

## PRIVACY AND DATA PROTECTION POLICY

[www.canaryshuttle.com](http://www.canaryshuttle.com)

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As a user of our website, it is important to us that you are aware of this information and have access to it at all times, and privacy is our greatest protection.

Please do not hesitate to contact us in case you have any doubts.

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**Company name:** MOVILIDAD TURÍSTICA CANARIA, S.A.U.  
**Registered office:** C/ Las Mimosas, s/n Pc 126-127 C.P. 35118 Agüimes – Arinaga – Gran Canaria – Canary Islands - Spain  
**Tax ID number** A-33035585  
**E-mail:** [reservas.canarias@alsa.es](mailto:reservas.canarias@alsa.es)  
**registration details:** Registered at the Mercantile Register of Las Palmas, Volume 2337, Folio 126, Page GC-62011.  
**Domain name:** [www.canaryshuttle.es](http://www.canaryshuttle.es)

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### 1. CONTENT AND COMPLIANCE

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This is set as the Privacy and Data Protection Policy (hereinafter referred to as Privacy Policy) applicable to personal data provided through the website **www.canaryshuttle.com** (hereinafter referred to as the "**Website**"), enabled primarily to describe urban and suburban passenger transportation services provided by the Canary Islands (Spain) tourist intermediary company, MOVILIDAD TURÍSTICA CANARIA, S.A.U., and to describe the buying/booking online process for these transport services. On the Web site there is information about products/services offered MOVILIDAD TURÍSTICA CANARIA, S.A.U., allowing the purchase/book online of those services.

Any reference to 'Website' shall be construed as a reference to [www.canaryshuttle.com](http://www.canaryshuttle.com) or to any of its subdomains, related domains or dependent web pages.

"User" is the person who accesses, uses or navigates through the Website, as well as the person who acquires the services and/or products, free or not free, through the Web Site.

The complete legal information on the Website (the 'Complete Legal Information') is made up as a whole, as a unit, of the content of this Legal Information document, the Privacy Policy, the Cookies Policy and the 'General Conditions of on-line contracting', documents which you can access directly via a link at the bottom of the Website (hereinafter, all the documents together referred to as the 'Complete Legal Information'). Consequently, the interpretation and consideration of the legal terms applicable to the Website must be made jointly by all the aforementioned documents.

Access, use and browsing of the Website by the User, as well as the on-line purchase/reservation of products and services, are free and voluntary acts and imply the User's express consent and full compliance with the full content of the so-called 'Complete Legal Information' (Legal Information document, General Conditions of on-line contracting document and reservation conditions (in the case of on-line purchase/reservation of products and/or services), Privacy Policy document and Cookies Policy document), and with the processing of your personal data in accordance with the same, so if you do not agree with any of the terms set out in these documents, please do not provide us with personal data or use the Website or any of the services made available on it, or carry out your online purchase/booking.

The User undertakes to strictly observe and comply with the contents of the documents that make up the Complete Legal Information, and any applicable legal provisions.

The User can print and digitally store all the aforementioned documents, which are permanently available via a direct access link available at the bottom of the Website.

The User is recommended to read the Complete Legal Information (Legal Information, General Online Contracting Conditions and booking conditions, Privacy Policy and Cookies Policy and other terms and conditions and policies that may be mentioned) on a regular basis, including each time he/she accesses the Website and, in any case, each time he/she decides to make an online purchase/booking and/or provide personal data through the Website, as its content may be subject to modifications. Any modification will be duly published and will be always accessible on the website, referring to their version and date.

The reference to 'Legal Information' shall be understood to be made to 'Legal Notice', the references and documents being the same.

MOVILIDAD TURÍSTICA CANARIA, S.A.U. adopts the principles set out in Article 5 of the GDPR in the processing of data:

- **Lawfulness, fairness and transparency:** Personal data are processed in a lawful, fair and transparent manner in relation to the data subject.
- **Purpose limitation:** Personal data shall be gathered for specific, explicit and legitimate, and shall not be processed in an incompatible manner for these services purposes.
- **Data minimization:** Personal data shall be adequate, relevant and limited to what it is necessary in relation to the purposes for which they are processed.
- **Accuracy:** The data are accurate and, if necessary, updated. All reasonable steps will be taken to ensure that data are deleted or rectified without delay if they are inaccurate in relation to the purposes for which they are processed.
- **Limitation of the retention period:** Data shall be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed of data;
- **Confidential and proprietary:** The data are processed in such a way as to ensure adequate security through the implementation of appropriate control measures.

