



PRIVACY POLICY

PROTECTION OF PERSONAL DATA ACCORDING TO THE GDPR

Lanzarote Experience Tours, S.L in accordance with current regulations on the protection of personal data, informs you that the personal data collected through the forms on the website <https://www.lanzaroteexperiencetours.com>, are included in the specific automated files of users of the services of Lanzarote Experience Tours, S.L

The collection and automated treatment of personal data has the aim of maintaining the commercial relationship and carrying out information, training, advice and other activities of Lanzarote Experience Tours, S.L. These data will only be transferred to those entities that are necessary for the sole purpose of complying with the aforementioned purpose.

Lanzarote Experience Tours, S.L adopts the necessary measures to guarantee the security, integrity and confidentiality of the data in accordance with the provisions of Regulation (EU) 2016/679 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.

The user may at any time exercise the rights of access, opposition, rectification, cancellation, limitation and portability recognised in the aforementioned Regulation (EU). The exercise of these rights can be done by the user himself by email to: info@lanzaroteexperiencetours.com at the address: C/ Calderetas, 100, C.P. 35550 - San Bartolomé - Lanzarote (Las Palmas).

The user declares that all data provided by him/her is true and correct, and commits himself/herself to keep it updated, communicating the changes to Lanzarote Experience Tours, S.L

PURPOSE OF THE PROCESSING OF PERSONAL DATA

For what purpose will we process your personal data?

Lanzarote Experience Tours, S.L., will treat your personal data collected through the website: <https://www.lanzaroteexperiencetours.com> with the following purposes:

1. To comply with the commercial, labour, corporate and accounting obligations of the company.
2. To provide its services according to the particular needs of the clients, in order to fulfil the contracts signed by the company.
3. Sending commercial information and newsletters about new services offered on the website and the sector.

We remind you that you can oppose the sending of commercial communications by any means and at any time, by sending an e-mail to the address indicated above.

The fields in these registers must be filled in, and it is impossible to carry out the purposes expressed if these data are not provided.

How long are the personal data collected kept?

The personal data provided will be kept for as long as the commercial relationship is maintained or you do not request their deletion and for the period of time for which legal responsibilities may arise from the services provided.

LEGITIMATION

The processing of your data is carried out on the following legal bases which legitimise it:

1. The request for information and/or the contracting of the services of Lanzarote Experience Tours, S.L whose terms and conditions will be made available to you in all cases, prior to any possible contracting.

2. The free, specific, informed and unequivocal consent, while we inform you by putting at your disposal the present privacy policy, which after reading it, if you agree, you can accept by means of a declaration or a clear affirmative action, such as checking a box provided for this purpose.

If you do not provide us with your details or if you provide them incorrectly or incompletely, we will not be able to deal with your request and it will not be possible to provide you with the information requested or to contract the services.

RECIPIENTS

The data will not be communicated to any third party outside Lanzarote Experience Tours, S.L., unless legally obliged to do so.

Data collected by users of the services in cases where the user includes files with personal data in the shared accommodation servers, Lanzarote Experience Tours, S.L is not responsible for the user's failure to comply with the RGPD.

RETENTION OF DATA IN ACCORDANCE WITH THE LSSI

Lanzarote Experience Tours, S.L informs you that, as a data hosting service provider and by virtue of the provisions of Law 34/2002 of July 11, Services of the Information Society and Electronic Commerce (LSSI), retains for a maximum period of 12 months the information necessary to identify the origin of the data hosted and the time when the service began. The retention of this data does not affect the secrecy of communications and it may only be used within the framework of a criminal investigation or for the safeguarding of public security, being made available to judges and/or courts or to the Ministry that so requires.

The communication of data to the State Forces and Corps shall be done pursuant to the provisions of the regulations regarding the protection of personal data.

INTELLECTUAL PROPERTY RIGHTS

Lanzarote Experience Tours, S.L is the owner of all copyrights, intellectual and industrial property, "know how" and any other rights related to the contents of the website <https://www.lanzaroteexperiencetours.com> and the services offered therein, as well as the programmes necessary for its implementation and related information.

No reproduction, publication and/or use that is not strictly private of the contents, in whole or in part, of the <https://www.lanzaroteexperiencetours.com> website is permitted without prior written consent.

INTELLECTUAL PROPERTY OF THE SOFTWARE

The user must respect the programmes of third parties made available by Lanzarote Experience Tours, S.L, even if they are free and/or publicly available.

Lanzarote Experience Tours, S.L has the necessary rights of exploitation and intellectual property of the software.

The user does not acquire any right or license for the contracted service, on the software necessary for the provision of the service, nor on the technical information for the monitoring of the service, except for the rights and licenses necessary for the fulfilment of the contracted services and only for the duration of the same.

For any action that exceeds the fulfilment of the contract, the user will need written authorization from Lanzarote Experience Tours, S.L -, being prohibited to the user to access, modify, visualize the configuration, structure and files of the servers owned by Lanzarote Experience Tours, S.L -, assuming the civil and criminal responsibility derived from any incident that could occur in the servers and security systems as a direct consequence of a negligent or malicious action on their part.

Intellectual property of the hosted contents

The use of the services provided by Lanzarote Experience Tours, S.L contrary to the legislation on intellectual property is prohibited, and in particular - The use that is contrary to Spanish law or infringes the rights of third parties.

- The publication or transmission of any content that, in the opinion of Lanzarote Experience Tours, S.L. is violent, obscene, abusive, illegal, racial, xenophobic or defamatory.

- Cracks, serial numbers of programmes or any other content that infringes on the intellectual property rights of third parties.

- The collection and/or use of other users' personal data without their express consent or in contravention of the provisions of Regulation (EU) 2016/679 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

- The use of the domain's mail server and e-mail addresses for sending bulk unsolicited mail.

The user is fully responsible for the content of his website; the information transmitted and stored the hypertext links, the claims of third parties and the legal actions regarding intellectual property, third party rights and the protection of minors.

The user is responsible for the laws and regulations in force and the rules that have to do with the operation of the online service, e-commerce, copyright, maintenance of public order, as well as universal principles of Internet use.

The user will indemnify Lanzarote Experience Tours S.L. for the costs that were generated by the imputation of the user in any cause whose responsibility is attributable to the user, including fees and costs of legal defence, even in the case of a not definitive judicial decision.

Protection of the hosted information

Lanzarote Experience Tours S.L. makes backup copies of the contents hosted on its servers; however it is not responsible for the loss or accidental deletion of data by users. Similarly, it does not guarantee the total replacement of the data deleted by the users, as the said data could have been deleted and/or modified during the period of time that has elapsed since the last backup.

The services offered, except for the specific backup services, do not include the replacement of the contents kept in the backups made by Lanzarote Experience Tours S.L., when this loss is attributable to the user; in this case, a fee will be determined according to the complexity and volume of the recovery, always with the prior acceptance of the user.

The replacement of deleted data is only included in the price of the service when the loss of the content is due to causes attributable to Lanzarote Experience Tours S.L.

Commercial communications

In application of the LSSI Lanzarote Experience Tours S.L. will not send advertising or promotional communications by email or other equivalent electronic communication means that have not been previously requested or expressly authorised by the recipients.

In the case of users with whom there is a previous contractual relationship, Lanzarote Experience Tours S.L. is authorized to send commercial communications regarding products or services of Lanzarote Experience Tours S.L. that are similar to those that were initially contracted with the client.

In any case the user, after proving his identity, can request that no more commercial information is sent to him through the Customer Service channels.