

## Los Olivos Retreats - Data Privacy Notice

This privacy notice explains how we use any personal information we collect about you.

### 1. Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

### 2. Who are we?

Los Olivos Retreats is the data controller. This means it decides how your personal data is processed and for what purposes.

Our registered office is Hacienda Los Olivos, Lecrin, Granada, Spain

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

Los Olivos Retreats complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. All personal data is kept on central IT systems and is not stored or transported on portable electronic devices.

We use your personal data for the following purposes:

To maintain our own accounts and records, and manage our booking processes.

To email you about other Los Olivos Retreats activities we think may be of interest to you. We will only do so where we have a legitimate interest in doing so.

### 4. What is the legal basis for processing your personal data?

Booking & Reservation information: Data is processed under legitimate interest

### 5. What information do we collect about you?

The information collected about you is detailed on the "Booking Form" of the Los Olivos retreats website. Additionally name and email details are collected via the "News" sign up section on the front page of our website

### 6. Sharing your personal data

Your personal data will be treated as strictly confidential. Los Olivos Retreats will not share your information for marketing purposes with anyone else unless obliged by law.

You have a right at any time to stop us from contacting you. If you no longer wish to be contacted by Los Olivos Retreats, please email [losolivosretreats@outlook.com](mailto:losolivosretreats@outlook.com)

## 7. Who sees your information?

Los Olivos Retreats employees are the only people to see your information.

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

Los Olivos Retreats will retain your personal booking information for up to 2 months following the completion of your stay with us.

Los Olivos data relating to the sign up for our email newsletters will be retained until we have been notified that you no longer wish to receive our newsletters.

## 9. Your rights and your personal data

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -

The right to request a copy of your personal data which Los Olivos Retreats holds about you.

The right to request that the Los Olivos Retreats corrects any personal data if it is found to be inaccurate or out of date;

The right to request your personal data is erased where it is no longer necessary for Los Olivos Retreats to retain such data;

The right to request that the data controller provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable)

The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;

The right to object to the processing of personal data, (where applicable)

The right to lodge a complaint with the Information Commissioners Office.

## 10. Changes to our Data Privacy Notice

We keep our privacy policy under regular review and we will place any updates on this web page. This Data Privacy Notice was last updated on 11th July 2018.

## 11. Contact Details

To exercise all relevant rights, queries or complaints please in the first instance email here or write to us at the following address.

Hacienda Los Olivos, Lecrin, Granada, Spain

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/cont...> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.