



LEGAL TEXT INFO SAVE

By Ilunion Hotels



We present **«Info Save by Ilunion Hotels»**, a project of Ilunion Hotels to provide all our users access to information about the processing of their data and its security in a simple, close and understandable way.

On more than one occasion, you are bound to have "read and accepted something" without actually reading it or even really wanting to accept it, right?

This is something we do NOT want to happen to you with us. That is why I'm here, to explain in detail and in a simple way what we do with the personal data you provide to us. It belongs to you, and we don't want you to ever lose control over it or not know what it is used for.





WHO PROCESSES YOUR DATA?

The first thing you need to know is WHO YOU ARE GIVING YOUR DATA TO, so I would like to inform you that I work for the ILUNION HOTELS GROUP, which is made up of the following companies:



ILUNION

Hotels

Ilunion Hotels, S.a.

Ilunion Turismo Responsable, S.I.

Ilunion Hotels Catalunya, S.a.

Ilunion Hotelak Euskadi, S.I.

Sociedad Anonima Costa Sal, S.a. (*)





Therefore, there is a joint controller agreement between these companies, essentially a pact in which the level of protection and security that must be afforded to all your data has been determined. The advantage is that being part of the same group, your data is safeguarded by all of us.

DO WE HAVE A DATA PROTECTION OFFICER?

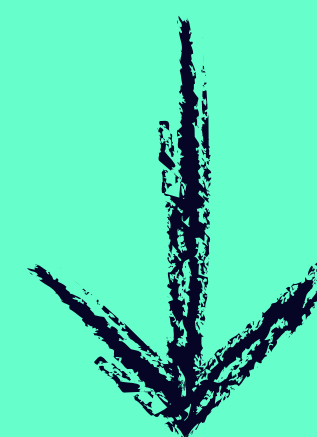
As we have informed you, I'm here to protect and safeguard your data, but I'm not the only one who fulfils this role at the ILUNION HOTELS GROUP.

We like to do everything collaboratively, as you've seen in the previous point. That's why we don't have just one Data Protection Officer; we have a DATA PROTECTION DELEGATE COMMITTEE, with whom you can get in touch to address any questions you may have regarding how we process your personal data.





If you have any questions, no matter how small, I encourage you to send them to the following email address:



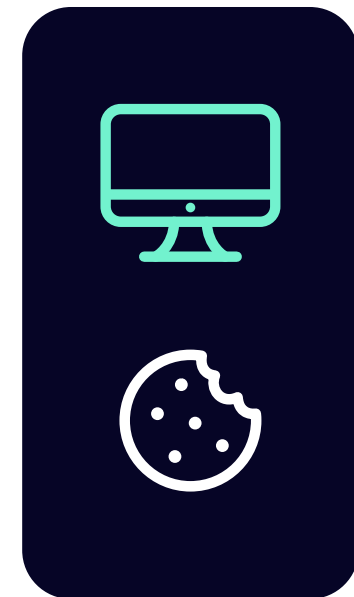
DPD@ILUNION.COM



WHAT DO WE USE YOUR DATA FOR?

