

# PRIVACY POLICY

With this Privacy Policy, ALLOTJAMENTS TURÍSTICS PRINCIPAT ATP, SLU (hereinafter, we or ATP) informs you of the personal data that we collect through the services we offer and are reflected through this website (our website or this website), how we treat them and the rights that in relation to your personal data and to our treatments are conferred to you by the Personal Data Protection regulations that apply to us.

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## Applicable regulations

1. Law 29/2021, of 28 October, Qualified for the Protection of Personal Data of the Principality of Andorra (in the following, the LQPD),
2. Decree 391/2022, of 28-9-2022 approving the Regulations for the application of the LQPD,
3. Decree 45/2023, of 25-1-2023, approving the Regulation modifying the Regulation implementing the LQPD, and
4. Regulation (EU) 679/2016 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (hereinafter, "the GDPR").

In the following table you will find links to facilitate your access to the points of this policy that are of interest to you; however, if you wish, please read all the sections of the Legal Notice, the cookies policy and this privacy policy before using this website:

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## 1. To whom does this Privacy Policy apply?

This policy applies to persons who interact with ATP through this website, to users of the services that ATP offers for the purposes described in section 4 of this policy (the Services), and to all persons whose personal data (for example, their images) may appear on our website or in the context of the Services.

## 2. Who is responsible for the processing of your personal data?

The only responsible for the processing of your personal data in accordance with what is indicated in this policy is

**ALLOTJAMENTS TURÍSTICS PRINCIPAT ATP, SLU**, with NRT L-709310-C and social address a Ctra. General 2, Ed. Residencial La Solana, Bl. 5, El Tarter, AD100 Canillo (Principat d'Andorra).

We have an external Data Protection Delegate—Win2win, SLU, an Andorran company specialised in privacy and protection of personal data—to whom you can contact by sending an e-mail to [DPDextern@win2win.ad](mailto:DPDextern@win2win.ad).

Additionally, if you are in the European Union, you should know that our representative for data protection purposes is the company PIERRE & VACANCES MAEVA DISTRIBUTION, whose Data Protection Delegate can be contacted by ordinary mail at the following address: PIERRE ET VACANCES CENTER PARCS, L'Artois - Espace Pont de Flandres, 9, rue de Cambrai 75947 Paris Cedex 19.

ATP is not responsible for the activities carried out by other websites, even if they are accessed via links that are not available on the ATP website.

only if you access them through links on our website. That is why we strongly recommend that you read carefully the information provided by these other responsible parties before giving them your personal data (especially

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the privacy and cookie policies of each website that you visit), and that you communicate with this manager if you have any concerns or questions.

### 3. How do we obtain your personal data?

In general, it is you who directly provides us with your personal data - for example, by means of the forms on this website. The only exceptions to this rule are:

- Your image, when it is eventually collected by our video surveillance cameras;
- The personal data that may appear about you in the "comments on the booking" field when provided to us by third parties who book the Services;
- The contact details provided by our suppliers of services and products when you represent them;
- The last four digits of your credit card, which together with the amount of the purchase and the transaction number is returned to us by our payment service provider in case you wish to consult or revoke the transaction;
- Photographs or videos of the events that we organise or in which we participate, and in which you may appear;
- The images that correspond to any content of the website over which we have the corresponding rights;
- The personal data that may appear about you in the e-mails and instant messaging that we receive, or through the forms on our website; and
- - The cookies on this website, about which you will find more information in our cookies policy.

### 4. For what purpose do we use the cookies and on what legal basis do we use them?

#### To confirm their identity

If we do not know you, we can use your personal data to confirm your identity and, if necessary, the company you work for and your role in that company. We do this when we are subject to legal obligations that require us to authenticate your identity before continuing to process your personal data, or when it is in our legitimate interest to ensure that your request is genuine and is not made for fraudulent reasons or is spam.

#### In order to offer you a more personalised service

We collect the optional data that you voluntarily provide in the forms (which are not marked with "\*") in order to offer you a more personalised service in relation to the purpose for which the form is specifically intended, and to extract statistics that help us to improve our service and our services.

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The basis that legitimises us to process these personal data for this purpose is the consent that you express when you provide them to us. As always, you can retract and withdraw your consent at any time, with the sole effect that we will no longer use this personal data and, therefore, the services associated with the form will be less personalised from this moment onwards.

