

# PRIVACY POLICY

## OUR PRIVACY POLICY AT A GLANCE

**About us?** We are ISLAND EXCURSIONS SL and we process your data as the Data Controller. That means we take charge of how we use and protect your personal data.

**What do we use your data for?** We use the data that you have provided us online or through any other means to answer your questions and suggestions, provide you with the services or supply you with the products requested, as well as process your online purchase.

**Why do we have them?** We are entitled to process your data for different reasons. When you fill out a form or send an email in which you ask us a question or suggestion, we have a legitimate interest in responding to it. When you make a purchase we must execute the contract you accept with us, just as we have the legal obligation to issue an invoice in which your data is collected. We are also legitimized by your consent when you give us authorization to send you personalized offers.

**Who do we share your data with?** We will only share the data with those collaborating companies to respond to the requests received and provide our services, banking entities and organizations required by law. Under no circumstances do we sell your data to third parties.

**What rights do you have?** You have the right to access, rectify or delete your personal data. You also have the right to object to our use of data that you have previously authorized us to use, to carry it and not to be subject to automated individualized decisions.

When processing your personal data, we apply the following principles to guarantee the greatest protection for you:

- **Principle of legality, loyalty and transparency:** We will always require your consent for the processing of your personal data for one or more specific purposes that we will inform you in advance with absolute transparency.
- **Data minimization principle:** We will only request data that is strictly necessary in relation to the purposes for which we require it. The minimum possible.
- **Principle of limitation of the conservation period:** the data will be kept for no longer than necessary for the purposes of the treatment, depending on the purpose, we will inform you of the

corresponding conservation period, in the case of subscriptions, we will periodically review our lists and delete those records inactive for a considerable time.

- **Principle of integrity and confidentiality:** Your data will be treated in such a way that adequate security of personal data is guaranteed and confidentiality is guaranteed. You should know that we take all necessary precautions to prevent unauthorized access or misuse of our users' data by third parties.

In this privacy policy you will find more detailed information about the use we make of the personal data of our clients, suppliers and users, and in general of all the people who maintain contact with us, regardless of the means they have used to communicate (form online, by phone or by email, in person).

We like to be transparent about what we do with your personal data, so that you understand the implications of the uses we carry out, or the rights you have in relation to your data. For this reason we keep our Privacy Policy, Legal Notice and Cookies Policy updated, information that you can consult on this same website.

If you have any questions or want more information about the privacy policy, you can continue reading the document.

ISLAND EXCURSIONS SL, undertakes to comply with the legislation in force at all times regarding the processing of personal data. Through the following privacy policy ISLAND EXCURSIONS SL, in accordance with the requirements provided for in the RGPD and the LOPDGDD, informs users and the people whose data it processes:

## 1. WHO IS RESPONSIBLE FOR THE PROCESSING OF YOUR DATA?

The person responsible for processing your data is ISLAND EXCURSIONS SL:

<b>Identity</b>	ISLAND EXCURSIONS S.L. – B01807
<b>Address</b>	<a href="#">Avenida Bulevar Chajofe, Edif. Eder</a>
<b>Phone</b>	922797573
<b>Web</b>	<a href="http://www.nereizerdie.com">www.nereizerdie.com</a>
<b>e-mail</b>	<a href="mailto:info@nereizerdie.com">info@nereizerdie.com</a>

ISLAND EXCURSIONS SL informs the user that the data they provide us through browsing our website, the different data collection forms or sending emails, will be processed by ISLAND EXCURSIONS SL and that said treatment is collected in the Register of Processing Activities managed by ISLAND EXCURSIONS SL in accordance with the provisions of the RGPD.

## 2. WHAT IS YOUR PERSONAL DATA USED FOR?

At [www.nereizerdie.com](http://www.nereizerdie.com), we process data from both the users of our website and third parties who maintain relationships with us. In order to make it easier for you to know how we process your data, we have differentiated the purpose for which we use the data, the types of data and the basis of legitimacy based on the category of people for whom we process data. Next, we classify the people whose data we process based on the type of relationship they have with ISLAND EXCURSIONS SL

### 2.1 Web users

#### What data do we collect from our website users?

**a) Data of users who fill out any of the available forms:** The personal data that ISLAND EXCURSIONS SL requests include:

