy.

How long do we keep your personal data?

DoubleTree by Hilton Islantilla Beach Golf Resort undertakes to treat your personal data in an absolutely confidential manner, using them exclusively for the purposes indicated.

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, do not request its deletion or object to the processing of your data.

In any case, we will keep your data while we are obliged to comply with a legal obligation.

What rights do you have in relation to the processing of your data?

At any time, you can exercise, as the owner of the personal data, the following rights:

- **Right to withdraw consent** given;
 - **Right of access** to the information we process about you;
 - **Right to rectification** of your data, if they are inaccurate or incomplete;
- **Right to erasure**, where, among other reasons, your data is no longer necessary for the purposes that were collected;
- **Right to object to the processing** of your data in certain circumstances, for example, to direct marketing, including profiling;
- **Right of limitation of processing**: you have the right to request the limitation of the processing of your data in the cases established by law. Likewise, the controller may limit the processing when the user challenges the accuracy of the personal data, during the period that allows the controller to verify the accuracy of the same; or when the user objects to processing, while checking whether it is appropriate.

- **Right to data portability: you have the right** to transfer, copy or transfer the data you have provided to us in a structured, commonly used and read-by-the-box format from our database to a different one. It is only possible to exercise this right in respect of the data you have provided, when the processing is based on the execution of a contract or your consent and the processing is carried out by automated means.
- **Right to file a complaint with the Spanish Data Protection Agency** if you consider that the processing does not comply with current regulations.

To do this, you must submit a written request, in which you must indicate your right to exercise, your first and last name, address for the purposes of notifications, along with a copy of your ID or other valid document proving your identity, addressed to:

OPERACIÓN HOTELERA ISLANTILLA S.L.U.

Address: Avd. Las Cumbres s/n, Islantilla, Huelva CP 21449

Email: lopd@islantillagolfresort.com

In particular, we inform you of the right that assists you to file a complaint with the Spanish Data Protection Agency (www.agpd.es) if you consider that the processing does not comply with current regulations.

COOKIES POLICY

In accordance with article 22.2 of Law 34/2002, of July 11, Services of the Information Society and Electronic Commerce, the User is informed that this website uses cookies in order to offer the services it offers, as well as improve its functionality.

By browsing this website and accepting this legal notice, the User accepts the use of cookies by DoubleTree by Hilton Islantilla Beach Golf Resort. .

Through this Cookies Policy it is intended to inform the User of the cookies that are downloaded to their device when accessing this website, for what they are used and how to disable their use.

What are cookies?

Cookies are small files or files that are downloaded to your computer or on the device you use to visit a website and serve to store and provide information to the owner of the website about the navigation of its users (connection time, operation of the page...).

All this in order to improve the service offered, allow certain technical functionalities, carry out statistical studies and, sometimes, offer personalized advertising regarding the user's preferences.

What cookies do we use and for what purpose?

We use the following cookies, own or third party:

- **Technical cookies:** These are those that allow the User to browse through the Website and use the different options or services that exist on it, such as controlling traffic and data communication, identifying the session, accessing restricted access parts, using security elements during navigation or sharing content through social networks.

- **Personalization cookies:** These are those that allow the User to access the service with some predefined general characteristics based on a series of criteria in the user's terminal such as the language, the type of browser through which he/she accesses the service, the locale from where he accesses the service, etc.

These include:

Engine Expression Cookie– Maintains user preferences, such as language.

Roiback booking reference: Saves user preferences.

- **Analysis cookies:** These are those that allow the person responsible for them to monitor and analyze the behavior of the users of the websites and / or services to which they are linked.

The information collected through this type of cookies is used in the measurement of the activity of the websites, application or platform and for the elaboration of browsing profiles of the users of such sites, applications and platforms, in order to introduce improvements based on the analysis of the usage data made by the users of the service.

These include:

Google Analytics: A web analytics service provided by Google, Inc. ("Google"). This service uses cookies. Cookies help the website analyze how visitors to our website use the site. The information generated by the cookie about your use of the website (including the IP address) will be directly transmitted and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for us, and providing other services related to website activity and internet usage. Google may transmit such information to third parties where required to do so by law, or where such third parties process the

information on Google's behalf. Google will not associate your IP address with any other data available to Google.