When personal data is requested by completing a form or in a similar way, where you will have to click a button "Send" or similar, there will be a table with "Basic information on data protection" as well as the box of Acceptance enabled indicating that you have read and accepted, including where appropriate, this Privacy Policy (and having a direct link to this Privacy Policy), so that clicking the above box necessarily implies the manifestation that you have read and been informed of the content of this Privacy Policy and you agree to it and to the processing of personal data in accordance with its content, and your personal data will be processed in accordance with the provisions contained therein.

## 2. IDENTIFICATION OF DOMAIN HOLDER AND SERVICE PROVIDER ID AND CONTACT DETAILS.

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In compliance with the Law 3 into force, it is informed that the domain holder of the website [www.canaryshuttle.com](http://www.canaryshuttle.com) (website) and the company that provides its services and offers its products through it as the person responsible for the treatment of personal data, is:

CANARY TOURIST SHUTTLE, S.L. ("CANARY SHUTTLE"), a Spanish corporation with Tax Identification No. A-33035585. Registered address: alle las Mimosas, s/n Pc 126-127 Agüimes C.P. 35118 Las Palmas de Gran Canaria (island of Gran Canaria, Autonomous Community of the Canary Islands, Spain). Registration details: Registered at the Mercantile Register of Las Palmas, al Tomo 2337 General de Sociedades, Folio 126, Hoja GC-62011.

Tourist intermediary, with the license number: File No. I-0005039.1 of the Government of the Canary Islands.

To establish direct contact with CANARY TOURIST SHUTTLE, S.L.:

- Postal Address: C/ Las Mimosas, s/n Pc 126-127 Agüimes C.P. 35118 Las Palmas de Gran Canaria (isla de Gran Canaria, Comunidad Autónoma de Canarias, España).
- Phone number: +34 928184608.
- E-mail: [reservas.canarias@alsa.es](mailto:reservas.canarias@alsa.es)

To exercise rights of personal data protection:

- Postal Address: Registered address: C/ Las Mimosas, s/n Pc 126-127 Agüimes C.P. 35118 Las Palmas de Gran Canaria (island of Gran Canaria, Autonomous Community of the Canary Islands, Spain).
- Phone number: +34 928184608.
- [derechosdatos.canary@alsa.es](mailto:derechosdatos.canary@alsa.es)

To contact our Data Protection Officer:

E-mail: [dpo.canary@alsa.es](mailto:dpo.canary@alsa.es).

## 3. INFORMATION ON DATA PROTECTION WHEN SENDING AND RECEIVING EMAILS

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Data controller: MOVILIDAD TURÍSTICA CANARIA, S.A.U., whose details are set out in section 2 of this Privacy Policy.

The data is derived from e-mails sent and/or received by CANARYSHUTTLE via their email accounts.

Any information or personal data included in the aforementioned e-mails is incorporated into our data processing systems.

Purpose: manage, attend to, respond to and maintain the relationship generated through company e-mails and shape their content.

The provision of your data via email is voluntary, requesting, depending on the subject, only mandatory and necessary data for legal obligations and circumstances of your relationship with the company, not providing them may imply not carrying it out.

In the event that you provide us with personal data of third parties, you are responsible for having informed and obtained the prior and express consent of the owners of the data to provide them to us for the purposes set out, notifying them of the content of this clause.

Legal basis: execution of the contract and/or services requested by you, maintenance of the relationship generated, compliance with legal obligations, as well as legitimate interest in the case of natural persons of legal persons, entrepreneurs and professionals (letters a), b), c) and f) of paragraph 1 of Article 6 of the RGPD and Article 19 of the LOPDGDD).