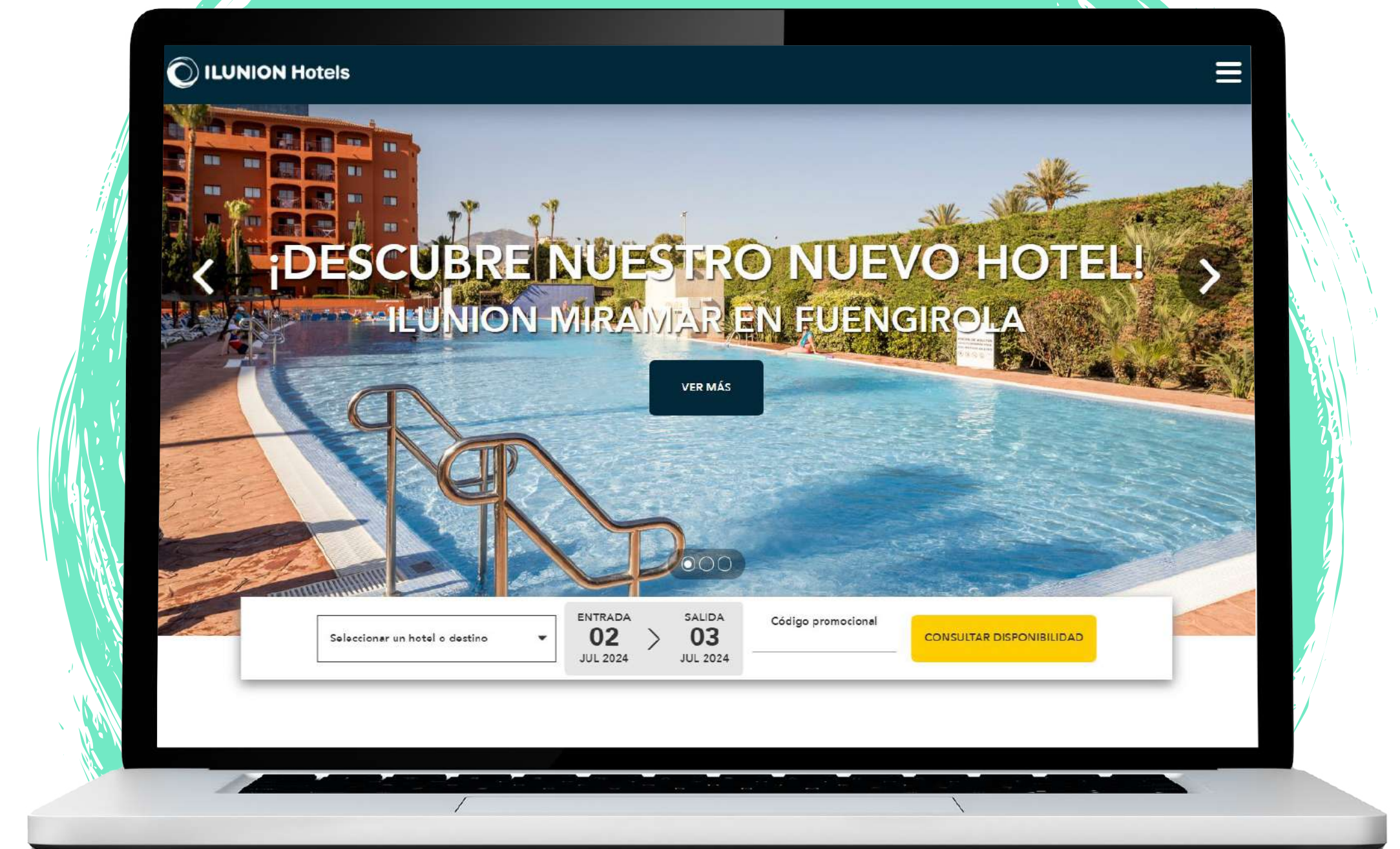
Both through the website and the other contact channels we have available, as well as during your stay at our hotels, you provide us with a wide variety of data. My mission now is to explain what we do with this data at ILUNION HOTELS.

To make it easier to understand, I will explain it to you based on the channel through which you provide us with your data:



WEB

Simply by browsing our website, technical cookies and any others you have expressly accepted meaning when you have given us your consent will collect a range of information, which I explain in detail in the Cookies Policy. We will store this information based on the cookies you have accepted, so we invite you to review our Cookie Policy.