#### **To initiate and maintain a relationship with our suppliers**

If you represent a supplier of products or services, please fill in your contact details and signature in order to:

- a) a) Manage our relations of all kinds with the supplier you represent.
- b) b) Manage the corresponding file of our list of authorised suppliers.
- c) c) Manage the budgets and invoices of the supplier they represent.

The transactions linked to the purposes a) and b) are legitimised by the employment or service contract signed with the supplier you represent and our legitimate interest in contacting them. And the procedures linked to the purpose c) are legitimate because they are necessary for the execution of the contract or contracts that you have signed with us.

#### **To initiate and maintain the relationship with our customers**

We collect your data that we receive orally or in writing directly from you or from a third party that represents you or of which you are a beneficiary, when you contract a service (for example, a reservation or a gift, or when you request an invoice in your name) for the purpose of managing the said contract, providing you with the corresponding service and invoicing you.

If you make a payment by means of TPV, please fill in the last 4 digits of your credit card together with the identifier of your payment, the date and the amount, in order to be able to deal with any request for information or refund in relation to this payment. These data do not allow us to identify you and, therefore, if you wish to request anything in relation to them, you will have to provide us with any data that will allow us to link them to you.

In addition, we inform you that, as a result of this contractual relationship and on the basis of the provisions of article 19.2 of Law 20/2014, of 16 October, regulating electronic contracting and operators who carry out their economic activity in a digital space, we may communicate to you orally or in writing commercial information related to ATP products or services.

The processing of this data is legitimate because it is necessary for the execution of the contract for services or products in which you are interested, and because of our legitimate interest in keeping you informed about our products and services.

### **To preserve security by means of video surveillance**

We collect your image through our video surveillance systems with the aim of preserving the security of people, property and the facilities themselves, and to have video recordings as evidence of possible crimes.

La base de legitimació per als citats tractaments és l'interès públic en la seguretat pública, d'acord amb l'apartat 3 de l'article 20 de la Llei 31/2021, del 22 de novembre, de text consolidat qualificat de seguretat pública, l'interès públic en la seguretat de les persones quan s'activa una alarma, d'acord amb l'apartat 1 de l'article 34 de la Llei 8/2022, del 31 de març, de seguretat privada (finalitat per la qual hi ha un vigilant de seguretat que supervisa en temps real les imatges que recullen les càmeres durant un temps prudencial que segueix l'activació de l'alarma en la central d'alarmes), the legitimate interest of ATP, or of affected third parties, in demanding judicial protection for a crime that can be accredited by a few minutes of recording, and our own legitimate interest in avoiding or reducing the losses derived from the crimes committed in the installations and the goods they house, protect the integrity and health of our products, protect the integrity of our workers, increase safety at work and speed up the response to serious risks such as fires or theft by third parties.

Finally, the creation of copies and the cession of these records when required by the competent judicial authority or the Police Headquarters of the Government of Andorra for the purposes of investigating criminal or administrative offences is legitimised by the legal obligation imposed by section 4 of article 24 of the aforementioned Law 31/2021, on public security.

### **To select and contract our personnel**

We process the CV data that you voluntarily provide us with, together with the data that appears in your profile on strictly professional social networks, such as LinkedIn, and the data that we may collect during the interviews and tests that you voluntarily agree to carry out, to manage the relationship with you with regard to your application for a job at ATP, including the process of screening, filtering and packaging of your CV as a potential candidate, the personnel selection process and the recruitment process.

In order to ensure the objectivity and rationality of the selection processes, the aforementioned tests may be completed with the passing of courses, work experience periods, the presentation of curricula by candidates, psycho-technical tests or interviews. Medical examinations may also be required.

The basis of legitimacy for the aforementioned procedures is your consent, which is expressed by sending us your CV, completing a test or attending an interview, as necessary for the execution of pre-contractual measures if you request them, and if we do not have an open selection process or you are not hired and we consider that you may be included in future selection processes, it is in our legitimate interest to keep your CV for the purpose of including it in the selection process.

