

## LEGAL NOTICE

### INFORMATION SOCIETY SERVICES ACT (LSSI)

PUROGROUP EUROPE SL., the person responsible for the website, hereinafter the CONTROLLER, makes this document available to users, which is intended to comply with the obligations provided in Act 34/2002 of 11 July, on Information Society and Electronic Commerce Services (LSSICE), Spanish Official State Journal No. 166, as well as informing all website users of the conditions of use.

Any person who accesses this website acquires the status of user, and as such undertakes to strictly observe and comply with the provisions provided herein, as well as any other applicable legal clause.

PUROGROUP EUROPE SL. reserves the right to modify any type of information that may appear on the website and is not obliged to give prior notice or inform users of such obligations, with publication on the website of PUROGROUP EUROPE SL. being understood as sufficient.

#### 1. IDENTIFICATION DATA

Domain name: [www.purogroup.com](http://www.purogroup.com)

Commercial name: Puro Group/ Puro / Puro Hotels / Purobeach

Company name: PUROGROUP EUROPE SL.

TIN: B07823636

Registered address: Forn de la Gloria 3 bajos, 07012, Palma de Mallorca

Telephone: 971229439

email: [rgpd@purogroup.com](mailto:rgpd@purogroup.com)

Registry Commercial of Palma de Mallorca T 2477, F 156, S 8, H PM 39296

#### 2. INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHTS

The website, including but not limited to its programming, editing, compilation and other elements necessary for its operation, the designs, logos, text and/or graphics, are owned by the CONTROLLER or, if applicable, they expressly holds a license or an express authorisation by the authors. All website contents are duly protected by intellectual and industrial property laws, and are registered in the corresponding public registries.

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The CONTROLLER acknowledges the corresponding intellectual and industrial property rights in favour of their owners, and any mention or appearance on the website does not imply the existence of any rights or responsibility whatsoever over them, nor does it imply any endorsement, sponsorship or recommendation by the website.

Comments regarding any possible breach of intellectual or industrial property rights, as well as regarding the contents of the website, can be made by contacting [rgpd@purogroup.com](mailto:rgpd@purogroup.com).

### **3. EXEMPTION FROM LIABILITY**

The CONTROLLER is exempt from any type of liability derived from the information published on their website whenever this information has been manipulated or introduced by a third party not related to the CONTROLLER.

#### **Use of Cookies**

This website uses technical cookies (small files with information that the server sends to the computer of the website user) in order to carry out certain functions considered necessary for the correct functioning and preview of the website. In any case, the cookies used are temporary, with the sole purpose of making navigation of the site more efficient, and disappear at the end of the user's session. Under no circumstances do these cookies themselves provide personal data and will not be used for the collection of such data.

Through using cookies, it is also possible for the server where the website is located to recognise the browser used by the user in order to make navigation easier, allowing, for example, users who have previously registered to access the areas, services, promotions or contests reserved exclusively for them without having to register on each visit. They may also be used to measure the audience or traffic parameters, monitor the progress and number of entries, etc. In these cases, the cookies used are technically non-essential but beneficial to the user. This website will not install non-essential cookies without previous user consent.

The browser may be configured by the user to alert them of the reception of cookies and to prevent their installation on their computer. For further information, please consult the instructions of your browser.

#### **Link policy**

The user of this website may be redirected to content from third party websites. Since the CONTROLLER cannot always control the contents of third party websites, they do not assume any type of responsibility with respect to said contents. In any case, the CONTROLLER will immediately remove any content that may be in breach of national or international laws, morality or public order, and will immediately remove the redirection to this website, informing the competent authorities of the content in question.

The CONTROLLER will not be responsible for the information and content found, including but not limited to, in forums, chats, blog generators, comments, social networks or any other means that allows third parties to publish content independently on the website of the CONTROLLER. However, and in accordance with Acts 11 and 16 of the LSSICE, third party content is made available to all users, authorities, and law enforcement bodies collaborating directly on the withdrawal or blocking of all content that may affect or violate national or international law, third party rights or public morals and public order. In the event that the user considers there to be any content on the website that could be considered as such, please notify the website administrator immediately.

This website was revised and tested to enable its correct functioning. In principle, proper functioning can be guaranteed 365 days a year, 24 hours a day. However, the CONTROLLER does not rule out the possibility of there being certain programming errors, or that force majeure, natural disasters, strikes or similar circumstances may occur that make accessing the website impossible.

#### **IP Addresses**

The website servers can detect automatically the IP address and the domain name used by the user. An IP address is a number assigned automatically to a computer when connected to the Internet. All of this information is recorded in a duly registered system log on the server that allows the subsequent processing of the data in order to obtain only statistical measurements that show us the number of page

hits, the number of visits made to the web servers, the order of visits, the access point, etc.

#### **4. APPLICABLE LAW AND JURISDICTION**

Spanish legislation shall apply to the resolution of all disputes or questions related to this website or the activities carried out therein, to which the parties expressly submit themselves, and the Courts and Tribunals of the USER's domicile or the place of fulfilment of the obligation shall be competent for the resolution of all disputes arising from or related to its use.

### **PRIVACY POLICY**

#### **1. USER INFORMATION**

##### **Who is the controller of your personal data?**

**PUROGROUP EUROPE SL** is the CONTROLLER of the USER's personal data and informs him/her that these data shall be processed in accordance with the provisions of Regulation (EU) 2016/679 of 27 April (GDPR) and the Organic Law 3/2018 of 5 December (LOPDGDD).

