

ALEXANDRE HOTELS

# PRIVACY NOTICE

## Privacy Notice

In accordance with Art.13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (General Data Protection Regulation, hereinafter "GDPR"), we inform you that the controller of your personal data is, depending on who you address the Complaint to, one of the following entities detailed below:

### **HOTEL LA SIESTA**

- HOTEL LA SIESTA TENERIFE, S.L.
- VAT number: B-35431048
- Registration in the Mercantile Registry of Santa Cruz de Tenerife
- Postal Address: 38660 – Playa de las Américas, Arona (Tenerife), C/ Avenida Rafael Puig Nº 21
- Telephone: +34 922 762 300
- Email: [info@lasiesta-hotel.com](mailto:info@lasiesta-hotel.com)

### **HOTEL GALA**

- HOTEL TENERIFE PLAZA, S.A.
- VAT number: A-58265703
- Registration in the Mercantile Registry of Santa Cruz de Tenerife.
- Postal Address: 38660 –Playa de las Américas - Arona, (Tenerife), Avda/ Arquitecto Gómez Cuesta, Nº 3
- Telephone: +34 922 794 513
- Email: [info@hotelgala.com](mailto:info@hotelgala.com)

### **HOTEL TROYA**

- PLAYA DEL OESTE, S.A.
- Tax ID: A-38005724
- Registration in the Mercantile Registry of Santa Cruz de Tenerife.
- Postal Address: 38660 –Costa Adeje, Adeje (Tenerife), Avenida Rafael Puig Lluvina nº 2
- Telephone: +34 922 011 100
- Email: [info@hoteltroyatenerife.com](mailto:info@hoteltroyatenerife.com)

Hereinafter, collectively "**ALEXANDRE HOTELS**".

The personal data provided when filing a complaint will be processed for the following purposes:

Purpose	Legal basis
To process the complaint and assess the facts referred to therein, to carry out the necessary internal investigations and, where appropriate, to evaluate the legal consequences that may arise from the investigations carried out.	Compliance with a legal obligation (Law 2/2023, of 20 February, regulating the protection of people who report regulatory breaches and the fight against corruption).

ALEXANDRE HOTELS may provide access to the personal data contained in the Whistleblowing Channel to external service providers, such as external advisors and collaborators who provide support in the management and investigation of the Complaints received.

Likewise, personal data may be communicated to Judges and Courts, Public Prosecutor's Office or competent Public Administrations, when required in the framework of an investigation, instruction or judicial procedure.

In all cases, the identity of the Complainant will be reserved and will not be communicated to the persons affected by the Report.

ALEXANDRE HOTELS will keep personal data in accordance with the provisions of applicable law. In general, the personal data obtained within the framework of the Complaint Channel will be kept only for the time necessary to decide on the appropriateness of initiating an investigation into the facts reported, and, in any case, within a maximum period of three (3) months from the receipt of the Report, unless the purpose of the retention is to demonstrate the operation of the System. in which case they will remain anonymous.

We inform you that you can exercise your rights of access, rectification, deletion, opposition, limitation of processing and portability, by writing to ALEXANDRE HOTELS at the postal or email addresses indicated above.

We also inform you that you have the right to file a complaint with the Spanish Data Protection Agency ([www.aepd.es](http://www.aepd.es)).