

Terms of Use

The personal data provided by the User will be included in a file under the responsibility of TENTMORE S.L. in accordance with the provisions of current regulations on Protection of Personal Data, in order to allow the proper functioning of the Website, the management and provision of the services requested through it, as well as any service that may be detached from the hotel stay. The User's personal data will be treated in accordance with the requirements established in the aforementioned law and its implementing regulations, and will be kept for the time strictly necessary in compliance with current regulations.

To this end, tent Hotels (part of FERGUS Group*) uses the platform Salesforce.com, Inc. located at The Landmark @ One Market Street, San Francisco, CA 94105, USA. To this effect, international data transmissions will be made to the US, a country that adheres to the Privacy Shield recognized in Decision (EU) 2016/1250 of the European Commission. These transfers are regulated by standard contract clauses; you can get more information at <https://www.salesforce.com/es/company/privacy/>

With this clause you are informed that your data will be communicated to banks and savings banks, public administrations and the competent authority, as well as to all those entities that can provide a service to TENTMORE SL in relation to additional services that may be required by part of the guest. This communication is essential to comply with current regulations. Also to those companies of the group that may be needed to be able to provide the requested service.

TENTMORE S.L., has adopted the technical and organizational measures necessary to guarantee the security and integrity of the data, as well as to avoid its alteration, loss, treatment or unauthorized access.

When personal data is requested for the provision of the services made available through the Website, Users will be duly informed of the conditions and purpose of their treatment.

The User will be solely responsible for the veracity of the data entered. The data requested in the different forms on the Website are strictly necessary to meet your request. The refusal to provide the data classified as mandatory will imply the non-provision or the impossibility of accessing the service for which they are requested. Likewise, complementary data may be provided on a voluntary basis in order that the services offered can be optimally provided.

Use of cookies

In accordance with the provisions of Law 34/2002 on Services of the Information Society and Electronic Commerce, we inform you that this Website uses cookies: Files that the server of FERGUSMED S.L. will send to your computer and that will provide us information about the sections visited by the User, allowing us to know its browsing habits and personalize the information displayed on the Website in its interest. For more information you can access our Cookies Policy (https://www.tenthotels.com/static/pdf/cookies_es.pdf).

Safety

Access to transactional services is carried out in a security environment using protocols for the protection of the information communicated. The secure server establishes a connection so that the information is transmitted encrypted. This ensures that the streamed content is only intelligible to the client device and the destination server.

Privacy Policy

In compliance with the provisions of the regulations on Protection of Personal Data TENTMORE S.L. informs that the personal data provided by the User will be included in a data processing of their responsibility, in order to allow the proper management of the Website and for the purposes set out below, depending on the type of service requested :

- **CONTACT form:** to answer the requests for information that the user has made by this means. The data may be used to send electronic commercial communications about services marketed by TENTMORE S.L.
- **EXCLUSIVE OFFERS form:** submission of information, news and promotions that may be of interest to the user, related to TENTMORE S.L. and with the products and services that it commercializes. The data may be used to send electronic commercial communications about services marketed by TENTMORE S.L.
- **CHECK IN ONLINE form:** to register the data legally required for the accommodation of the guests detailed in the booking for the hotel. In case of user authorization, the data may be used to send electronic commercial communications about services marketed by TENTMORE S.L.

TENTMORE S.L., has adopted the technical and organizational measures necessary to guarantee the security and integrity of the data, as well as to avoid its alteration, loss, treatment or unauthorized access. The personal data of the User will be treated in accordance with the requirements established in the aforementioned law and its implementing regulations.

The User shall keep their personal data accurate and up to date. The User will be solely responsible for the veracity of the data entered. The data that is requested in the different forms on the Website are those strictly necessary to meet your request. The refusal to provide the data classified as mandatory will imply the non-provision or the impossibility of accessing the service for which they are requested. Likewise, complementary data may be provided on a voluntary basis in order that the services offered can be optimally provided. In case of providing third party data, the User assumes the obligation to inform of the content of this policy. The User expressly accepts the content of the legal notice that regulates the provision of services.

The contact data provided by the User may be used to send commercial communications regarding products or services marketed by TENTMORE SL. The User may oppose the sending of commercial communications by electronic means both at the time of providing the data and at each one of the commercial communications addressed to them, all for free. In any case, the User can unsubscribe by sending a "unsubscribe" request to lopd.tenthotels@tenthotels.com. The User has recognized the rights of access, rectification, opposition and cancellation which may be exercised free of charge by writing to TENTMORE SL, Gremi Hortolans, 11. Piso 1, Puerta 12 07009 Palma de Mallorca - Spain, together with a photocopy of the ID or other document proving its identity.

Online Booking Services

Certain contents of the website fergushotels.com offer the possibility of booking online. The use of the same will require the Reading and mandatory acceptance of the general reservation conditions established for that purpose by TENTMORE SL. Additionally, in order to obtain, access, use or manage, you may need to use certain third-party services.

The list of providers used for the booking engine, availability, reservations and insurance on the web are as follows:

- INTEDOCS DIGITAL SOLUTIONS SL, located in Barcelona (08034), C/ Dr. August Pi i Sunyer 9-11, Bajos, and CIF number B64554629. The data will be processed in order to manage the hotel reservation.

- FLEXMYROOM INSURETECH, S.L., located in Benidorm (03503-Alicante), Calle Gerona, 13, Local CA 18, and with CIF (Tax Identification Code) number B42687616, with the sole purpose the user can benefit from the insurances that this entity offers. This entity will cancel your personal data when the service has ended and the legally established deadlines have been met. You can exercise your rights of Access to data, rectification or deletion of data, limitation of the use of data, opposition to the use of data and portability of data at the mail address datos@flexmyroom.com.

*GRUPO FERGUS GROUP: FERGUSMED SL, NUEVO TURISMO SL, CALA BLANCA SUITES SA, FERGUSGIO SL, HOTJAR SL, LOOPING WEBS SLU, EVERGUS ACTIVOS HOTELEROS SL, FERGUSNOVA SL, SOLLER BEACH SL, TENTMORE S.L