



PRIVACY POLICY – SOBREMESA BOUTIQUE

Sayalonga, Spain

1. Introduction

At Sobremesa Boutique, we take every measure to protect your privacy. This Privacy Policy explains how we collect, use, and secure your personal data when you use our services, both through our website and during your stay at our accommodation. Additionally, we comply with the Spanish government regulations regarding data collection upon entering the country.

2. Data Controller

The data controller for your personal data is Sobremesa Boutique, located in Sayalonga, Spain.

3. Personal Data We Collect

We collect the following types of personal data:

- Name, address, and contact details (email, phone number)
- Payment details (such as credit card information)
- Reservation information (dates, accommodation type, number of guests)
- Special requests or preferences (such as dietary requirements or accessibility needs)
- Correspondence with you (emails, messages, feedback)
- **Data regarding entry into Spain:** In accordance with Spanish law, we collect certain data from guests upon arrival in Spain, such as name, nationality, passport number or ID card number, and stay dates. This is required for guest registration with Spanish authorities and is stored in accordance with national regulations.

4. Purposes of Data Collection

We collect personal data for the following purposes:

- To process and confirm your reservation
- To manage your stay at Sobremesa Boutique
- To send you important information regarding your reservation and the services we offer
- To respond to inquiries and requests
- To process payments and handle cancellations or changes
- To comply with legal obligations, including guest registration with Spanish authorities

5. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- Your consent (e.g., for marketing communications or special requests)
- The performance of a contract (e.g., processing reservations and payments)
- Legal obligations (e.g., guest registration and reporting to Spanish authorities)
- Legitimate interests (e.g., improving our services and customer experience)

6. Sharing Your Data

We do not sell or rent your personal data to third parties. However, we may share your data with:

- Service providers who assist us with booking management, payment processing, and customer service
- Law enforcement or government authorities when required by law or in response to legal requests, including reporting your data to Spanish authorities for police registration
- Third parties in emergencies or to protect the safety of our guests and property

7. Data Retention

We retain your personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. This includes retaining reservation and transaction data for accounting and legal purposes. Data required for guest registration with Spanish authorities will be retained in accordance with legal requirements.

8. Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, or misuse. These measures include encryption, access controls, and regular security assessments.

9. Your Rights

You have the following rights regarding your personal data:

- Right to access: You can request a copy of the personal data we hold about you.
- Right to rectification: You can request that we correct any inaccurate or incomplete data.
- Right to erasure: You can request that we delete your personal data, unless there are legal reasons to retain it.
- Right to restrict processing: You can request that we restrict the processing of your data in certain circumstances.
- Right to data portability: You can request your personal data in a structured, commonly used, and machine-readable format.
- Right to object: You can object to the processing of your data for marketing purposes or based on legitimate interest.

To exercise these rights, please contact us using the details below.

10. Cookies and Tracking

We use cookies on our website to improve your browsing experience, analyze website usage,

and provide personalized content. By using our website, you agree to the use of cookies. You can manage cookie settings through your browser.

11. Data Collection upon Arrival in Spain

Under Spanish law, we are required to collect certain personal data from our guests upon arrival and report this data to Spanish authorities. The data we collect and report includes:

- Full name
- Nationality
- Passport or ID card number
- Arrival and departure dates
- Country of origin (for international guests)

This data is stored in our system and reported to the national police within 24 hours of your arrival, as required by Spanish law. We retain this data for at least 1 year and use it exclusively for legal purposes in accordance with Spanish regulations.

12. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on our website, and the revised policy will take effect once it is published. We recommend that you regularly check this policy for updates.

13. Contact Us

If you have any questions about this Privacy Policy or wish to exercise your rights, please contact us at:

Sobremesa Boutique

Sayalonga, Spain

Email: hola@sobremesa-boutique.com

Phone: 0034601611086