- **Identification data:** name and surname, telephone number, postal and email address
- **Data related to the application**

**b) Data of users who subscribe to the newsletter/want to receive information, commercial communications and information:**

- **Identification data:** Name and surname, email address.
- 

**c) Data from users who browse our website: Data provided by cookies and Google Analytics.**

#### For what purposes are we going to process your personal data?

When the user accepts our privacy policy, they authorize us to use the personal data provided for the following treatments:

- Send you the information and provide you with the service you request through the various forms available on our website.
- Organize, communicate and celebrate events or similar.
- Prepare statistical studies to assess the success of campaigns/ways through which the user has learned about a service provided by ISLAND EXCURSIONS SL. These data are collected for statistical purposes only and are for internal use by ISLAND EXCURSIONS SL.
- Send you the newsletter when you are subscribed, with the events, activities and promotions of ISLAND EXCURSIONS SL and the sector that may be of interest to you.
- Send you commercial communications about offers, activities and promotions of ISLAND EXCURSIONS SL and the sector that may be

of interest to you by conventional or electronic means when you have checked the box that you wish to receive information.

### **How do we obtain your data?**

We obtain your data through:

- The form that the web user completes for the purpose stated therein. The form is subject to acceptance of this privacy policy through the indicated box.
- We obtain the browsing data from the different cookies that the user accepts when accessing [www.nereizerdie.com](http://www.nereizerdie.com) for the first time.

### **What is the legitimacy for the processing of your data?**

The **express consent of the user** (article 6.1.a. RGPD) expressed by completing the different forms, marking the box for sending the newsletter and receiving commercial communications/information on offers, activities and promotions from ISLAND EXCURSIONS SL and the sector that may be of interest to you is what legitimizes the treatment by ISLAND EXCURSIONS SL. The user may revoke the consent given at any time, although if the user revokes the consent, it does not affect the data processing carried out prior to its revocation.

The **legitimate interest** for the creation of browsing profiles and detecting preferences through the installation of cookies.

The **execution of a contract or the adoption of pre-contractual**

**measures** when the client makes a request through the different forms available to the user on our website or requests information about the services provided by ISLAND EXCURSIONS SL.

## **2.2 Suppliers**

### **What data do we collect from our suppliers?**

**a) Identification data of the supplier:** The personal data that ISLAND EXCURSIONS SL requests include:

- **Identification data:** name and surname, telephone number, postal and email address
- **Employment and professional data**
- **Activities and businesses**

### **How do we obtain your data?**

We obtain your data through:

- The signing of the contract that binds us, the acceptance of the budget presented, the receipt of invoices from the supplier and the signing of the Treatment Manager contract if applicable for the service provided.

### **For what purposes are we going to process your personal data?**

Manage information related to the data of our companies that provide goods and services, as well as their representatives.

Maintenance of the contractual relationship with our suppliers.

Management of payments and collections related to the contracts that bind us.

### **What is the legitimacy for the processing of your data?**

In the **execution of a pre-contract/contract** to send you the information and carry out the proper management of the service provided, its execution not being possible otherwise.

In the **legitimate interest** for the management of data related to the representatives of ISLAND EXCURSIONS SL suppliers.

### **2.3 Clients**

#### **What data do we collect from our clients?**

**a) Data from clients who fill out any of the forms available at [www.nereizerdie.com](http://www.nereizerdie.com) as well as at the physical establishment of ISLAND EXCURSIONS SL**

- **Identification data:** name and surname, telephone number, postal and email address

- **Data related to the application**

**b) Data of clients who register on our platform:**

- **Identification data:** Name and surname, postal and electronic address, telephone number, billing address.

**c) Data of clients who make a reservation or order in our establishment in person:**

- **Identification data:** Name and surname, postal and electronic address, telephone number, billing address

**d) Data from our clients obtained through our contracts and budgets**

**e) Data of customers who make a purchase online or in person:**

- **Identification data:** Title, name, surname, postal and electronic address, telephone number, billing address.

- **Transaction data:** Products purchased/services provided and means of payment, invoice or purchase receipt.

#### **How do we obtain your data?**

If you are an online customer, we obtain your data through:

- The form that the user completes to request information and/or quote, order or to complete the online purchase in our e-commerce. The form is subject to acceptance of this privacy policy through the indicated box.
- We obtain the browsing data from the different cookies that the client accepts when accessing [www.nereizerdie.com](http://www.nereizerdie.com) for the first time.

