

Privacy Policy

Credit card operations

For operations with credit cards on our website www.aloratur.com, the company informs the holders of said cards that the company Áloratur SL is responsible for ensuring that said transactions are carried out securely and that their data is processed in the same way. We use our SSL system. Data encryption for greater security.

Cancellations: In case of not showing up for the contracted service, the client will not have the right to a refund of their income. In the event of closure of the Caminito del Rey due to weather reasons, the client will have the right to a refund or relocation within a maximum period of two months from the date of closure.

Personal data protection policy

1. In compliance with the provisions of Organic Law 15/1999, of December 13, on the Protection of Personal Data (hereinafter LOPD) and Royal Decree 1720/2007, of December 21, by which approves the Regulations for the development of the LOPD (hereinafter RDLOPD), Áloratur SLU, B93425239, responsible for the management and maintenance of this website, hereinafter the company, highlights its policy regarding the treatment and protection of personal data. personal, which will apply to those people who voluntarily communicate via email with the company, fill out data collection forms, formalize a contractual relationship with the company or use any other service present on the website that implies the communication of data to the company or access to data by the company for the provision of services. The use of the company's services will imply express acceptance of this policy. Likewise, these conditions will be of subsidiary application of those others that are established on the same matter, on a special basis, and are communicated without limitation through the registration forms, contracts and/or conditions of the particular services, remaining these policies as complementary to the previous ones in that which is not expressly provided for and that does not contradict

2. The company informs the user of the website of the existence of various personal data treatments and files whose controller is Áloratur SLU, with registered office at C/ Alegrías 4, Áloratur (Málaga), where the personal data communicated are collected and stored. to the enterprise.

3. Sending an email to the company, or communicating any other personal data to the company through any means, entails or implies the provision of free, unequivocal, specific, informed and express consent for the processing of data. personal data by the company, which will be carried out with the purpose of addressing the communications received. When contracting services offered by the

company, the data will be processed with the purpose of maintaining the contractual relationship that may be established, in accordance with the nature and characteristics of the contracted service and exclusively for this purpose, the company will contact the client through e-mail, SMS or other means indicated by the latter, as well as for the maintenance of commercial relationship histories during the legally established periods. The company allows customers to choose, in the form they fill out when registering, whether or not they wish to receive commercial information. Regardless of the option they have chosen, they can modify it at any time, as many times as they wish, from the specific section for this purpose, available in their client area. In those cases in which clients choose to receive commercial information, the company informs that their data will be processed to send documentation and information related to the services, commercial and/or advertising communications about them, or other similar ones, by postal mail, , telephone, e-mail, SMS or other means indicated by the client. In those cases in which the company must access and/or process personal data under the responsibility and ownership of its clients, for the adequate provision of the contracted services, it will process the corresponding data as data processor in accordance with the provisions of this Privacy Policy in which the obligations of the parties are regulated in the terms established in article 12 of the LOPD and consistent with the RDLOPD.

4. The company uses "cookies" when browsing its website, www.aloratur.com. "Cookies" are small files that our computer equipment sends to users' devices when they are on the website www.aloratur.com and that automatically collect information about the visitor's IP address, the day and time in which begins and leaves the visit, as well as information about the different sections of the website consulted. Users can configure their browser so that it notifies them on the screen if they are going to receive a cookie. Likewise, users may configure their computer equipment so as not to receive these cookies, which will not prevent them from accessing the information on the website www.aloratur.com.

5. The user may exercise their rights of access, rectification, cancellation and opposition at any time, in those cases where possible, by sending a message from the "Contact" section, accessible from www.aloratur.com if they are a client. Also, these rights may be exercised by sending a communication to the following email address = reservas@aloratur.com, or by sending a written request indicating the request or right you are exercising, along with a copy of your ID or legally valid document that proves your identity, addressed to the company at the following postal address C/ Alegrías 4, Álora (Málaga), to the attention of the Commercial Information Department.

6. The company plans to carry out transfers or communications of data that, due to article 11 of the LOPD, it must carry out to meet its obligations with the Public Administrations and, where appropriate, also to other bodies, when required by

Legislation. current. In this sense and in compliance with the provisions of Law 25/2007, of October 18, on the conservation of data related to electronic communications and public networks, the user is informed that the company must proceed to retain and preserve certain traffic data. generated during the development of communications, as well as, where appropriate, communicate said data to the competent bodies, provided that the circumstances provided for in said Law occur. The company informs that it may transfer personal data, exclusively for the purposes detailed throughout this Policy, to any companies that are members of the Group of Companies of which it is a part, understood in the sense of article 4 of Law 24/1988, of July 28, on the Securities Market, whose activity is the marketing of services of an identical or analogous nature to those offered by the company, such as promotional services, marketing and services related to tourist activities and services, for which the user and/or client provides their consent in advance.