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The basis that legitimises us to consult your profile on strictly professional social networks, such as LinkedIn, is our legitimate interest in enriching the professional information of the candidates in order to reduce the time that both you and ATP will take to complete the selection process. The basis that legitimises us for the treatments associated with the aforementioned complementary tests is that they are necessary for the execution of the agreement to participate in the specific selection process in which these tests form part of the conditions of participation that you have expressly accepted on registering. You may withdraw your consent or object to our legitimate interest as indicated in section 7 of this policy, and, if you do so, there will be no other effect than the destruction of your CV (if you withdraw your consent) or the limitation of its conservation to the selection process for which you have sent your CV.

#### **To manage your reservations**

We collect the data you provide in relation to the reservation in order to formalise it and to communicate to you by e-mail or telephone any related information that may be of interest to you, as well as to manage and issue documents accrediting the reservation and any related communication.

The basis that legitimises these processes is the purchase contract or the reservation agreement that you sign when you complete the corresponding form, send us an e-mail or a message, or confirm the data that you have provided orally (in person or by telephone).

#### **To analyse their evaluation of our services and their interest in our marketing campaigns, in order to improve them.**

We can process the data you provide us with, for example during the purchase or reservation of products or services, to request your evaluation of the service you received.

We can also use aggregate statistics (i.e., the statistical result of which does not include personal information of any kind) in relation to the interest aroused by our marketing campaigns.

The basis that legitimises this processing is our legitimate interest in improving the quality of our services and the events we manage or promote, as well as our marketing campaigns.

#### **To attend to your requests, queries or complaints**

We collect the personal data that you voluntarily and freely provide us with in your e-mails or in your instant messaging messages, by telephone, through the forms on the website, or through the forms on the website, or by means of requests for the exercise of rights, in order to deal with your requests, queries or claims in relation to our services or with the rights you have over your personal data.

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The legal basis for these processes is our legal obligation to respond to your requests for rights and, for all other purposes, our legitimate interest in responding to you. The provision of your personal data is, therefore, voluntary, although if you do not provide us with them we will not be able to process your request, query or complaint. You may object to our legitimate interest whenever you wish, although such objection will also make it impossible to continue processing your request, query or complaint.

**In order to manage possible future claims**

We keep the data that may be necessary to manage your possible claims, or ours, on the basis of our legitimate interest in defending ourselves in order to safeguard our rights.

**To safeguard and return to you the objects that you have lost in our installations.**

If you have lost a mobile phone or any other object containing personal data and we find it or it is handed in, we will keep this personal data until the legitimate owner of the lost object successfully claims it at our customer service point or, after a reasonable period of time has elapsed, we pass it on to the police authorities so that they can manage its custody and eventual return.

The basis that legitimises us to treat personal data from mobiles, wallets, motorbikes and other objects that may contain personal data in this way is our legitimate interest in preventing their theft and returning them to you.

**In order to promote our installations, products and services**

If you have signed a contract or a consent of cession of image rights with us, it is possible that you may receive photographs or videos of our facilities, products or services in which you are identified, and perhaps you may be seen, to then use them in promotional campaigns or publish them in the media, such as the national or international press, our website or our social networks. If you have signed a consent of cession of image rights, we inform you that you can revoke it at any time so that we can remove your image from our website and/or our social networks, without the revocation having any effect on the dissemination of its image that may have taken place before processing it.

In addition, we can graphically record the atmosphere of our facilities to promote our premises and its products and services and, if necessary, your image may appear in this graphic material. Unlike what is indicated in the previous paragraph, in this case the legal basis for the treatment of your images is our legitimate interest, which you can oppose at any time if you consider that it is contrary to your own interests. In order to be able to evaluate your opposition against our legitimate interest, and in your case to immediately remove the images that identify you, we will ask you to indicate where you have seen them.

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### **To obtain statistics that help us to improve our services**

We use the data provided in the forms on this website in order to extract aggregate statistics (in which it is not possible to identify any specific person) with the aim of improving the services we offer through the website.

The basis that legitimises us to process your data for this purpose is our legitimate interest in improving our economic results and, at the same time, the services we offer you.

### **In order to guarantee the functioning of our website (functional cookies)**

We use functional cookies to collect, store, store, consult and process personal information (linked to you by means of unique identifiers or IP addresses), from the browser of your device, in order to guarantee the correct functioning of our website. In the case of cookies necessary for the correct functioning of the website or personalisation cookies, their use does not require you to give us your express consent, and the basis that legitimises us to use them is our legitimate interest in being able to offer you the services of our website in accordance with your preferences.