If you are a face-to-face customer, we obtain your data through:

- The client registration form.
- Acceptance of the budget presented.
- The signed contract.

#### **For what purposes are we going to process your personal data?**

- Generate and manage the documentation associated with your requests and purchases.
- Provide you with information about offers, products and services related to your purchase.
- Process your reservation or purchase online through our platform.

### **What is the legitimacy for the processing of your data?**

In the **execution of a pre-contract/contract** to send you the information and carry out the proper management of the service provided or the product supplied, its execution not being possible otherwise.

In the **user's consent** to send the newsletter and commercial communications about the offers, activities and promotions of ISLAND EXCURSIONS SL and the sector that may be of interest to them and the management of our blog. The user can revoke the consent given at any time.

In the **legitimate interest** to send information about exclusive promotions, latest news and personalized information adapted to the profile of the interested party and to send satisfaction surveys about the products or services purchased.

### **2.4 Job applicants and candidates.**

#### **What data do we collect from applicants?**

##### **a) Data of the candidates requested in the 'work with us' form by ISLAND EXCURSIONS SL:**

- **Identification data:** name and surname, telephone number, postal and email address
- **Academic and employment data**
- **Data that the candidate himself includes as attached documents**

#### **How do we obtain your data?**

We obtain your data through:

- Delivering a resume to our facilities or completing the 'Work with us' form on our website.

#### **For what purposes are we going to process your personal data?**

The personal data provided to us by candidates is used only for selection processes that are open or are going to be carried out in the event that the data provided is for our job board.

### **What is the legitimacy for the processing of your data?**

In the **user's consent** by incorporating their data and their resume on the ISLAND EXCURSIONS SL website to participate in the selection processes that are active as well as in future processes that may be carried out as long as they do not oppose the processing. of your data.

### **2.5 Social Network Contacts**

#### **What data do we collect?**

**a) Identification data on the Social Network:** ISLAND EXCURSIONS SL will not request data beyond what you have included in your user profile.

#### **For what purposes are we going to process your personal data?**

Answer and manage your queries, requests or requests.

Engage with you while you are part of our community of followers.

### **What is the legitimacy for the processing of your data?**

In the **execution of a pre-contract/contract** that links you with the corresponding social network and in accordance with its privacy policies:

Facebook <http://www.facebook.com/policy.php?ref=pf>

Instagram <https://help.instagram.com/155833707900388>

Twitter <http://twitter.com/privacy>

LinkedIn [http://www.linkedin.com/legal/privacy-policy?trk=hb\\_ft\\_priv](http://www.linkedin.com/legal/privacy-policy?trk=hb_ft_priv)

Pinterest <https://about.pinterest.com/es/privacy-policy>

Youtube <https://policies.google.com/privacy?hl=es&gl=es>

www.nereizerdie.com will endeavor at all times to establish appropriate mechanisms to obtain the User's consent for the installation of cookies that require it. When a user accesses our website, a pop-up appears informing them of the existence of cookies and that if they continue browsing our page they give their consent for the installation of cookies. Acceptance of the installation of cookies entails acceptance of the conservation of the IP address in the records of www.nereizerdie.com, along with the date of acceptance, for a period of one year, in order to demonstrate the consent given. . You can obtain more information in our "Cookies Policy".

### 3. HOW LONG DO WE KEEP YOUR DATA?

- **Web users**

Those data that are processed based on the consent of the web user will be maintained as long as they are relevant for the purpose for which they were collected and the consent is not revoked.

Those data that are processed based on legitimate interest, the conservation time will be linked to the one that motivated the collection of the data, always ensuring adequate guarantees and respect for the rights and freedoms of the interested parties.

For data that is processed based on the execution of a contract or the adoption of pre-contractual measures, the conservation period will be that in which the contractual relationship remains in force as well as the subsequent time that they must be kept by legal obligation.

The IP address obtained through cookies will have a retention period of one year, in order to demonstrate the user's consent.

Regarding the storage period for cookies, you can obtain more information on our website in the "Cookie Policy" section.

- **Suppliers**

Those data that are processed based on legitimate interest, the conservation time will be linked to the one that motivated the collection of the data, always ensuring adequate guarantees and respect for the rights and freedoms of the interested parties.