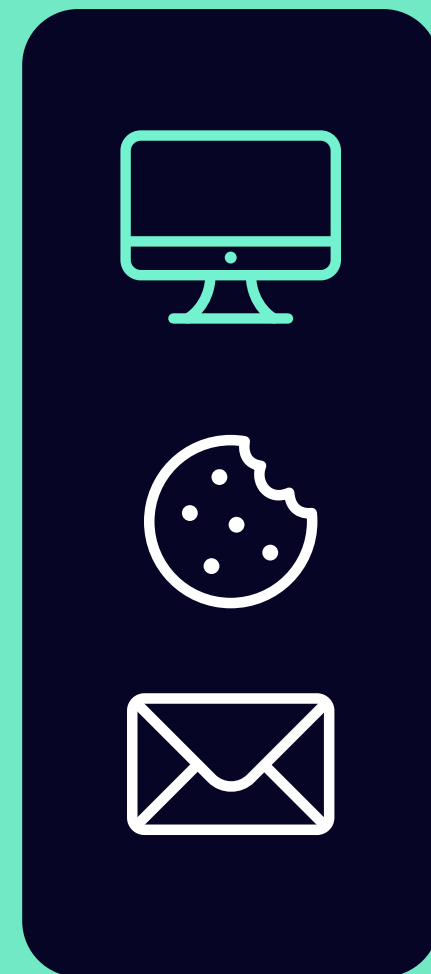


On our website we have set up a contact space so that you can send us your questions or queries. To respond to you, we will need some information from you, such as your name, email or telephone number. This space is yours, so if you wish to use it, you may do so freely and provide the information you agree to or consider necessary. For our part, we will only keep this information for the time required to respond to your query or question.

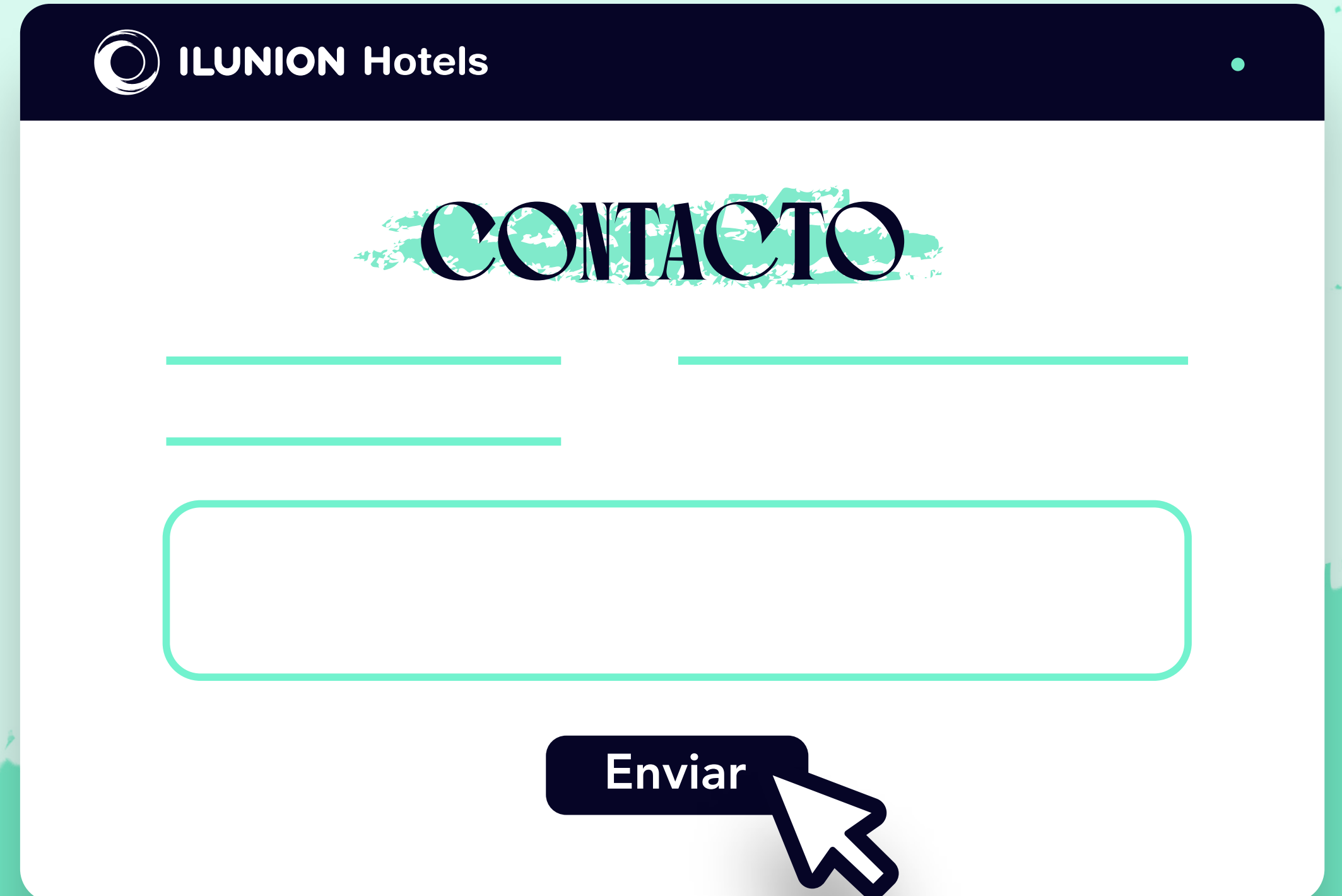
We offer you the option of receiving communications from ILUNION HOTELS with discounts, promotions and


