



PRIVACY POLICY

Dear Customer,

We know how important the processing of your data is to you, so we would like you to take a few minutes to read our privacy policy and understand how we manage your personal data. You will be given advance notice of any change in our privacy policy so you can consider its appropriateness and accept it. You may, of course, request anonymisation at any time and your data will be deleted from our system.

All data you provide will always be processed by APARTHOTEL RIALB according to current legislation and the appropriate security and technical measures.

All details of our Privacy Policy are explained below.

Personal data controller and manager

Your personal data controller and manager is APARTHOTEL RIALB.

It is responsible for due compliance with current data protection legislation. You can contact us at any time at:

APARTHOTEL RIALB
AVINGUDA DE SANT PERE, S/N
EL SERRAT – AD300 ORDINO – ANDORRE
NRT: F-013 105-N
TELF +376 749 759
E-MAIL : INFO@RIALBANDORRA.COM

What data do we hold?

We hold the personal data of our customers and any users who have requested promotional information about our services and have explicitly given their consent to our privacy policy.

We also obtain information via social networks. Each case depends on the social network's own privacy policy and the privacy settings of each user.

Personal data that we hold:

1	Name	5	Identity document	9	N° Telephone
2	Surname	6	Postal address	10	Email
3	Gender	7	Date of birth	11	Credit Card
4	Nationality	8	Country of birth	12	Language

Why do we process your personal data?

The only personal data we process are with the explicit consent of the user. The user authorises APARTHOTEL RIALB to use on their personal data to promote and offer products that are best suited to our customers' needs and to make it possible:

- To manage your reservation and any necessary related communications.
- To answer satisfaction surveys.
- Receive promotional information (newsletters, raffles, invitation to events, etc.) via email likely to interest them, insofar as their agreement has been given.
- To manage queries and claims and to exercise users' rights.

How long do we keep your data?

APARTHOTEL RIALB will keep your data as long as our relationship lasts. Once it ends, they will be kept for the legal limitation periods applicable to the purpose for which they were obtained.

After this period, your data will be automatically erased from our system.

You can also contact us (info@rialbandorra.com), whenever you wish, to unsubscribe your data immediately, in which case they will only be held for the legally-required period to prove compliance with our legal obligations.

User rights

Users have the following rights:

- Access: the right to verify your personal data held by APARTHOTEL RIALB and verify whether they are being processed.
- Rectification: the right to rectify your personal data when you consider them to be incorrect or incomplete.
- Restriction of processing: you have the right to restrict the processing of your data carried out by APARTHOTEL RIALB.
- To object: you have the right to object to APARTHOTEL RIALB processing your personal data. In this case, APARTHOTEL RIALB will only use your data for legitimate purposes and according to current legal requirements.
- Erasure/to be forgotten: you have the right to erase your personal data, as long as they are not legally required to prove compliance with our legal obligations.
- Portability: you have the right to receive your personal data in a structured format, that is in common use and machine-readable, and send them to another controller when processing is based on consent or a contract.
- Complaint: in order to file a complaint with the Andorran Data Protection Agency.

You can ask about the processing of your data or exercise any of these rights by sending a written, signed notification by email to: info@rialbandorra.com or by post to:

APARTHOTEL RIALB
AVINGUDA DE SANT PERE, S/N
EL SERRAT – AD300 ORDINO – ANDORRE

State your name and surnames, and your address or email for notification. APARTHOTEL RIALB will only send promotional information by email to users who have previously given their explicit consent to the use of their personal data.

Cookie policy

Cookies are only used to improve the performance of our web site and for general statistics (number of visits, pages visited, frequency of use, etc.) and are never used to collect user identity data.

Legislation

The privacy of the information, whether provided by the user in personal data requests, or accessible via the web site, is regulated by Law 15/2003 of 18 December on personal data protection in the Principality of Andorra, and any implementing regulations.

Amendment of the privacy policy

APARTHOTEL RIALB reserves the right to amend this privacy policy according to any legislative changes or the criteria of the Data Protection Agency. If any change is made after acceptance, you will be duly informed by email at the address you have provided.