

SMYLAND – PRIVACY POLICY

Last modified: March 2015

INFORMATION ON FILES AND PROCESSING.- In accordance with the provisions of Law 15/1999 of 13 December on the Protection of Personal Data (LOPD), it is hereby advised that, unless specific indication to the contrary, the personal data collected on this website will be incorporated into the files of the owner of this website, the entity SMYLAND, S.L.U, established at Galileo Galilei s / n, Edificio Logitravel, Parc Bit, 07121, Palma de Mallorca, Spain.

In general, the form fields that are on the web and are marked as mandatory, must necessarily be completed for proper processing of their applications.

1. PURPOSE OF PROCESSING AND PLANNED SESSIONS:

USER SREGISTRATION: Personal data collected during the registration will be used for control and management, with regard to registered users as well as for the administration, management and control of the app and its restricted access areas. This data will also be processed for statistical reasons and improving the app and our services. Once registered, the user can view the history of their purchases and access their profile and update the information provided at the time of registration.

Passwords to access registered users accounts are personal, confidential and non-transferable. Registered Users are solely responsible for maintaining the confidentiality and security of their account, assuming exclusively the consequences of any kind regarding the activities carried out by the same. Users agree to immediately notify SMYLAND of any breach of security of their account.

- **CONTRACTING OF SERVICES OR PRODUCTS:** Customer data will be used for the administrative and financial management of the relationship with them, as well as for statistical reasons and improving the app and our services. Equally the data will be transferred to the service providers with whom the client has hired a service or product, therefore making it necessary that the travellers affected expressly consent to the international transfer of data, when such companies are outside the European Economic Area.
- **CALL CENTER:** For safety and quality control, calls to our call center and our agents may be recorded. Personal data collected during these calls will be used for the processing of their requests.

If you do not want the call to be recorded, you must indicate this to the agent that attends you.

- **CONTACT AND QUERIES:** The personal data provided through the contact form or in queries will be used to treat the same as well as to improve the quality of the website and our services.
- **CLAIMS:** The personal data included in the claims or complaints will be used for the attention of the same, and to improve the quality of the app and our services. In case of providing health data, you expressly consent to the processing of them for proper attention to their claim. Depending on the subject, recipients of your personal information may be, among others, governments or public entities, government agencies, prosecutors, judges and courts or insurance companies. Your data will also be communicated to suppliers whose services are included in the contracted service. You expressly consent to the required international transfer of data, when companies referred to in the above are outside the European Economic Area.

3. ADVERTISING AND PROCESSING FOR COMMERCIAL AND LOYALTY PURPOSES IN SMYLAND: If you so requested at the time you provided your personal information or unsubscribed from the Newsletter, your data will be processed by the company's Logitravel Group, owner of this website, to inform you in a personalized way, by any means, including electronic or by telephone about products or services, owned by the group or by its partners, the tourism industry, automotive, leisure, art, culture, education, telecommunications, finance and insurance.

At any time, you may revoke the consent to receive commercial communications, by updating the user profile from your account accessible on the web or by sending an email to the following email address: privacy@smyland.com. You also may revoke your consent for the above purposes as indicated below in the section "Interested Party Rights"

4. THIRD PARTY DATA.- In the case of providing personal data to third parties, You declare that you have the consent of those affected to do so, when they have been previously informed of the content of this privacy policy.

5. INTERESTED PARTY RIGHTS.- Those affected may exercise their rights of access, rectification, cancellation and opposition in writing accompanied by a copy of your ID and addressed to: SMYLAND, Ed. Europa, Planta Baja Parc Bit, 07121, Palma de Mallorca, Spain.

6. UPDATING OF PRIVACY POLICY.- We reserve the right to update our privacy policy at any time as a result of strategic corporate decisions and to comply with any legislative or legal changes.

Each time the policy is significantly changed, SMYLAND will make all reasonable efforts to inform the affected users. In any case, when your consent is necessary under current legislation, the appropriate protocols for collection be applied.

If you have questions or need any clarification regarding our privacy policy or the processing of your data, you can contact us at the above address.