

CASITA COMARES

Privacy Policy

Introduction

At Casita Comares, we highly value the protection of your personal data. This privacy policy describes how we handle the data we collect, use, and store when you use our services.

We aim to be transparent about how we process your data and ensure that you are aware of your rights regarding your personal data.

Data Collection

We collect the following categories of personal data from our guests:

- Personal data (e.g., name, gender, date of birth)
- Identification data (e.g., type of ID, ID number, issue date, expiry date)
- Contact details (e.g., address, phone number, email address)
- Payment information (e.g., credit card details, bank account number)
- Booking information (e.g., arrival and departure dates, special requests)
- Correspondence and communication (e.g., emails, messages)
- Demographic information (e.g., nationality, age)
- Feedback and reviews (e.g., customer satisfaction surveys)

Purpose of Data Processing

We use your personal data for the following purposes:

- Booking accommodation and managing your reservations
- Sending confirmations, changes, and information about your stay
- Processing payments and managing financial transactions
- Improving our services and personalizing your experience
- Complying with legal and regulatory obligations
- Maintaining communication and correspondence
- Conducting marketing and promotional activities (if you have given consent)
- Collecting feedback and reviews to improve our services



Legal Basis for Data Processing

We process your personal data based on the following legal grounds:

- Performance of a contract: For managing your booking and delivering our services.
- Legal obligation: For complying with legal and regulatory requirements.
- Legitimate interest: For improving our services and protecting our rights and property.
- Consent: For conducting marketing and promotional activities, if you have given consent.

Data Storage

Your personal data is stored on secure servers and kept as long as necessary for the aforementioned purposes, unless a longer retention period is legally required. We take appropriate technical and organizational measures to protect your data against unauthorized access, loss, or theft.

Data Sharing

We do not share your personal data with third parties unless it is necessary for the execution of our services or legally required. In such cases, we ensure that these third parties take appropriate measures to protect your data. Possible recipients of your data include:

- Payment service providers and financial institutions
- Government authorities and regulatory bodies (if legally required)

International Data Transfer

If we need to transfer your personal data to a country outside the European Economic Area (EEA), we ensure that appropriate safeguards are in place to protect your data, such as the use of model contract clauses or obtaining your explicit consent.

Your Rights

You have the right to:

- Access your personal data and receive a copy of it
- Correct inaccurate or outdated personal data
- Have your personal data deleted (right to be forgotten)
- Request restriction of the processing of your personal data
- Object to the processing of your personal data
- Transfer your personal data to another organization (data portability)
- Withdraw consent (if the processing is based on consent)

To exercise your rights, you can contact us via CasitaComares@hotmail.com. We will handle your requests in accordance with applicable law.

Contact

If you have any questions or comments about this privacy policy or if you wish to exercise your rights, please feel free to contact us at CasitaComares@hotmail.com or +34 687 486 403.

Cookie Policy and Tracking

What are cookies?

Cookies are small text files placed on your device when you visit our website. They are widely used to make websites work, work more efficiently, and provide information to the site owners.

Types of cookies we use

We use the following types of cookies on our website:

- **Strictly necessary cookies:** These cookies are essential for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you, such as setting your privacy preferences, logging in, or filling out forms.
- **Performance cookies:** These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us know which pages are the most and least popular and see how visitors move around the site.
- **Functional cookies:** These cookies enable the website to provide enhanced functionality and personalization. They may be set by us or by third-party providers whose services we have added to our pages.
- **Targeting cookies:** These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant ads on other sites.

How we use cookies

We use cookies to:

- Enhance the functionality of our website
- Remember your preferences
- Collect statistics on website usage
- Deliver tailored advertisements and content

Managing cookies

You can manage or delete cookies through your browser settings. You can also set your browser to block cookies or alert you when a cookie is being placed. Please note that if you choose to block cookies, some parts of our website may not function properly.

Tracking technologies

In addition to cookies, we may also use other tracking technologies such as web beacons and pixels. These technologies help us better understand user behavior and improve our services.

Changes to our cookie policy

We may update this cookie policy from time to time to reflect changes in technologies and legislation. We encourage you to visit this page regularly for the latest information on our cookie and tracking policies.