Adobe Omniture– Collects statistical information about how visitors use the website.

Google Adwords– Collects statistical information about usage and conversion.

- **Advertising cookies:** Advertising cookies are cookies that are used to deliver ads that are more relevant to the interests of users. They remember that a user has visited a website before. They are often linked to site functionality. We use these cookies to collect information about your browsing habits in order to advertise relevant to your interests.

These include:

DoubleClick, to optimize and target the advertisements or advertising included in our Services, based on your previous visits to our Services and content that is relevant to a user.

Google Remarketing: Allows advertising to users who have visited the site.

Facebook: social media sharing.

- **Personalized advertising cookies:** If you have Cookies enabled, we will present you with relevant advertisements on our website. Google and other providers display our ads across different Internet sites.

How can you refuse the use of cookies?

The user may allow, block or disable cookies installed on his/her computer by configuring the web browser of his/her computer or mobile device. Internet browser settings are usually programmed by default to accept Cookies, but can be easily disabled by changing your browser settings.

Many cookies are used to improve the usability or functionality of websites/apps, therefore, if the user decides to disable cookies, some functionalities of the Services may not function properly or their quality may be affected. Alternatively, if you do not want the data to be collected as described in this clause, you must stop using the Services.

The following is offered to the user some links with the instructions to be followed to delete, enable and manage cookies, depending on the browser you use:

- [Google Chrome](#)
- [Microsoft Internet Explorer](#)
 - [Mozilla Firefox](#)
 - [Safari \(Apple\)](#)

STATEMENTS AND USE RELATED TO THE WEBSITE

LIMITATION OF LIABILITY

This Website has been developed in good faith by DoubleTree by Hilton Isantilla Beach Golf Resort with information from external and internal sources. However, the completeness, veracity, accuracy or timeliness of all the information it contains or, in particular, the usefulness of our Website for the performance of any particular activity by the User is not guaranteed.

DoubleTree by Hilton Isantilla Beach Golf Resort does not control or guarantee the absence of viruses or other elements when accessing and/or using our Website that may cause alterations in electronic documents and files stored on your computer system or any other damage or damage. Therefore, the hotel declines all responsibility for damages of any kind that may be due to the use that Users make of the Website, its services or contents, as well as the websites of third parties linked.

Also, DoubleTree by Hilton Isantilla Beach Golf Resort does not guarantee the availability and continuity of the operation of its Website and/or its services. However, where reasonably possible, the hotel will notice in advance any interruptions in the operation of our Website and the Services offered therein. In this context, the hotel declines any responsibility for damages of any kind that may be due to the lack of availability or continuity of the operation of our Website and the services.

In any case, The DoubleTree by Hilton Isantilla Beach Golf Resort will not be responsible for the opinions expressed by users through the blogs, forums, chats, or other participation tools made available to the User.

Access to this website is under the sole and exclusive responsibility of the User, who will be liable in any case for the damages caused to third parties and/or To DoubleTree by Hilton Isantilla Beach Golf Resort. .

SECURE BOOKINGS

If you decide to make a booking online, you will be linked to a booking interface and a booking engine provided by our booking management system, Roiback. We understand that safety remains the main concern of online consumers and we have chosen our booking engine with the utmost diligence and care. All information sent to this site, if in an SSL session, encrypted and protected from third parties. Roiback is certified as PCI DSS (Payment Card Industry Data Security Standards) compliant.

Roiback is verified as a service provider through the Thawte Certification Authority. In the following link you can learn more about this security certificate: [About SSL certificates](#)

CREDIT CARD SECURITY

Roiback works with the highest standards of online security, the page where you enter your credit card details is protected by secure Sockets Layer (SSL) security protocol. SSL encrypts your name, card number and expiration date data before sending it over the internet, making it completely secure through the transaction. This ensures this transaction as much as if you did it over the phone. Thousands of users have used Roiback to make their reservations.