Recipients of your data: The data controller and third parties that need to be notified due to legal obligation or due to the existence of their relationship, third parties that need to know the content for processing the matter, public administration with competence in the matter, Security Forces and Corps and Judicial Police, if applicable, Courts and Tribunals, if applicable, and third parties with whom the data controller contracts the provision of services (data processor) and is necessary to provide them (such as legal advice, administrative services, IT services, e-mail providers, repository and archive, or any other service necessary or contracted by the company). Microsoft e-mail services are used. There is no intention of the data controller to carry out the transfer of their personal data to a third country or international organization.

CANARYSHUTTLE shall not be liable for the processing and further use of personal data by third parties.

Data retention period: will coincide with the duration of your relationship with the data controller and the time necessary to deal with the matter in question, as well as to comply with legal obligations or for the formulation, exercise or defence of claims related to your relationship or the processing of data, and will be kept until the end of the statute of limitations.

Data protection rights: all information available to you in sections 8 and 9 of this Privacy Policy.

No automated decisions or profiling of your data are carried out by MOVILIDAD TURÍSTICA CANARIA, S.A.U.

Data Protection Officer: you can contact our Data Protection Officer by email at [dpo.canary@alsa.es](mailto:dpo.canary@alsa.es).

## **4. INFORMATION ON DATA PROTECTION IN RESERVATIONS**

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Data controller: **MOVILIDAD TURÍSTICA CANARIA, S.A.U.**, whose details are set out in section 2 of this Privacy Policy.

The data is derived from the data provided in the booking process, as well as from the data provided in the e-mails sent and received by MOVILIDAD TURÍSTICA CANARIA, S.A.U. through their e-mail accounts in relation to the same and their customer status.

Any information or personal data included in the aforementioned e-mails is incorporated into our data processing systems.

Purpose: management of clients and users of the company, control, execution, development, fulfilment and maintenance of the relationship and circumstances of/for it necessary, electronic commerce, sending of commercial communications, fulfilment of contracts and agreements, invoicing, payments and collections, accounting, administration, taxation, taxes and information.

The data are those that are compulsorily requested in the aforementioned means of collection, and those provided voluntarily, such as the following: telephone. When in the means provided to collect your data the fields are marked with an (\*) or are provided as obligatory or required, they will be obligatory and the rest will be voluntary. If mandatory data is not provided, MOVILIDAD TURÍSTICA CANARIA, S.A.U. cannot accept and/or manage the query/request/purchase/reservation requested service by the user.

In the event that you provide us with personal data of third parties, you are responsible for having informed and obtained the prior and express consent of the owners of the data to provide them to us for the purposes set out, notifying them of the content of this clause.

Legal basis: execution of the contract and/or services requested by you, maintenance of the relationship generated, compliance with legal obligations, as well as legitimate interest in the case of natural persons of legal persons, entrepreneurs and professionals (letters a), b), c) and f) of paragraph 1 of Article 6 of the RGPD and Article 19 of the LOPDGDD).

Recipients of your data: data controller and third parties whose communication is required by law or by the existence of their relationship, tax authorities, banks, savings banks and rural banks, public administration with competence in the matter, security forces and judicial police, if applicable, courts and tribunals, if applicable, and third parties with whom the data controller contracts the provision of services (data processor) and with whom it is necessary to provide them (such as legal advice, administrative services, IT services, e-mail providers, repository and archive, or any other service required or contracted by the company). If you agree to take out the travel assistance insurance policy, your details will be sent to the company ARAG SE, branch in Spain, Tax ID number W0049001A, with registered office in C/ Núñez de Balboa nº120, 28006 Madrid. Email: [atencioncliente@arag.es](mailto:atencioncliente@arag.es) Website: [www.arag.es](http://www.arag.es). Microsoft e-mail services are used. There is no

intention of the data controller to carry out the transfer of their personal data to a third country or international organization.

MOVILIDAD TURÍSTICA CANARIA, S.A.U shall not be liable for the processing and further use of personal data by third parties.