Those data that are processed based on a contract, as well as if part of the processing is legitimized by a legal obligation, the data will be maintained for as long as the contractual relationship is in force. The retention time of the data

once it has ended, or in the event that the treatment is linked to a legal obligation, will be the one legally provided for, and the processing of the data by the interested party cannot be revoked except in the provisions of blocking of data. the same as legally provided.

- **Customers**

Those data that are processed based on the client's consent will be maintained as long as they are relevant for the purpose for which they were collected and the consent is not revoked.

Those data that are processed based on legitimate interest, the conservation time will be linked to the one that motivated the collection of the data, always ensuring adequate guarantees and respect for the rights and freedoms of the interested parties.

Those data that are processed based on a contract, as well as if part of the processing is legitimized by a legal obligation, the data will be maintained for as long as the contractual relationship is in force. The storage time of the data once this has ended, in the event that the processing is linked to a legal obligation, will be the one provided for, and the processing of the data by the interested party cannot be revoked except in the provisions for blocking the data. same as legally provided.

- **Job applicants and candidates**

Those data that are processed based on the consent of the job applicant and candidate will be maintained as long as the selection process to which they applied remains open. In the event that the application is not for a specific selection process and is for future applications, the retention period will be a maximum of one year, at which time the CV will be deleted and destroyed, unless the interested party express your desire for conservation and be updated.

- **Social Network Contacts**

The data processed from Social Network contacts will be maintained as long as the user and ISLAND EXCURSIONS SL maintain links on the social network. As the data processing does not depend directly on ISLAND EXCURSIONS SL, we will only be able to consult or delete your data in a restricted manner. We will process your data for as long as the social network user links with ISLAND EXCURSIONS SL as 'friends', clicks 'like', 'follow' or similar buttons.

To proceed with the rectification of your data, restriction of the information or those publications that you share, ISLAND EXCURSIONS SL will not be responsible for making said rectifications, but rather the user of the Social Network must do so by configuring their profile in accordance with the privacy policy of the Social Network itself.

Regardless of the legitimacy that supported the collection of the data, it may be processed for scientific, historical or statistical research purposes, always



implementing appropriate guarantees and respecting the rights and freedoms of the interested parties.

## 4. ADDITIONAL INFORMATION ON DATA PROCESSING

**Only those over 14 years of age** can provide data through our website and email. If you are under this age you must have the consent of your parents or legal guardians.

The User guarantees the authenticity and timeliness of all data communicated to ISLAND EXCURSIONS SL and declares that he or she is over 14 years of age, and will be solely responsible for any false or inaccurate statements made.

In the case of making a reservation for a service or purchase online, the interested party must be over 18 years of age, the age legally established in the civil code to acquire the age of majority and capacity to act.

The personal data processed by ISLAND EXCURSIONS SL may be mandatory or voluntary. Through web forms you will not be asked for data from special categories to guarantee your privacy. If it is necessary to collect data from special categories to provide you with a service, it will be requested by another means. The data that will be requested in the forms are:

- a) Identification data:** name and surname, telephone number, postal and email address.
- b) Data related to the request.**
- c) Data of users who subscribe to the newsletter/want to receive information, commercial communications and information .**

Voluntary information is that which the user is not obliged to provide to contact us.

The fields marked with an asterisk (\*) or with the word (required) in our forms are mandatory to complete; refusal to provide them will mean the impossibility of providing the service or responding to your request.

In the event that you provide us with data from third parties, you declare that you have their consent and you undertake to transfer the information that we provide to you in this clause, exempting ISLAND EXCURSIONS SL from any type of obligation. However, ISLAND EXCURSIONS SL may carry out verifications to verify that the third party has been informed, adopting the diligence measures established in the data protection regulations.

## 5. TO WHICH RECIPIENTS WILL YOUR DATA BE COMMUNICATED?

No data will be transferred to third parties except under legal obligation or in the event that it is necessary to respond to your request.

Among the recipients to whom your data may be communicated are:

- Administrations and public organizations when required by tax, labor, Social Security or any other applicable regulations. Companies in charge of data processing (fraud detection and prevention providers, technological services, customer service services, advertising and marketing services, and, in general, third-party providers that are necessary for the provision of the services offered by ISLAND EXCURSIONS SL as providers of courier and transport services, etc...