##### **Why do process your personal data?**

To maintain a commercial relationship with the user. The planned processing operations are:

- Sending commercial advertising communications by email, fax, SMS, MMS, social networks or by any other electronic or physical means, present or future, that make it possible to carry out commercial communications.  
These communications will be made by the CONTROLLER and will be related to their products and services, or those of their partners or suppliers with whom they have reached a promotion agreement. In this case, the third parties will never have access to personal data.
- Conduct market research and statistical analysis.
- Processing orders, requests, respond to queries or any type of request made by the USER through any of the contact methods available at the CONTROLLER's website.
- Send the online newsletter on news, offers and promotions in our activity.

##### **Why can we process your personal data?**

Because the processing is legitimised by article 6 of the GDPR as follows:

- With the USER's consent: sending commercial communications and the newsletter.
- In the legitimate interest of the CONTROLLER: conduct market research, statistical analysis, etc. and process orders, requests, etc. at the request of the USER.

##### **For how long will we keep your personal data?**

Data shall be stored for no longer than is necessary to maintain the purpose of the processing or for as long as there are legal prescriptions dictating their custody, and when such purpose is no longer necessary the data shall be erased with appropriate security measures to ensure the anonymization of the data or their complete destruction.

##### **¿To whom do we disclose your personal data?**

No communication of personal data to third parties is foreseen except, if necessary for the development and execution of the purposes of the processing, to our suppliers of services related to communications, with which the CONTROLLER has signed the confidentiality and data processor contracts required by current privacy regulations.

### **What are your rights?**

The rights of the USER are:

- Right to withdraw consent at any time.
- Right of access, rectification, portability and erasure of your data and the limitation or objection to their processing.
- The right to file a claim with the Spanish Supervisory Authority ([www.aepd.es](http://www.aepd.es)) if you consider that the processing does not comply with the current legislation.

### **Contact information for exercising rights:**

PUROGROUP EUROPE SL. Forn de la Gloria, 3 bajos - 07012 Palma (Illes Balears). E-mail: [rgpd@purogroup.com](mailto:rgpd@purogroup.com)

## **2. COMPULSORY OR OPTIONAL NATURE OF THE INFORMATION PROVIDED BY THE USER**

The USERS, by marking the corresponding boxes and entering data in the fields, marked with an asterisk (\*) in the contact form or download forms, accept expressly and in a free and unequivocal way that their data are necessary for the supplier to meet their request, voluntarily providing their data in the remaining fields. The USER ensures that the personal data provided to the CONTROLLER are true and is responsible for communicating any changes to them.

The CONTROLLER informs that all data requested through the website are mandatory, as they are necessary for the provision of an optimal service to the USER. In the event that not all of the data is provided, there is no guarantee that the information and services provided will be completely adapted to the User's needs.

## **3. SECURITY MEASURES**

That in accordance with the provisions of the current regulations on the protection of personal data, the CONTROLLER is complying with all the provisions of the GDPR and LOPDGDD regulations for processing the personal data for which they are responsible, and is manifestly complying with the principles described in Article 5 of the GDPR, by which they are processed in a lawful, fair and transparent manner in relation to the data subject and appropriate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

The CONTROLLER guarantees that all appropriate technical and organisational policies have been implemented to apply the security measures established by the GDPR and LOPDGDD in order to protect the rights and freedoms of USERS and has communicated the appropriate information for them to be able to exercise them.

For more information about privacy guarantees, you can contact the CONTROLLER through PUROGROUP EUROPE SL. Forn de la Gloria, 3 bajos - 07012 Palma (Illes Balears). E-mail: [rgpd@purogroup.com](mailto:rgpd@purogroup.com)

## GENERAL TERMS

The hotels' website allows reservations for rooms, restaurant, wellness, experiences, as well as events. The booking platform associated with this website is provided by the entity CLICKTOTRAVEL E-TOURSIM MARKETING SL.

The Purobeach website allows reservations for sunbeds, restaurant, wellness, experiences, as well as events. The booking platform associated with this website is provided by PARATY HOTELES S.L.U.

### **Contact information and legal entity of the hotels**

- Puro Grand Hotel, Palacio Can Marqués and Saulo By Puro: Company Point South Hotels, Tax ID (CIF) B07823636.
- Purobeach Resort Santa Ponsa: Company Reo Ponsa Opco S.L., Tax ID (CIF) B19796168.
- Contact email and phone number: Reservations@purohotels.es and +34 971 425 450.

### **Contact information and legal entity of Purobeach**

- Purobeach Illetas: Company RITUAL ILLETAS, S.L.U., Tax ID (CIF) B57980146. Contact email and phone number: info.illetas@purobeach.com and +34 971 703 235.
- Purobeach Palma: Company PESCADOS SUR MAR, S.A., Tax ID (CIF) A07089105. Contact email and phone number: info.palma@purobeach.com and +34 971 744 744.

### **General conditions and cancellation policy:**

The conditions, service prices, and accepted payment methods are those expressly determined on the website where the reservation is made.

The Client expressly authorizes each venue where the service is contracted to carry out the charges provided for in the fare conditions, for example, to cover possible penalties for late cancellation or no-show, accepting that the payment method details provided may be used to process the corresponding charges.

Promotions and offers will only be valid for the stipulated period and will be subject to their own specific conditions.

Our prices include VAT; however, in the case of accommodation reservations, the tourist tax is NOT included and must be paid upon arrival at the hotel.

The conditions applicable to modifications or cancellations of reservations are those set out in the fare conditions stated on the page from which the reservation is requested or formalized.

In the case of the formalization of an event, the conditions and cancellation policies are those stipulated in the signed contract.