All credit cards are verified directly with the bank's system at the time of the charge. This, for the benefit of the hotel and the customer, ensures that the card is valid and that it is not a card stolen or used in fraudulent transactions.

PROTECTING YOUR INFORMATION

We want to make sure that visitors to our website feel confident about using it to plan and book accommodation. DoubleTree by Hilton Islantilla Beach Golf Resort is committed to protecting the information we collect. The hotel has implemented a security program to maintain information that is stored on our systems protected from unauthorized access. Our site is located in a safe environment. Site servers/systems are configured with industry-standard data encryption, encryption, technologies and firewalls. When personal information is entered during the booking process, or during an email to the customer, their data is protected by Secure Socket Layer (SSL) technology to ensure secure transmission.

PRIVACY AND PARENTAL CONTROL

Please note that DoubleTree by Hilton Islantilla Beach Golf Resort has not designed this Site for, and is not intended to be used by anyone under the age of 18. Accordingly, this site should not be used by anyone under the age of 18.

LINKS PROVIDED TO OTHER SITES

DoubleTree by Hilton Islantilla Beach Golf Resort may provide links to other websites that may provide useful information and services. However, these sites may not follow the same privacy policy as DoubleTree by Hilton Islantilla Beach Golf Resort. Therefore, we are not responsible for the privacy policies or actions of third parties, including, without limitation, any owner of websites whose sites may be reached through this site. We encourage you to contact the parties that control these sites or access their online policies for relevant information about their data collection practices and privacy policies before submitting any personal information or other sensitive data.

CHANGES TO THE GENERAL CONDITIONS

DoubleTree by Hilton Islantilla Beach Golf Resort reserves the right to modify these General Conditions, as well as its Privacy Policy, at any time and post the changes without specific notice to users of the Site.

INTELLECTUAL AND INDUSTRIAL PROPERTY

All content available on the Website, including but not limited to the web domain, text, graphics, logos, icons, images, audio clips, data collections and software, is the property of DoubleTree by Hilton Islantilla Beach Golf Resort, our sponsors, partners or licensors and is protected by Intellectual Property regulations.

The User undertakes to respect the intellectual and industrial property rights owned by DoubleTree by Hilton Islantilla Beach Golf Resort, by itself or as assignee, so that he/she undertakes to refrain from:

(a) Delete, circumvent or manipulate the 'copyright', trademarks and other data identifying the rights of the hotel or its owners incorporated into the contents and/or products marketed from our Website, as well as the technical protection devices, fingerprints or any information mechanisms that may contain them;

(b) Use the contents and, in particular, the information of DoubleTree by Hilton Islantilla Beach Golf Resort obtained through our Website to send advertising, communications for direct sales purposes or for any other kind of commercial purpose, unsolicited messages addressed to a plurality of persons;

(c) Reproduce or copy, distribute, allow public access through any form of public communication, transform or modify the contents, unless the authorization of the owner of the corresponding rights is available or is legally permitted;

(d) In general, use the contents in a form, for purposes or effects contrary to the law, morality and generally accepted good customs or public order.

PROCEEDING IN CASE OF INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS

In the event that any User or a third party considers that any of the content has been entered on the Website in violation of their intellectual property rights, they must send a notification to DoubleTree by Hilton Islantilla Beach Golf Resort with full and accurate indication of their data and the intellectual property rights allegedly infringed.

APPLICABLE LAW AND JURISDICTION

These conditions shall be governed by Spanish law, which will apply to the provisions of these conditions regarding interpretation, validity and enforcement.

DoubleTree by Hilton Islantilla Beach Golf Resort and the User, expressly waiving any other jurisdiction, submit to the Courts and Tribunals of the User's domicile for any

dispute that may arise from the provision of the services subject to these General Conditions. In the event that the User is domiciled outside Spain, DoubleTree by Hilton Islantilla Beach Golf Resort and the User submit, expressly waiving any other jurisdiction, to the courts and tribunals of the city of Madrid (Spain).

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