information about our hotels and our services. We send these communications by email, although we will only do so if:

- You have given us your consent to do so or,
- If you have already been a guest at one of our hotels, the information we will provide in these communications will be about our hotels and services, which we believe may be of interest to you.



If you decide to stay at one of our hotels, you need to make a booking. To manage this booking, we will be required to process certain personal data as mandatory; without it, we will not be able to process the booking. That's why the data we request includes identification details, contact information, and even some data related to your payment method. As this is a formalisation of a contract (a payment in exchange for a service), we must retain this data for the legally stipulated periods of time.



 **ILUNION Hotels**

CONTACTO

Enviar

LOYALTY

REGISTRATION



At ILUNION HOTELS, we have created the LOYALTY programme where we reward your loyalty. By registering, which is completely voluntary, you become part of this exclusive club. In addition to storing your information and the experiences you have had at our establishments, we offer you discounts and promotions through the use of badges and points. In the LOYALTY programme, we process your data in the following way:

As I have informed you, whether or not to participate in this programme is entirely your decision and isn't at all conditional on staying at our hotels. Therefore, if you wish to give us your consent and register, we will need you to provide some information such as your name, surname, phone number or email, as well as other voluntary details like your address or date of birth. We will take care of safeguarding your data for the duration of your membership in our programme. When you decide to leave the programme, we will block your data, using it only if it's required by judges and courts, the Public Prosecutor's Office, or the competent public authorities.

LOYALTY



REGISTRATION OF YOUR PREFERENCES

One of our key goals in the LOYALTY programme is to ensure that your customer experience is as satisfactory as possible, which is why we want to be able to predict your wishes. One of the ways we achieve this is by recording your preferences regarding our services, as well as your likes, hobbies, and so on. In other words, if we record, for example, that you prefer rooms with a view, that you use two pillows, and that you prefer juice over coffee for breakfast, we can make your future stays at our hotels much more enjoyable and meet your expectations. However, this is something that we make available to you, you are completely free to give your consent as it's not even conditional on being part of the LOYALTY programme.

REGISTRATION OF SENSITIVE DATA PREFERENCES



At ILUNION, we are committed to social integration, diversity and equality for all people and this is also reflected in our hotels as we provide adapted rooms, specific services for people with disabilities, meals, etc. Being able to record and store this information would greatly facilitate your customer experience, but we are aware that this data is particularly sensitive for you and us. Therefore, we will only register you if you have given us your explicit permission to do so, and we will only store this data for as long as you want us to keep it.

COMMUNICATIONS

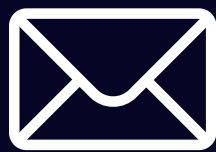
Our goal with the LOYALTY programme is for you to benefit from discounts and promotions through the use of badges and points. To keep you informed at all times, we may send you communications via email, but we will only do so if:

- You have given us your consent to do so or,
- If you have already been a guest at one of our hotels, the information we will provide in these communications will be about our hotels and services, which we believe may be of interest to you.

