

## TERMS OF USE

In compliance with Law 34/2002, of July 11, on Services of the Information Society and Electronic Commerce (LSSI-CE), TENTMORE SL (company of FERGUS Hotels\*) informs that it holds the website [www.tenthotels.com](http://www.tenthotels.com). In accordance with the requirement of article 10 of the aforementioned Law, TENTHOTELS SL reports the following information:

The owner of this website is TENTMORE SL, with CIF B16630147 and registered office in GREMI HORTOLANS 11, 1st DOOR 12, SON ROSSINYOL, PALMA DE MALLORCA, POST CODE 07009; registered in the Mercantile Register, in volume 28935, sheet 24, page M- 521018 and inscription 1. The contact email address of the company is: [info@tenthotels.com](mailto:info@tenthotels.com).

### User and responsibility regime

The navigation, access and use of the website of TENTMORE SL confers the condition of "user", who herewith accepts them, by browsing the website of TENTMORE SL, all the conditions of use here established without prejudice to the application of the corresponding regulations of mandatory legal compliance as the case may be.

The website of TENTMORE SL provides a great diversity of information, services and data. The user assumes his responsibility in the correct use of the website. This responsibility will extend to:

- The veracity and legality of the information provided by the user in the forms issued by TENTMORE SL for access to certain content or services offered by the website.
- The use of the information, services and data offered by TENTMORE SL, which may be contrary to the provisions of these conditions, the Law, morals, good customs or public order, or that may otherwise involve injury to the rights of third parties or the working of the website.

### Link policy and liability exemptions

TENTMORE SL is not responsible for the content of the websites to which the user can access through the links established on its website and declares that in no case he will proceed to examine or exercise any control over the content of other sites of the network. Likewise, he will not guarantee the technical availability, accuracy, veracity, validity or legality of external sites of his property that could be accessed through the links.

TENTMORE SL declares to have adopted all the necessary measures to avoid any damage to the users of its website, which may arise from browsing its website. Consequently, TENTMORE SL is not responsible, in any case, for any damages that the user may suffer from browsing the Internet.

### Modifications

TENTMORE SL reserves the right to make the modifications it deems appropriate, without prior notice, in the content of its website. Both with regard to the contents of the website, as in the conditions of its use, or in its general contractual terms. Said modifications may be made through its website by any admissible form in law and shall be binding during the time they are published on the web and until they are validly modified by subsequent ones.

## Stored cookies

A Cookie is a file that is downloaded to your computer when you access certain web pages. Cookies allow a web page, among others, to store and retrieve information about the browsing habits of a user or his equipment and, depending on the information it contains and how his equipment is used, they allow to recognize the user itself.

According to the provisions of article 22.2 of Law 34/2002, of July 11, Services of the Information Society and Electronic Commerce (LSSI-CE), by which users must be informed about the use of data storage and recovery devices in terminal equipment, TENTMORE SL informs that when accessing the present web domain [www.tenthotels.com](http://www.tenthotels.com), cookies will not be installed on their computers. In the event that TENTMORE SL decides to use said devices, it will proceed to inform its users.

## DATA PROTECTION

In accordance with the current regulations on the subject of Protection of Personal Data, we inform you that your data will be incorporated into the data-processing system held by TENTMORE SL with CIFB57813602 and registered office at GREMI HORTOLANS 11 1st, DOOR 12, SON ROSSINYOL, PALMA DEMALLORCA, Postcode 07009, in order to facilitate, optimize and meet the commitments established between both parties. To this end, Tenthotels uses the platform Salesforce.com, Inc. located at TheLandmark @ 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.

In compliance with the current regulations, TENTMORE SL informs that the data will be kept for the period strictly necessary to comply with the precepts mentioned above.

Until you tell us otherwise, we understand that your data have not been modified, that you agree to notify us of any possible variation and that we have your consent to use them for the purposes mentioned.

TENTMORE SL informs that it will proceed to treat the data in a lawful, loyal, transparent, adequate, pertinent, limited, exact and updated manner. That is why TENTMORE SL undertakes to adopt all reasonable measures so that the correspondent data will be suppressed or rectified without delay in case it is inaccurate.

In accordance with the rights conferred by the current regulations on data protection the user may exercise the rights of access, rectification, limitation of treatment, deletion, portability and opposition to the processing of their personal data and consent given for the treatment of them, directing his request to the postal address indicated above or to the email [lopd.tenthotels@tenthotels.com](mailto:lopd.tenthotels@tenthotels.com).

The competent Control Authority will be in charge of dealing with any claim that the user may consider appropriate.

## SSL CERTIFICATE (SECURE SOCKETS LAYER)

The SSL CERTIFICATE provides authentication, privacy and information security between TENTMORE SL and the user.

TENTMORE SL has a security certificate that is used by SSL CERTIFICATE to provide secure connections.

In this process several parameters are established to make the connection in a secure way which is established using preset keys, coding and decoding all the data sent until the connection is closed.

## **INTELLECTUAL AND INDUSTRIAL PROPERTY**

TENTMORE SL by itself or as assignee, is the owner of all intellectual and industrial property rights of its website, as well as the elements contained in it (for example, images, sound, audio, video, software or texts); brands or logos, combinations of colours, structure and design, selection of used materials, computer programs necessary for its operation, access and use, etc.). They will therefore be protected works as intellectual property by the Spanish legal system, being applicable both Spanish and European regulations in this field, as well as international treaties related to the matter and signed by Spain.

All rights reserved. Under the provisions of the Law on Intellectual Property, the reproduction, distribution and public communication, including its method of making available all or part of the contents of this web page, are expressly prohibited for commercial purposes; in any medium and by any technical means, without the authorization of TENTMORE SL.

The user undertakes to respect the rights of Intellectual and Industrial Property owned by TENTMORE SL.

The user can view the elements of the portal and even print, copy and store them on the hard drive of his computer or any other physical support provided that it is solely and exclusively for his personal and private use. The user must refrain from deleting, altering, evading or manipulating any protection device or security system that may have been installed on the pages of TENTMORE SL.

## **Legal actions, applicable legislation and jurisdiction**

TENTMORE SL also reserves the right to initiate civil or criminal actions it deems appropriate for the improper use of its website and its contents, or for the breach of these conditions.

The relationship between the user and the provider will be governed by the current regulations applicable in the Spanish country. If any dispute arises, the parties may submit their disputes to arbitration or go to the ordinary jurisdiction, complying with the rules on jurisdiction and competence in this regard.

TENTMORE SL is domiciled in ILLES BALEARS, Spain.

\*GRUPO FERGUS HOTELS: TENTMORE SL, FERGUSMED SL, NUEVO TURISMO SL, CALA BLANCA SUITES SA, HOTJAR SL, LOOPING WEBS SLU, FERGUSNOVA SL, SOLLER BEACH SL