You can find more information about these cookies in our cookies policy. |

### **In order to obtain aggregate statistics on the use of our website (analytical cookies)**

We use analytical or statistical cookies to identify the most and least visited pages, analyse which contents are of most interest to our visitors, and measure the success of our information campaigns, all with the aim of improving the services we offer you through our website. All these purposes provide aggregated results, in which it is not possible to identify the interests of any specific person.

In the case of analytical cookies, we will not use them until we have your consent, and not giving or withdrawing your consent will only hinder our aim of improving the website by analysing aggregated statistics on our visitors' browsing habits.

You can find more information about these cookies in our cookies policy.

### **To be able to use Google's services**

Additionally, as an obligation that Google LLC, a company of which Google Ireland Ltd is a subsidiary, imposes on the entities that, like us, use Google Analytics,



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please note that these two services are operated by Google Inc., located at 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA, and that Google Inc. is a beneficial owner of these services.

The information generated by the cookies about your use of this website and your advertising preferences is usually transmitted to a Google server in the USA and stored there. If you would like more information you can consult [the page describing how Google uses the information on our website](#) and/or [Google's privacy policy](#) regarding these services.

We inform you that we have activated the IP anonymisation feature of the Google service to add additional safeguards to the standard contractual clauses protecting this international transfer of data to the USA. Google will then hide your IP address before transmitting it to the US (a process of obfuscation of your identity). Only in exceptional cases is the full IP address sent to a Google server in the USA and opened there. Google guarantees that the IP address transmitted by your browser to Google Analytics will not be processed in conjunction with any other data held by Google.

You can consult the categories of personal data processed by these services at [privacy.google.com/businesses/adsservices](https://privacy.google.com/businesses/adsservices).

#### **To inform you about security breaches**

ATP takes security measures appropriate to the level of risk to protect personal information against loss, misuse and unauthorised access, disclosure, alteration and destruction, taking into account the risks involved in the processing and the nature of personal information; notwithstanding the above, if we determine that your data has been misappropriated (even by an employee or former employee of ATP), has been exposed by a security breach or has been acquired incorrectly by a third party, exposing you to a high risk of unauthorised disclosure, alteration or destruction of your personal information, exposing you to a high risk, we will inform you immediately about this security breach, appropriation or undue acquisition, and about the measures we have taken and those we recommend you to take so that the breach does not affect you. The basis that legitimates this treatment is the legal obligation provided for in article 37 of the LQPD (35 of the RGPD), and our legitimate interest in preventing this security breach from harming you.

#### **For other purposes that are not incompatible with the aforementioned purposes**

We may use your personal data for other purposes that are not incompatible with those mentioned above (such as archiving purposes for reasons of public interest, scientific or historical research purposes, or statistical purposes) as long as this is permitted by current legislation on the protection of personal data, and of course, acting in accordance with this and other applicable legislation.

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## 5. Who can we share your personal data with? Who can we share your personal data with?

We do not give your personal data to anyone unless:

- Sigui vostè mateix qui ens ho sol·liciti.
- We are legally obliged to do so.
- It is necessary to comply with the terms and conditions of our services, including the investigation of possible violations.
- Contract our products or services through intermediaries (for example, a travel agency) to whom we have to deliver services that you have purchased on your behalf, either with the consent that you have given them, because they represent you legally, or because you have explicitly authorised us to do so.
- We are jointly responsible for the collection of data, so that, always with your consent, other entities process them in their own name. This is the case of:
  - o Google Ireland Ltd, with registered office at 4 Gordon House Street, Barrow - Dublin, Ireland, to whom we have entrusted the processing of the cookie data necessary to use their Analytics services. Google Ireland Ltd acts as an independent data controller for all processing carried out on its behalf in accordance with its privacy policy. We transfer data to Google Ireland Ltd on the basis of the data protection agreement that this EU-based company includes in the addendum to the standard contract for countries compliant with the GDPR, such as Andorra, to which we add the additional safeguard of activating the anonymisation of IPs that collect cookies. In our cookies policy you will see which analytical and advertising cookies we offer and how to configure them.
- We need to protect your rights, ours, those of our employees, or those of third parties (which may require cession to the police for security reasons or to health authorities to prevent the spread of disease, for example, for contact tracing purposes). For example:
  - o If our video-surveillance cameras record a theft from our facilities, or
  - o If a third party requests video surveillance images from us on the basis of their legitimate interest in requesting effective judicial protection in relation to the commission of a crime or compensation for damages caused by the images transferred, and with the commitment of the said third party to use them exclusively for the denunciation of this crime or for the claim for the damages suffered, and reducing the cession of images to the minimum and indispensable to comply with the pursued purpose.
- - A company subcontracted by us needs to process them on our behalf (for example, the company that provides us with the services of the Data Protection Officer, and which has to deal with your requests to exercise your rights); always under the terms and conditions of the corresponding processing contract.
- - A company subcontracted by us may have access to the personal data on our website or in our systems on an occasional basis, even if they do not need to process them in our name.

