

# Privacy and cookie policy

If you visit our website [holidayhomes-grancanaria.com](http://holidayhomes-grancanaria.com) or any of our other domains that are redirected to this website, personal data about you will be processed. Holiday Homes Gran Canaria considers your privacy very important.

In order to respect your privacy as much as possible, we apply a number of standards:

- **Inform:** We want to inform you as well as possible about how and why we process your personal data. We do this through this policy.
- **Limiting data:** We try to limit our collection of personal data to what is necessary for the proper functioning of our website and services.
- **Security:** We take appropriate security measures to protect your personal information.
- **Consent:** We ask for your explicit consent in cases where your consent is required by law regarding data processing.
- **Rights:** We respect your right to view, correct or delete the personal data we process about you and any other rights you may have under applicable privacy laws.

In this privacy and cookie policy you can read how we put the above into practice.

## The use of personal data

When using our websites, you leave certain information with us. This can also be personal data. We collect, store and use personal data that you provide directly (e.g. via the contact form on the website) or of which it is clear that they will be provided to us for processing.

We will not use your personal data for purposes other than those for which we have obtained them, unless you have given your prior consent or we are permitted or required by law to do so. Depending on which functionalities or services you use via the website or our services, we may process the following personal data about you:

- Name and address details;
- Telephone number;
- Invoicing data;
- Payment details;

- E-mail address;
- Login data;
- Gender;
- IP address.
- [.....]

Your personal data will be used by us for the purposes listed below, but not exclusively limited to these purposes:

- Providing access to the website;
- Offering functionalities via the website;
- Invoicing the services purchased;
- Sending newsletters;
- Improving and evaluating our website and services;
- Answering and handling your questions;
- Providing targeted advertisements through search engines;
- Providing targeted advertisements through marketing platforms (e.g. Facebook, LinkedIn, ...).
- [.....]

## Contact form and emails

If you have any questions about Holiday Homes Gran Canaria or the services we offer, please contact us. You can contact us by mail or phone between office hours (except holidays and cases of force majeure). Our contact details can be found on the website: <https://holidayhomes-grancanaria.com>.

If you fill in the contact form on the contact page, or if you send us an e-mail, the data you send us will be kept as long as is necessary according to the nature of the form or the content of your e-mail for the complete answering and handling.

E-mail processing is possible but not limited to the following parties:

Party	Purpose	Establishment	Service
Google	E-mail traffic	US (Privacy Shield)	Gsuite
CRM	CRM management	US (Privacy Shield)	Customer Relations
Administration software	Administration	US (Privacy Shield)	Administration
Support software	Support	US (Privacy Shield)	Ticketing system

Party	Purpose	Establishment	Service
E-mail software	E-mail marketing /Internet marketing	US (Privacy Shield)	E-mail marketing

(Note: The above may change)

## Cookies

Our website uses cookies. A cookie is a small file that is sent with the pages of our website and stored in the memory of your device. The information stored in a cookie can be transferred to our own secure servers or those of a third party.

Cookies are used on our website to:

- Enable certain functionalities of the website and to protect the website (technical & functional cookies);
- Analyze the use of the website and on that basis improve / optimize the website and our services (analytical cookies);
- To make the web offer more interesting for you by means of targeted advertisements through various channels (advertising cookies);
- Offer you the possibility to share the information on our website through various 'social media' (social media cookies).

When you visit our websites for the first time, a banner will be displayed indicating that, if you accept our policies on the website, you give us permission to use cookies and plug-ins as described in this privacy and cookie policy.

We have no control over what third parties do with data obtained through the cookies placed. More information on how these parties store the data obtained and what they do with this data can be found in the privacy statement of the parties concerned (please note: this may change regularly).

These cookies and plug-ins may consist of but are not limited to the following:

Party	Type	Establishment	Service
Google	Analytics cookies	US (Privacy Shield)	Analytics, Tag manager, ...

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Party	Type	Establishment	Service
<b>Google</b>	Analytics cookies	US (Privacy Shield)	Adwords, remarketing snippets, ...
<b>Facebook</b>	Analytics cookies	US (Privacy Shield)	Facebook pixel, like & share buttons, page includes, API connections, ...
<b>Mail software</b>	Analytics cookies	US (Privacy Shield)	Advertising cookies, plugin/script for opt-in email newsletter and remarketing/reminders
<b>Smartlook</b>	Analytics cookies	US (Privacy Shield)	Smartlook, script for recording website activity (relevant for bug detection and improving the experience), ...
<b>LinkedIn</b>	Analytics cookies	US (Privacy Shield)	Pixel / Remarketing service, ...
<b>Wordpress</b>	Technical & functional cookies	US (Privacy Shield)	CMS
<b>Joomla</b>	Technical & functional cookies	US (Privacy Shield)	CMS
<b>Drupal</b>	Technical & functional cookies	EU	CMS
<b>Ander CMS</b>	Technical & functional cookies	EU/US	CMS
<b>Cloudflare</b>	Technical & functional cookies	US (Privacy Shield)	Improving web performance and technically relevant user identification with an emphasis on security.
*	Technical & functional cookies	EU	Technical & functional cookies EU Technically relevant cookies related to (improved) efficacy/functionality of the website.
*	Social media cookies	EU / US	Social media cookies EU / US Cookies that make it possible to share certain parts of the website on social media.

### **Enabling and disabling cookies**

You can disable the placing of cookies by changing your browser settings. Please refer to your browser manual for exact instructions. Please keep in mind that (certain functionalities on) the websites may not work or may not work completely if you disable the cookies. The websites or parts of the websites may also refuse access in this respect.

### **Deleting cookies**

Most cookies have an expiration date. This means that they expire automatically after a certain period of time and no longer record details of your site visit. You can also choose to delete cookies manually before the expiration date. For more information about this, please consult the manual of your browser.

### **Third party websites**

This privacy and cookie policy does not apply to third party websites and services that are linked to our website by links or scripts / plug-ins. We cannot guarantee that these third parties handle your personal data in a reliable / safe way. We advise you to read the privacy statement of these websites before using them.

### **Confidentiality and disclosure to third parties**

We handle your personal data confidentially. We will not disclose the personal data we collect through our website to other parties, unless this is necessary for the performance of the contract or in cases where we are permitted or required to do so by law.

### **Security**

We take appropriate security measures to limit misuse and unauthorized access to your personal information. For example, we ensure that only the necessary persons have access to your data and that access to your personal data is protected.

### **Storage period**

We will not retain your personal data longer than necessary for the purposes for which the data were provided or obtained, taking into account the purposes of processing and any statutory retention periods.

### **Rights of data subjects**

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If you have provided us with personal data, you can send us a request to view, change or delete these data. You can address your requests to [info@holidayhomes-grancanaria](mailto:info@holidayhomes-grancanaria) or by registered letter to: Villa El León Blanco SL, Calle Puccini 3 35100 Maspalomas, Spain.

In order to prevent abuse, we will ask you to identify yourself before we send any data. When it comes to accessing personal data linked to a cookie, you must send a copy of the cookie in question. You can find this in the settings of your browser.

### **Changes to privacy and cookie policy**

We reserve the right to amend this privacy and cookie policy. If a change occurs, a notification will be published on our website. It is therefore recommended that you consult this statement regularly so that you are aware of any changes.

### **Contact**

Should you have any further questions or comments after reading our privacy and cookie policy, please contact us using the contact details below.

Calle Puccini 3 35100 Maspalomas

[info@holidayhomes-grancanaria](mailto:info@holidayhomes-grancanaria)

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