Data retention period: It will coincide with the duration of your relationship with the data controller and once this has ended, as long as the data controller is legitimised to process and/or retain the data in accordance with the periods established by current legislation, retaining the period necessary to comply with the purpose for which they were collected and to determine the possible liabilities that may arise from this purpose and the processing of the data, for the fulfilment of legal obligations, for document custody times, or in the event that they are required for the formulation, exercise or defence of claims related to your relationship or the processing of your data, being kept in this case until the end of the statute of limitations.

Data protection rights: all information available to you in sections 8 and 9 of this Privacy Policy.

No automated decisions or profiling of your data are carried out by MOVILIDAD TURÍSTICA CANARIA, S.A.U.

Data Protection Officer: you can contact our Data Protection Officer by email at [dpo.canary@alsa.es](mailto:dpo.canary@alsa.es).

## 5. INFORMATION ON DATA PROTECTION WHEN SENDING ELECTRONIC COMMERCIAL COMMUNICATIONS

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In compliance with the provisions of Article 21 of Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce (LSSICE), Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data ('General Data Protection Regulation', or 'GDPR'), in Organic Law 3/2018, of 5 December, on the Protection of personal data and guarantee of digital rights ('LOPDGDD'), and in the current regulations on data protection, in relation to the use of your personal data for the sending of electronic commercial communications by email, having consented to the sending of electronic commercial communications or being a customer of our services, we inform you that your data will be part of our data processing system, according to the following Information:

Data controller: **MOVILIDAD TURÍSTICA CANARIA, S.A.U.**, whose details are set out in section 2 of this Privacy Policy.

In this sense, we inform you that in MOVILIDAD TURÍSTICA CANARIA, S.A.U. we process your e-mail contact details, data provided directly by the interested party, as a private individual or as a professional or representative of the private company/public entity to which you belong, for the sending of electronic commercial communications by e-mail, the legitimate basis for this processing being consent, and you may unsubscribe from receiving these e-mails at any time by sending an e-mail to [derechosdatos.canary@alsa.es](mailto:derechosdatos.canary@alsa.es).

Or, having been a customer of our products and services, we process your email contact details, data provided directly by the interested party, as a private individual or as a professional or representative of the private company/public entity to which you belong, for the sending of electronic commercial communications via email, the legitimate basis for such treatment being paragraph 2 of Article 21 of the LSSICE, and you may unsubscribe from receiving these emails at any time by sending an email to [derechosdatos.canary@alsa.es](mailto:derechosdatos.canary@alsa.es).

In any case the e-mail data we process in MOVILIDAD TURÍSTICA CANARIA, S.A.U. have been provided by the interested party, and we remind you that you should not provide data of third parties unless you have their authorisation and have previously informed them of the content of this information.

When sending electronic commercial communications, we process your e-mail address for the following purposes:

- If you have been a customer of our products or services: the purpose for which we process your data is to carry out the management of customers and users, execution, fulfilment and maintenance of your legal relationship with the company and circumstances that arise from/for it as necessary, satisfy contracts and agreements, invoicing, collections, accounting, administration, taxation, including sending electronic commercial communications.
- If you have not been a customer of our products or services, but you have consented to receive our newsletter and/or electronic commercial communications from MOVILIDAD TURÍSTICA CANARIA, S.A.U.: the purpose for which we

process your data is to manage subscriptions to the newsletter and to send electronic commercial communications of offers, competitions, promotions and advertising and commercial information on products and services, news, summer congratulations campaigns, promotions, advantages, discounts and surveys related to the company's activity.

Your data for sending e-mails with electronic commercial communications are voluntary, so if you do not wish to receive them, do not consent to receive them or, if you do receive them, revoke your consent at any time by unsubscribing, objecting to the processing of your data, by sending an e-mail to [derechosdatos.canary@alsa.es](mailto:derechosdatos.canary@alsa.es).

The data originate from your relationship as a customer, or from having provided your e-mail address with your express consent for the sending of electronic commercial communications.

The data processed are your e-mail address.

Legal basis: their consent, Article 21(2) of the LSSICE, and compliance with legal obligations (Article 6(1)(a) and (c) of the GDPR, Article 21(2) of the LSSICE).