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This is the case, for example, of some of the services provided by our IT service providers. While they may have access to ATP data, they have signed a service contract that obliges them to maintain the same level of privacy that we have with ATP.

- We need to protect or defend the rights or ownership of ATP.

We do not plan to make any international transfer of personal data, and, should we need to do so, we inform you that we will comply with the regulations in force at any given time, and preferably, by selecting providers that guarantee that they will only transfer their data when the destination countries offer a level of protection equivalent to the Andorran law, in accordance with article 43 of the LQPD.

## 6. How long do we keep your personal data?

ATP keeps your personal data exclusively for the time that the processing that requires it lasts and, afterwards, for as long as it takes to cover the legal responsibilities that apply to us at any given moment, derived from the processing that is being carried out (including the obligation to be able to demonstrate that we have complied with your request for the destruction of personal data).

For example, we will keep video surveillance records for a maximum of 30 days when they contain no incidents, and, if exceptionally a security incident has occurred during this period or there are indications that a crime has been committed (e.g. a robbery), we will extract the data from the records, a robbery), we will extract a copy of the part of the register that records the incident, which will be kept until it is handed over to the police or to the interested party who requests it in order to accredit their request for judicial protection.

We will destroy your CV when it is more than five years old, as we consider it to be out of date in relation to the purpose for which it is intended.

We will destroy any unnecessary or disproportionate personal data that may appear in the e-mails and instant messages we receive, or through the forms on our website as soon as we receive them.

We will destroy (and rectify) any personal data that we find to be inaccurate as soon as we are aware of its inaccuracy.

If you send us a copy of an identity document, we will destroy this copy as soon as we have verified that it completes the function for which it was sent.

When we do not have a legitimate purpose for processing some of your personal data, we will delete them or anonymise them, and if this is not possible (for example, because they are in security holes), we will securely store them and block them to prevent them from any further processing until their deletion is possible.

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## 7. What rights do you have?

Té dret a obtenir confirmació sobre si disposem o no d'alguna dada personal seva. You have the right to obtain confirmation as to whether or not we hold any of your personal data. We remind you that, when we share personal data with other data controllers, you will have to exercise your rights directly against those controllers following the instructions provided in their own privacy policies.

Especifically, in relation to the data that our cookies share with Google, we inform you that you can install in your browser Chrome, Internet Explorer, Safari, Firefox and/or Opera, [the add-on to not send data from Google Analytics or Google Ads to Google Inc.](#)

Below, we explain what other rights you have and how to exercise them.

### Your rights

You can ask us to exercise the following rights:

- [Access to your personal data.](#)
- [Rectification of any of your personal data](#), specifying the reason.
- [Deletion of any or all of their personal data.](#)
- [Limitation of the processing of their data](#), specifying the reason for the limitation.
- [Opposition to the processing of your personal data.](#)
- [Portability of your data](#) when the basis of legitimisation of the collection has been consent or a contract.
- [The right not to be subject to automated individual decisions.](#)

The consent given, both for the processing and for the transfer of the data of the interested parties, may be revoked at any time by communicating it to us, as any other right, as indicated in the following section. This revocation will in no case be retroactive.