902 42 42 42

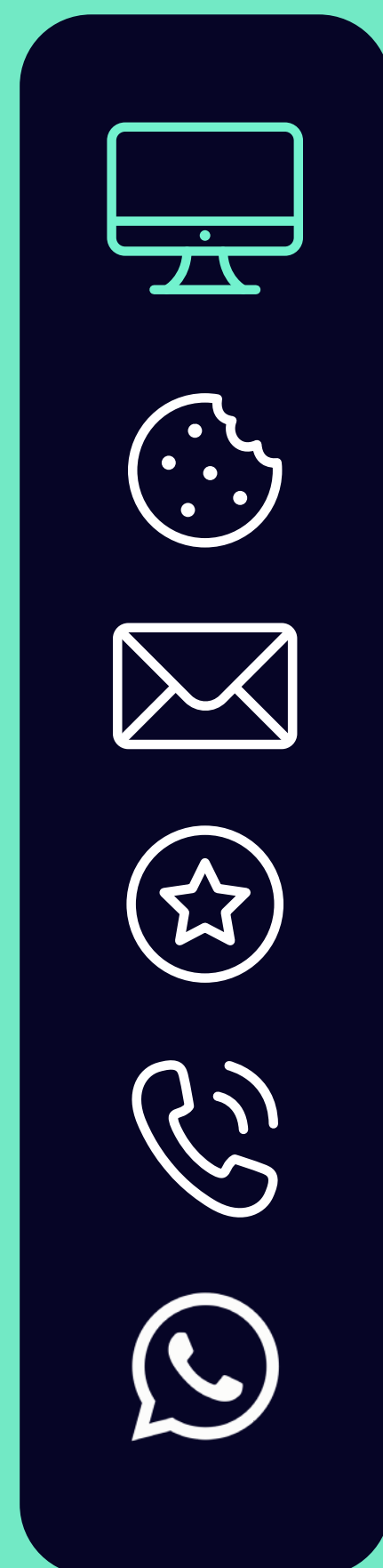
PHONE NUMBER

If you want to ask us any questions, either about a booking, our services, or hotels, you may also do so by calling 902.42.42.42. In this case, and solely for the purpose of monitoring the quality of our service when handling your call, we may record the call based on our legitimate interest.





+34 91 180 13 96



WHATSAPP

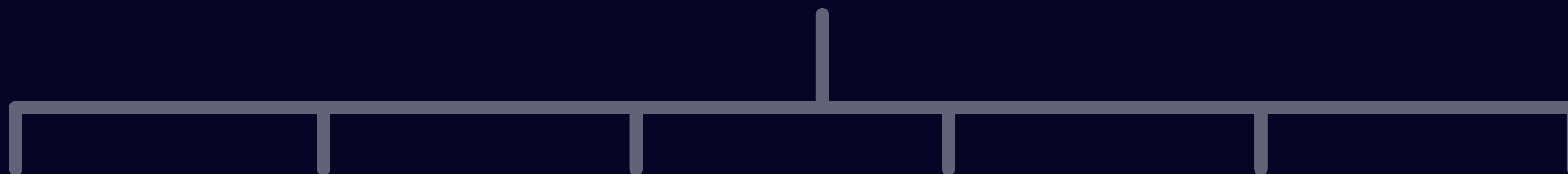
Additionally, for your convenience, we provide you with another channel through which you can ask us your questions regarding a booking, our services, or our hotels: WhatsApp via telephone +34 667 17 15 20. If you use this channel, please don't provide more information than is strictly necessary to process your booking. We will never ask you for excessive data. For our part, we will only keep this information for the time required to respond to your query or question.



RECEPTION

When you arrive at one of our hotels, at check-in we will request or simply verify whether you have provided us with a series of personal data, such as your name, surname, ID number, contact details, etc. These are necessary to formalise the contractual relationship between us – don't forget that you will be paying us in exchange for accommodation services – and, on the other hand, to register you legally, as there are regulations that require us to record all our guests' data, which we must communicate to law enforcement agencies. As this involves the formalisation of a contract and the fulfilment of a legal obligation, we must retain this data for the legally stipulated periods.