## 6. DO INTERNATIONAL DATA TRANSFERS OCCUR?

www.nereizerdie.com is hosted in Spain, a country that is located in the European Union, in the territory of the European Economic Area, or that complies with the guidelines established in articles 46 and 47 of the RGPD, therefore, no transfers will be made. international data provided by users on the web.

Our website only accesses user data using the following means:

- Through the contact forms available to the user on the website.
- Through the cookies that the user has previously accepted.
- Through registration in the newsletters.

International data transfers may also occur at the headquarters of the previous transfers/communications for which ISLAND EXCURSIONS SL will use the tools provided in articles 46 and 49 of the RGPD as a guarantee for those transfers made to countries that do not have an adequacy decision. of the European Commission.

In any case, the third parties with whom certain personal data are shared will have previously accredited the adoption of appropriate technical and organizational measures for the correct protection of these and will only be carried out with third countries when there is a binding legal instrument in accordance with Articles 46 et seq. of the GDPR. By accepting this privacy policy you accept that an international transfer of data may occur in accordance with the indicated guarantees.

If the requirements established in the GDPR are not met, the interested party may grant consent to the international transfer or a contract may be executed in the interest of the interested party. Otherwise, authorization must be requested from the Control Authority.

ISLAND EXCURSIONS SL does not under any circumstances sell its users' data to third parties.

## 7. WHAT RIGHTS DO YOU HAVE AND HOW CAN YOU EXERCISE THEM?

The user can exercise the following rights before ISLAND EXCURSIONS SL:

- a) Access your personal data
- b) Rectify them when they are inaccurate or incomplete
- c) Request the deletion or cancellation of the data when, among other reasons, they are no longer necessary for the purposes for which they were collected.
- d) Oppose your treatment
- e) Request the limitation of the processing of your data when any of the conditions provided for in the regulations are met.
- f) Request the portability of your data in the cases provided for in the regulations
- g) Prevent being subject to automated decisions
- h) Revoke the consents granted

The user, to exercise their rights, must send a writing in which they indicate the right they wish to exercise and accompany a document proving their identity and postal or electronic address for notification purposes. This request can be made either by postal mail to: ISLAND EXCURSIONS SL Avenida Bulevar Chajofe, Edif. Edén, 3,210, 38650 – Playa De Los Cristianos (Santa Cruz De Tenerife), or to the following email address: [info@nereizerdie.com](mailto:info@nereizerdie.com).

ISLAND EXCURSIONS SL must respond to the request to exercise rights within a **period of one month** from receipt of the request. This period may be extended for another two months if necessary, taking into account the complexity and number of applications. We will inform you of any extension within one month of receipt of the request, indicating the reasons for the delay. Likewise, interested parties have the right to complain to the competent Control Authority (Spanish Data Protection Agency) when they consider that ISLAND EXCURSIONS SL has violated the rights that the data protection regulations recognize in [www.aepd.es](http://www.aepd.es).

## 8. IS MY DATA SECURE?

ISLAND EXCURSIONS SL has a current contract with the Hosting company Arsys – IONOS SE for the hosting of its website. It is a European company and has the latest systems in security measures. It is a company hosted in Spain but it has the security measures, both technical and organizational, appropriate for the correct protection of the data and the international transfer is carried out because there is a binding legal instrument in accordance with articles 46 et seq. of the RGPD.

In any case, ISLAND EXCURSIONS SL guarantees the adoption of the appropriate measures to ensure the confidential treatment of your data taking into account the confidential nature of the same and undertakes that said data remain secret, treating them with the utmost confidentiality, and declares that it has implemented in its information system, the security policies corresponding to the type of data handled in accordance with the provisions of REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of April 27, 2016 regarding the protection of natural persons in regarding the processing of personal data and the free circulation of these data (GDPR).

All data provided through our platform is collected using a secure protocol. Our website has an SSL certificate that allows when a user visits our website and exchanges information with us, an encrypted connection is established.

## **9. LINKS TO OTHER WEBSITES**

If you choose to leave our website through links to other websites that do not belong to our entity, ISLAND EXCURSIONS SL will not be responsible for the privacy policies of said websites or the cookies that they may store on the user's computer. .