### Where and how you can exercise your rights

You may exercise your rights:

1. By sending a written request to ATP, addressed to our postal address, indicated in section 2 of this policy, indicating a means of contacting you so that we can respond to your request, or requesting further information if necessary. We would be grateful if you would mark the envelope "Exercise of Personal Data Protection Rights".
2. By sending an e-mail or the form associated with the right you wish to exercise to the e-mail address [DPDextern@win2win.ad](mailto:DPDextern@win2win.ad), indicating on the envelope "Exercise of Personal Data Protection Rights". You will find these forms further on, in this same section of the privacy policy.

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In both cases, if it is not possible to verify that you are who you say you are, we will ask you, if you wish, to send us proof of your identity, so that we can be sure to reply only to the interested party or their legal representative.

If the person sending the e-mail is acting as a representative of the interested party, the accreditation of the representative must be made by means of documents or legal instruments that correctly identify the interested party and the representative and specify the position or the procedure for which the representation is delegated.

Finally, and especially if you consider that you have not been fully satisfied with the exercise of your rights, we inform you that you may lodge a complaint with the national supervisory authority in your country, or contact the Andorran Data Protection Agency (APDA) for this [purpose](#).

### Forms for exercising your rights

In order to make it easier for you to exercise your rights, we recommend that you use the following application forms:

- [Form for the exercise of the right of access](#)
- [Form for exercising the right of rectification](#)
- Form for exercising the right to object ([model A](#), and [model B](#))
- [Form for the exercise of the right to suppression](#)
- [Form for exercising the right to restrict processing](#)
- [Form for the exercise of the right to portability](#)
- [Form for exercising the right not to be subject to automated individual decisions](#)

## 8. What are your responsibilities?

By providing us with your details, you guarantee that they are accurate and complete. Likewise, you confirm that you are responsible for the veracity of the personal data that you have provided us with and that you will keep them conveniently updated so that they reflect your real situation, taking responsibility for any false or inaccurate personal data that you may provide us with, or that may subsequently become inaccurate, as well as for any damage or harm, direct or indirect, that may arise as a result of their inaccuracy.

You may not provide personal data of other people unless it is justified in relation to the services you are requesting. In any case, if you provide us with the personal data of third parties, you assume the responsibility of informing these third parties prior to providing us with their personal data. This information that you have to provide to the third parties the data of which you provide us, has to include all the dispositions foreseen in this privacy policy, and it is you who is responsible for the legality of these personal data and for transmitting to their owners the rights that they have in relation to their personal data.

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In those cases in which you have to provide us with personal data of a minor under 16 years of age or of a person whose rights are limited, you are obliged to have the authorisation of the holders of their parental authority or guardianship to do so. Without this authorisation, it is forbidden to provide us with any personal data of these people.

## 9. How do we protect your personal data?

We are fully committed to protecting your privacy and your personal data. We have drawn up a register of all the personal data processing activities we carry out, we have analysed the potential risk involved in each of these activities, and we have implemented the legal safeguards, technical and organisational safeguards to avoid, as far as possible, the alteration, misuse, loss, theft, unauthorised access or unauthorised processing of your personal data.

We keep our policies conveniently updated to ensure that we provide you with all the information we have on the processing of your personal data, and to guarantee that our staff receives the appropriate guidelines on how to process your personal data. We have signed data protection clauses and data processor contracts with all our service providers, taking into account the need that each of them has to process personal data.

We restrict access to personal data to those employees who really need to know it in order to carry out any of the processing referred to in this policy, and we have trained them and made them aware of the importance of confidentiality and maintaining the integrity and availability of the information, as well as the disciplinary measures that any possible infringement in this area would imply.

Notwithstanding the above, if ATP determines that its data has been misappropriated (even by an ATP employee), has been exposed by a security breach or acquired incorrectly by a third party, ATP will inform you immediately of this security breach, misappropriation or improper acquisition.

## 10. Modifications to this Privacy Policy

We will update this policy as necessary to reflect any changes that may occur in regulations or in our treatments. If the changes are substantial, we will notify you before they become effective by sending you a notice or posting a prominent notice on this website, and you will have the option of exercising your rights as we informed you in a previous section. In any case, we recommend that you periodically review this privacy policy to learn how we protect your personal data.

If you have any questions about this policy, do not hesitate to let us know by emailing us at [DPDextern@win2win.ad](mailto:DPDextern@win2win.ad).

**Last update: 26th July 2023**