

Privacy Policy

For the purposes of applicable data protection laws, the processing of data and this Privacy Policy will be governed by the General Data Protection Regulation or Regulation (EU) 2016/679 (the "GDPR") from 25th May 2016. At VALENCIA GROUPS we work hard every day to offer you the best travel offers and tourist services in general. In order to achieve this, we need to collect user details. If you have any questions about your privacy, you can send an email to alicia@vlcgroups.es or a letter to C/ Monterrey, nº93ª-5º-pta.10, 46950, Xirivella (Valencia).

BASIC INFORMATION ABOUT DATA PROTECTION

Responsible for Data Processing	ONA GROUP, S.C.P.
Purposes	Travel booking services and advertising
Legal Basis for Data Processing	Management of customer data
Data Recipients	Your data can be shared with service providers. The company undertakes to sign an agreement with them whereby they are forced to comply with the European Data Protection Law.
Rights	Our users are entitled to access, correct and suppress their data, as well as other rights mentioned in the additional information.

ADDITIONAL INFORMATION ABOUT DATA PROCESSING

1. RESPONSIBLE

Name: **ONA GROUP, S.C.P.**

Tax identification number (NIF): **J98960669**

Registered address: **C/ Monterrey, nº93ª-5º-pta.10, 46950, Xirivella (Valencia)**

Telephone number: **685233164**

E-mail: alicia@vlcgroups.es

2. PURPOSES OF DATA PROCESSING

The data we gather is strictly necessary to carry out our travel booking and holiday product services in general. In order to be able to carry out our activity, we need to gather the necessary contact details. For clarity purposes, we inform you that this activity includes the following actions: presentation, proposal, reservation, and billing of the services requested.

Our users provide us voluntarily with their details through their registration in our website, our app, via phone call or through other websites or apps which offer our services.

We need your data to provide you with our services as travel agency. This means that we will handle your data in order to identify you and to be able to personalise our offers, to be able to respond to your enquiries, claims or requests and to assist you during the time we are your travel agency.

Under no circumstances will we make decisions without your express consent.

3. LEGAL BASIS FOR DATA PROCESSING

Your data is collected to fulfil your requests based on the consent you gave us. If you don't give us your consent to process your data, we will not be able to provide you with our services. Remember that you can exercise your rights at any time. You can read more about your rights in the section Rights of this Privacy Policy.

We will also be able to process your data in accordance with current legislation, as well as in the event of legitimate interest.

4. DATA RETENTION PERIOD

We will hold your personal data for as long as the service provision relationship is maintained or until you express your non-conformity with that established in the Rights section of this Privacy Policy.

5. DATA RECIPIENTS

It may be necessary for us to share your personal data to some of our service providers involved with the website and with other collaborators (websites or apps) who offer our services. The company undertakes to sign an agreement with these collaborators whereby they are forced to comply with the European Data Protection Law. The aforementioned suppliers can only make use of your data to provide the corresponding services. Therefore, they cannot use this data for their own purposes nor can they transfer it to third parties.

6. RIGHTS

- Right of access: You have the right to know which of your data we have access to.
- Right of rectification: You have the right to ask for the modification of inaccurate data.
- Right of withdrawal: You have the right to request the deletion of your data if the purpose for which it was processed or collected has disappeared.
- Right to limitation of processing: You have the right to request the suspension of processing if a) you claim they are inaccurate, while said inaccuracy is verified b) in cases where you exercise the right to object to your data processing, while we verify whether the responsible person's legitimate rights prevail over the person concerned. This right also allows you to request us to store your personal data provided that a) the data processing is licit but you oppose to the deletion of your data and you request its use to be limited or b) we no longer need your data for processing purposes, but the person concerned needs it for the formulation, exercise or defence of their rights.
- Right to object: You have the right to object to the processing of your data for the purpose of direct marketing or when the processing must cease for reasons relating to your personal situation, unless a legitimate interest is established or is necessary for the exercise or defence of claims.
- Right to data portability: You have the right to request your data portability across different services. This right allows you to receive, move, copy or transfer your personal data easily from one IT environment to another in a safe and secure way, without affecting its usability.
- Right to revoke your consent: this right allows you to revoke the consent given.

To exercise your rights, please send us your request by email to alicia@vlcgroups.es or a letter by ordinary post to C/ Monterrey, nº93^a-5^o-pta.10, 46950, Xirivella (Valencia).

It is also possible to contact the Spanish Data Protection Agency if you consider that the data protection law has been infringed. In their website you can find additional information about said rights: www.agpd.es

The exercise of these rights is free of charge.

What do you need to provide to exercise your rights?

- 1- A request aimed at the person in charge or the person in possession of your personal data.
- 2- A copy of your ID or Passport, or any other identification document.
- 3- You can also use your electronic signature instead of your ID.
- 4- If you exercise your rights through a representative, you will need to present a document or electronic tool which proves this representation.
- 5- Petition detailing the request.
- 6- Your address for notifications, address and signature.
- 7- Documents accrediting the petition made, if necessary.

Once we receive the request we will analyse whether all necessary information has been provided in order to handle it, as well as its legitimacy and relevance. In case it is irrelevant or that the right cannot be granted, we will inform the person concerned so he/she can file the corresponding claim.

We will respond to your request within the legally established period unless in the vent of issues which are beyond our control. In this case, we will inform you of the reasons and resolution deadlines foreseen.

**This privacy policy can be updated from time to time. We recommend that you read our privacy policy regularly. In the case of significant changes being done, we will notify you separately.