7. The company warns that, except for the existence of a legally constituted representation, no user and/or client may use the identity of another person and communicate their personal data, so at all times it must bear in mind that it must communicate to the company personal data corresponding to your own identity and that are adequate, relevant, current, accurate and true. For these purposes, the user and/or client will be solely responsible for any direct and/or indirect damage caused to third parties or the company due to the use of another person's personal data, or their own personal data when they are false. erroneous, not current, inappropriate or impertinent. Likewise, the user and/or client who communicates the personal data of a third party will respond to the latter for the information obligation established in article 5.4 of the LOPD for when the personal data has not been collected from the interested party, and/or of the consequences of not having informed him.

8. The company informs that, in accordance with the provisions of the LOPD and the RDLOPD, it has adopted the necessary technical and organizational measures to guarantee the security of personal data taking into account the state of technology, the nature of the stored data and the risks to which they are exposed, and that it will only record personal data in files that meet the conditions determined in current regulations with respect to their integrity and security and those of the treatment centers, premises, equipment, systems and programs. Likewise, the company guarantees compliance with the duty of professional secrecy regarding the personal data being processed and the duty to store them.

9. In accordance with article 12 of the LOPD and concordants of the RDLOPD, the access and/or processing of personal data that are the responsibility and ownership of the company's clients will not be considered communication or transfer of data when it results necessary for the adequate provision of the services that are contracted in each case. In such cases, the company will act as data processor and will carry out the access and/or processing of the data in accordance with the terms indicated below: The company will only process the data in accordance with the

instructions of the client responsible for the processing. and will not apply or use them for a purpose other than that which appears in the contractual conditions that apply, nor will it communicate them, not even for their conservation, to other people. The company will not incur liability when, prior express indication of the client responsible for the treatment, communicate the data to a third party designated by it in accordance with the provisions of the LOPD and the RDLOPD. Once the provision of personal data processing services has been completed, these will be destroyed, as will any support or documents containing any personal data or any type of information that has been generated during, for and/or by the provision of the services subject to the corresponding conditions. Notwithstanding the foregoing, the company may keep the aforementioned data duly blocked during the period in which responsibilities may arise from its relationship with the client. In the event that the company uses the data for another purpose, communicates it or uses it in breach of the corresponding Conditions of Service, it will also be considered responsible for the processing, answering for any infractions incurred personally. The company is obliged, in accordance with article 10 of the LOPD, to maintain due professional secrecy with respect to the personal data that it must access and/or process in order to comply in each case with the purpose of the Conditions of service that apply to you, both during and after their termination, committing to use said information only for the intended purpose in each case and to demand the same level of commitment from any person within your organization who participates in any phase of the processing of personal data is the responsibility of the client. In accordance with the provisions of the RDLOPD, the following rules will apply in relation to the form and modalities of access to data for the provision of services: When the company must access the data processing resources located in the facilities of the client responsible for the treatment, the latter will be responsible for establishing and implementing the security policy and measures and communicating such policies and measures to the company, who undertakes to respect them and demand compliance from the people in their organization who participate in the provision of services. When the company remotely accesses data processing resources under the responsibility of the client, the client will be responsible for establishing and implementing the security policy and measures in its remote processing systems and the company will be responsible for establishing and implementing the security policy and measures. security on your local systems. When the service is provided by the company in its own premises, other than those of the client responsible for the treatment, it will include in its security document the circumstances relating to the processing of the data in the terms required by current legislation, incorporating the security measures. security to be implemented in relation to said treatment. In all cases, access to data by the company will be subject to the security measures contemplated in the current regulations on the security of personal data in accordance with the provisions of Title VIII of the RDLOPD, which will have the status of minimum requirements. , without prejudice to the specific legal or regulatory provisions in force that may be applicable in each case or those that the company adopts on its own initiative. The client authorizes the company, in its capacity as data

processor, to subcontract, in the name and on behalf of the client, storage services, custody of data backup copies and security with third parties, in those cases in which this is the case. necessary, respecting in all cases the obligations imposed by the LOPD and its implementing regulations. At any time, the client responsible for the treatment may contact the company to obtain the identifying data of the entities that, if applicable, are subcontracted by the company for the provision of the indicated services, which in any case will act in accordance with the terms. provided for in this document and after formalizing with the company a data access contract for the provision of services in the terms provided for in articles 12 of the LOPD and 20 of the RDLOPD. Likewise, the client responsible for the treatment authorizes the company to carry out the actions indicated below as long as it is proven that they are necessary for the execution of the provision of services. In any case, the authorization is limited to the action(s) that each provision of services requires and with a maximum duration similar to the validity of the contractual conditions that apply: to carry out the processing of personal data on portable data processing devices only by users or user profiles assigned to the provision of services; to carry out the treatment outside the premises of the client responsible for the treatment or the company only by the users or user profiles assigned to the provision of services; the entry and exit of media and documents containing personal data, including those included and/or attached to an email, outside the premises under the control of the client responsible for the treatment; the execution of the data recovery procedures that the company is obliged to execute. The company is not responsible for non-compliance with the obligations derived from the LOPD and its implementing regulations by the client responsible for the treatment in the part that corresponds to its activity and that is related to the execution of the contract or commercial relations that join the company Each party must face the responsibility that arises from its own failure to comply with contractual obligations, legislation and regulations.