

GENERAL PRIVACY POLICY

Door To Door Travel & Tours

At Door To Door Travel & Tours we are committed **to protecting your privacy**. We want to be transparent about the data we collect, how we use it and the rights you have to control your data.

1. USER INFORMATION

DOOR TO DOOR GRANADA TRAVEL S. L., is responsible for the processing of the **User's personal data** and informs you that this data will be processed in accordance with the provisions of Regulation (EU) 2016/679 of 27 April 2016 (RGPD) on the protection of natural persons and Organic Law 3/2018, of 5 December (LOPDGDD), with regard to the processing of personal data and the free movement of this data, for which you are provided with the following processing information:

For what purposes do we process your personal data?

At DOOR TO DOOR GRANADA TRAVEL S. L. we process the data of the interested parties for the **management and development of communications**, as well as to attend to the services requested as an Online Travel Agency and to develop our activity.

- We will process your requests for any type of request related to the services offered on our website that is made by the user through any of the forms of contact that are made available to you, we collect this data to manage your requests.
- To manage the services offered on the website, namely, information on the different tourist destinations, as well as tourist packages in general, tourist flats and gift cards.
- Management and elaboration of the personalised proposals requested by users, and in case of acceptance, to manage the sale of our services.
- We will manage the contracting of our services in distance selling and manage returns.
- We will manage the processing of the user's registration to be used in the acquisition of the services offered.
- We will manage job applications from candidates interested in collaborating or working with us.

- Publication and management of comments posted by users in the news. The comments will be public for the rest of the users.
- Management and processing of booking requests made by users.
- Management and evaluation of the opinions of users who decide to publish their personal evaluation on a voluntary basis, they should be aware that when they make their evaluation their name or alias will be visible to the rest of the participants.
- Maintain a relationship of sending communications and news about our services and products to users who choose to subscribe to our newsletter. We will also use your contact details to send you information about products or services that may be of interest to the user and always related to the main activity of the website, and you may object to this treatment at any time. If you do not wish to receive them, please send us an email to: info@doortodoor.travel indicating "No Publi" in the subject line.
- Handling the request for the right of withdrawal made by consumers.
- With regard to the publication of personal data on social networks that may be shared by our website, in no case is such data processed beyond responding to your queries or suggestions and the privacy policy is that set by the entities responsible for those sites. We cannot be held responsible for the personal information that each user may publish.
- In relation to the images that appear in the photographic galleries of the website, you have the right at all times to object to their publication if you appear in any of them and you do not wish to do so.
- With regard to transfers, we process your personal data in order to process your transfer request in accordance with the information given on the website about the characteristics of this service, always with your consent service, always with your consent obtained through the specific data collection form for this purpose specific data collection form for this purpose.

What kind of data do we process?

In addition to the different means of collection mentioned above, as well as the different processing purposes described above, we inform you that the types of data that we can process in our information system are:

- E-mail addresses.
- Identification data.
- Telephone numbers.
- DNI.
- Passport.
- Bank details.

How long will we keep your data?

Personal data will be kept for as long as we maintain a relationship with you, either as a customer or as another type of interested party; as long as you do not request the deletion of this data; or as long as there is any provision or legal requirement to keep this data.

When the data are no longer necessary for the purposes for which they were collected, they will be deleted, ensuring their confidentiality.

What is the legitimacy for the processing of your data?

The legal basis for the processing of your personal data is the relationship maintained with you based on the **fulfilment of a contract and/or commercial relationship**, as well as the express consent that, where applicable, you have provided us with for additional processing such as the website contact form, and any other processing that necessarily involves the collection of your personal data, for which a clear affirmative action on the part of the interested party will be an essential requirement.

We inform you that the personal data requested are strictly necessary to formalise and manage the relationship with you, so that if you do not provide them, we will not be able to maintain this relationship. In any case, this main purpose is not subject to consent for the processing of data that are not necessary for this main activity.

To whom will your data be communicated?

In some cases it is necessary to transfer your data to third parties that provide services linked to the contract, both for its formalization and for its management and execution.

In this sense, for the management of the purposes inherent to the fulfillment of the object of the contract, it may be necessary for the provision of the service, that your data have to be communicated to the different suppliers, such as hotels, apartments and other service providers, who will be obliged to use the data, solely and exclusively, to comply with the object of the contract.

In some cases, it is necessary for us to communicate the information you have provided to third parties in order to provide the requested service, such as companies that provide us with other types of services such as: information technology (storage and processing of information).

DOOR TO DOOR GRANADA TRAVEL S. L., **assumes responsibility for the personal information you provide us**, and we ask those companies with which we share your personal information to apply the same level of protection of the information as us.

These third parties only have access to the personal information they need to perform such services. They are required to keep their personal information confidential and may not use it in any way other than that which we have requested. The data of the interested parties will not be communicated to any other third party, except legal obligation in this regard.

What are your rights when you provide us with and/or process your data?

As an interested party, **you may at any time request us to exercise any of the following rights** that assist you in terms of data protection:

- Access your data: you have the right to access your data to know what personal data we are processing that concerns you.
- Request the rectification or deletion of your data: in certain circumstances, you have the right to rectify those personal data that you consider inaccurate and that concern you, and that are subject to treatment, as well as the right to request the deletion of your data when, among other reasons, the data is no longer necessary for the purposes that were collected.
- Request the limitation of the processing of your data: in certain circumstances, you will have the right to request the limitation of the processing of your data, in which case we inform you that we will only keep the data on which you have requested limitation in the treatment for the exercise or defense of claims.
- To the portability of your data: in certain circumstances, you will have the right to receive the personal data that concern you, and that you have provided us, in a structured format of common use and mechanical reading, as well as to be transmitted by our company to another person responsible for the treatment.

- Oppose the processing of your data: in certain circumstances and for reasons related to your particular situation, you will have the right to object to the processing of your data in which case, we would stop processing them unless we must continue to do so for compelling legitimate reasons or for the exercise or defense of possible claims.
- Right to file a claim with the Control Authority if you have not obtained satisfaction in the exercise of your rights, in this case, before the Spanish Agency for Data Protection: <https://www.aepd.es>.

We inform you that you can exercise your rights over your personal data through any of the following ways:

Postal address: Calle Mesones-Plaza de Cauchiles 4, Ático, 18001 Granada.

- E-mail address: info@doortodoor.travel

Sending communications or information

Our policy regarding the sending of information by telematic means (e-mail, instant messaging, etc.) is limited to sending only communications that we consider to be of interest to our users and interested parties, in connection with the functions and activities of the company, or that you have consented to receive.

If you prefer not to receive these messages, we will offer you the possibility to exercise your right to cancel and renounce the receipt of these messages, in accordance with the provisions of Title III, Article 22 of Law 34/2002 on Services for the Information Society and Electronic Commerce.

2. MANDATORY OR OPTIONAL NATURE OF INFORMATION PROVIDED BY THE USER

Users, by marking the corresponding boxes and entering data in the fields, the contact form or presented in download forms, expressly and freely and unequivocally accept that their data is necessary to meet their request, by the provider, being voluntary the inclusion of data in the remaining fields.

The user guarantees that the data provided are true, accurate, complete and up-to-date, being liable for any damage or injury, direct or indirect, that may be caused as a result of the breach of such obligation.

In the event that the user provides data belonging to a third party, he/she guarantees that he/she has informed the third party of all aspects contained in this Privacy Policy and obtained his/her consent to provide us with his/her data for the purpose of processing in question. All this, prior to the provision of data by a third party.

*If not all data are provided, it is not guaranteed that the information and services provided will be completely adjusted to your needs.