

# PRIVACY POLICY

## I. PROCESSING OF NAVIGATION DATA

In compliance with that stipulated in O.L. 15/1999, of 13 December on the Protection of Personal Data and in Article 22 of Law 34/2002, of 11 July on Information Society Services and Electronic Commerce, you are informed that "Viajes Marsans, S.A., Viajes Iberia, S.A., Viajes Barceló, S.L., and Viajes Halcón, S.A. Unión Temporal de empresas, Law 26 of May 1982, no. 18/82" (**henceforward EUROSENIORS U.T.E.**), solely obtains and keeps the following information on visitors to the web site:

- a) The provider's domain name (ISP) and/or IP address that provides their access to the network. For example, a user with the xxx provider will only be identified with the domain xxx.es and/or the IP address. This enables us to draw up statistics on the countries and servers that most frequently visit our web site.
- b) The date and time of access to our site.
- c) The Internet address from where the link that brought you to our site came from.
- d) The number of daily visitors to each section.
- e) The Internet browser with which you connect to the web site.

Cookies are used to store various kinds of information on the user and can only be read by the website that sent them to the computer. The purpose of said cookies is to form statistics on the websites that use them, and will therefore never contain personal data information. They enable us to obtain the following information:

- a) The date and time of the last visit of the user to our web site.
- b) The content design that the user chose on their first visit to our site.

Access to this website may involve the use of cookies, both on its pages as well on linked website or website referred to via links. These elements are associated exclusively with one unique user and their PC, and **EUROSENIORS U.T.E.** will only use this data to identify the user and keep track of the user whilst on the website with session cookies, with the overall purpose of improving the web site. The user has the option of not receiving cookies or being informed about their fixation via their browser configuration available for this purpose. However, **EUROSENIORS U.T.E.** accepts no responsibility if disabling the cookies has a negative impact on the usability of the website.

Although the information obtained is, in principle, totally anonymous, complying with the 327/2003 Spanish Data Protection Agency Report, visitors to the site are informed that the previously-mentioned data shall be incorporated into a personal data file under the responsibility of **EUROSENIORS U.T.E.**, for the above purposes, any interested party being permitted to exercise their rights of access, rectification, cancellation and opposition, sent in writing to: Departamento Calidad de MUNDOSOCIAL A.I.E., Camí dels Reis 308, Torre A bajos Urbanización Ca'n Granada, 07010 Palma de Mallorca, Balearic Islands, Spain or via email to [XXXXXXXX@XXXXXX.XX](mailto:XXXXXXXX@XXXXXX.XX)

## II. PROCESSING OF PERSONAL DATA

**FILE INFORMATION.-** In accordance with that stipulated in Law 15/1999, of 13 December on the Protection of Personal Data, you are informed that the personal data that is collected on this site shall be incorporated into files belonging to **EUROSENIORS U.T.E.**, apart from the cases that are expressly specified in this privacy policy, indicating the identity of the responsible keeper of the file in the corresponding boxes.

As a general rule, you are informed that the fields of the various forms on the site that are marked with an asterisk are mandatory for the correct processing of your requests.

## **PURPOSES OF PERSONAL DATA PROCESSING AND COMMUNICATION THEREOF.-**

### **RESERVATION PROCESSES AND BOOKING ONLINE:**

The personal data that is collected through the electronic forms during the reservation process shall be processed to ensure compliance with the requirements established by SEGITTUR for participation in their holiday programme trips for older people called "European Senior Tourism", as well as to process requested reservations. If the trips are booked online, said data shall be similarly processed for the administrative and economic management of the relationship with the persons travelling.

The personal data collected in the reservations made through the site shall be communicated to SEGITTUR to administer the "European Senior Tourism" project that said organization subsidizes. Where appropriate, said data shall similarly be communicated to the travel agents that the users choose, for the issue of their Travel Documents and payment of the deposit.

The data of the persons travelling shall be communicated to the providers involved in the trips booked, for the correct execution of the same.

If you provide us personal data belonging to other persons, you agree to obtain their consent beforehand and inform them of the points indicated in this privacy policy prior to said communication of their data. Consequently, the fact of processing a reservation on behalf of other persons travelling may only be effected when you have the consent of the interested parties, with the person in charge of the reservation taking full responsibility for obtaining said consent and informing those affected of the content of this privacy policy.

### **CONSULT "BOOKINGS":**

This area allows you to consult the reservations made by authorised persons. After you have logged in using your passport number and provided authentication by entering a key, all the reservations associated with your file will be displayed, including any group reservations that you may be travelling with.

The key mentioned above corresponds to the document number of your ticket. You can personalize this key after your first access.

In relation to group reservations, there are two points to consider depending on whether the user is also responsible for the reservation (the user has made the reservation on behalf of all the people travelling that appear named in it) or not (the authorized person appears in a group reservation processed by another authorized person).

If you are the person responsible, you can perform the following actions:

- Cancel passengers.
- Change the person responsible for the reservation.

If you perform any of these actions, it is essential that you have the prior consent of all the interested parties, being responsible for obtaining said consent as well as the consequences of your actions. Similarly, you should inform the interested parties of the content of this privacy policy.

If you are not the person responsible for the reservation, you can still perform the same actions, but only in relation to your own file.

### **HELP AREA:**

Personal data that is collected through the "Sent mail", "FAQs", "Can't find the answer?" forms and the **MSO** chat help area on the site shall be used to process information requests, opinions,

formulated complaints and suggestions, and also to assist quality improvement and draw up statistics.

#### **WORK WITH US:**

The personal data collected through the "Work with us" form shall be processed and incorporated into a file registered with the Spanish Data Protection Agency, which is the responsibility of **MUNDOSOCIAL A.I.E.** to manage staff selection.

The CV provided shall be considered valid for one (1) year, after which time it will be destroyed. If the candidate wishes to continue participating in future selection processes a new updated CV must be presented.

The interested party is informed that the personal data provided shall only be communicated to third parties in compliance with legal obligations or with your prior consent. For this purpose, the candidate consents that their CV may be communicated to the Leisure and Tourism company, Novotours, AIE, which develops its activity in the tourist sector and has its registered address at Camí dels Reis 308, Torre A bajos Urbanización Ca'n Granada, 07010 Palma de Mallorca, Balearic Islands, Spain, to participate in any selection processes that said company may hold. The interested party can oppose said communication by marking the corresponding box for this purpose on the form.

**RIGHTS OF THE INTERESTED PARTY.-** To exercise your rights of access, rectification, cancellation and opposition, you can contact the following address in writing with a copy of your passport: Departamento Calidad de MUNDOSOCIAL A.I.E., Camí dels Reis 308, Torre A bajos Urbanización Ca'n Granada, 07010 Palma de Mallorca, Balearic Islands, Spain or via email to [EUROSENIORS@EUROSENIORS.es](mailto:EUROSENIORS@EUROSENIORS.es) indicating in your application to which responsible keeper of the file it is intended.

**THIRD PARTY DATA.-** As a general rule, if you provide us personal data belonging to third parties, you agree to obtain their consent beforehand and inform them of the points indicated in this privacy policy, prior to the communication of the data.

**TRUTHFULNESS OF THE DATA.-** You declare that the data you provide is correct and truthful and agree to provide notification of any modification of the same to the corresponding responsible keeper of the file.