Cookies



Contact



LOYALTY



Phone calls



Whatsapp



Check-In

DO WE GIVE YOUR DATA
TO THIRD PARTIES?

GENERALLY NOT

In general, we don't share your data, sell or offer it to anyone. If we do so, we will automatically inform you. However, some data communications are required by law or are necessary to manage and book your accommodation, such as:



SOME EXCEPTIONS

- o To the Public Administrations in the cases provided for in the Law
- o Law enforcement agencies
- o Courts
- o Payment gateway



This web site
uses cookies

[Cookie policy](#)

Agree

Refuse

Similarly, certain third parties may have access to your personal information in the case of third-party cookies used on our website, but only if you have consented to this.

DOES YOUR DATA STAY IN EUROPE?



YES

Yes, we don't make international transfers of your personal data. If we ever do so, we will inform you of this ipso facto.

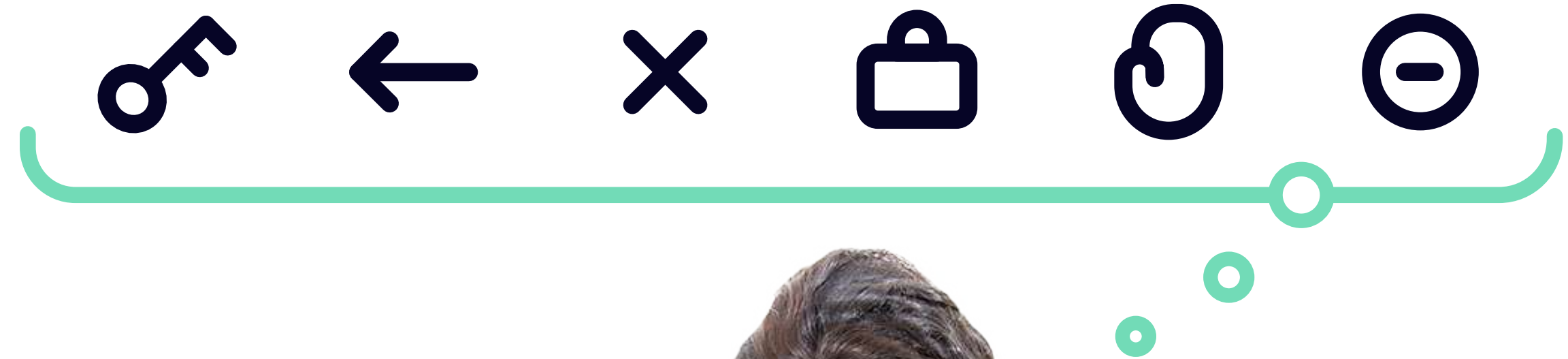
In any case, our website contains third-party cookies that could be making international transfers, but this would only happen if you had given your consent. It's worth confirming this by looking at our Cookies Policy.

 Third-party cookies

Agree



**WHAT CAN I DO IF I FEEL
MY RIGHTS HAVE
BEEN BREACHED?**



You may exercise your rights of access, rectification, deletion, portability, limitation of processing and opposition by writing to protecciondatos@ilunion.com. Here you can tell us why you believe your rights have been breached and we will respond within a maximum of one month.



protecciondatos@ilunion.com





ikewise, you may file a complaint with the competent supervisory authority, in this case, the Spanish Data Protection Agency (AEPD). However, we recommend that, before lodging any complaint or claim, we look for a more effective and amicable solution, by contacting us either at the e-mail address I have mentioned or directly at the e-mail address of our

DATA PROTECTION DELEGATE COMMITTEE

DPD@ILUNION.COM

DATA PROTECTION DELEGATE COMMITTEE



dpd@ilunion.com



Everything I have told you about the processing of your data may be subject to change, as I'm continually attentive to legislative updates or instructions issued by regulatory authorities.

But don't worry, because if that happens, I will be here to inform you about it.

Additionally, I always have the updated Privacy Policy available to you, which you can access through this link.



Infographic Guide

Download