Recipients of your data: data controller and third parties that must be notified due to legal obligation or due to the existence of their relationship, Public Administration with competence in the matter, Security Forces and Corps and Judicial Police, if applicable, Courts and Tribunals, if applicable, and third parties with whom the data controller contracts the provision of services (data processor) and with whom it is necessary to provide them.

There is no intention of the data controller to carry out the transfer of their personal data to a third country or international organization.

MOVILIDAD TURÍSTICA CANARIA, S.A.U shall not be liable for the processing and further use of personal data by third parties.

Data retention period: will coincide with the duration of your relationship with the data controller and the withdrawal of your consent, as well as that necessary to comply with a legal obligation or to formulate, exercise or defend claims related to your relationship or the processing of your data, and will be kept until the end of their limitation periods.

Data protection rights: all information available to you in sections 8 and 9 of this Privacy Policy.

No automated decisions or profiling of your data are carried out by MOVILIDAD TURÍSTICA CANARIA, S.A.U.

Data Protection Officer: you can contact our Data Protection Officer by email at [dpo.canary@alsa.es](mailto:dpo.canary@alsa.es).

## **6. INFORMATION ON DATA PROTECTION PROVIDED THROUGH THE WEBSITE IN GENERAL**

Data controller: **MOVILIDAD TURÍSTICA CANARIA, S.A.U.**, whose details are set out in section 2 of this Privacy Policy.

Your data comes from data provided by any of the following means: contact forms, quotation request forms, user registration, data transmitted, provided or obtained by any means available on the Website, with the other data processed being that which is freely provided throughout the communication between both parties in relation to the Website, and may include health data provided, where appropriate.

The data are those that are compulsorily requested in the aforementioned means of collection, and those provided voluntarily, such as the following: telephone the information obtained from on cookies that. When in the means provided to collect your data the fields are marked with an (\*) or are provided as obligatory or required, they will be obligatory and the rest will be voluntary. If mandatory data is not provided, MOVILIDAD TURÍSTICA CANARIA, S.A.U. can accept and/or manage or otherwise the query/request/purchase/ reservation requested service by the user.

In the event that you provide us with personal data of third parties, you are responsible for having informed and obtained the prior and express consent of the owners of the data to provide them to us for the purposes set out, notifying them of the content of this clause.

Purpose: To manage, attend to, respond to and maintain the relationship generated through the company's web pages,

manage and attend to users and potential clients, as well as to shape its contents.

Legal basis: execution of the contract and/or services requested by them, the compliance with legal obligations, as well as legitimate interest in the case of natural persons of legal persons, entrepreneurs and professionals (letters a), b), c) and f) of paragraph 1 of Article 6 of the RGPD and Article 19 of the LOPDGDD).

Recipients of your data: data controller parties that must be notified due to legal obligation or due to the existence of their relationship, Public Administration with competence in the matter, Security Forces and Corps and Judicial Police, if applicable, Courts and Tribunals, if applicable, and third parties with whom the data controller contracts the provision of services (data processor) and with whom it is necessary to provide them. Microsoft e-mail services are used. There is no intention of the data controller to carry out the transfer of their personal data to a third country or international organization. Without prejudice to the foregoing, MOVILIDAD TURÍSTICA CANARIA, S.A.U. uses the services of Google in the use of cookies (set out in the Cookies Policy of the Website), a company also located in the United States, and which is a member of the Data Privacy Framework established between the European Union and the United States.

MOVILIDAD TURÍSTICA CANARIA, S.A.U shall not be liable for the processing and further use of personal data by third parties.

Period of conservation of your data: will coincide with the duration of your relationship with the data protection officer, a different duration relationship for each of the obtaining channels, data mentioned and their purposes. Likewise, the data will be kept for the period necessary to comply with a legal obligation that requires the treatment and preservation of your data or be required for the formulation, exercise or defense of claims related to your relationship or the treatment of your data, remaining in this case until the end of their limitation periods.

Data protection rights: all information available to you in sections 8 and 9 of this Privacy Policy.

No automated decisions or profiling of your data are carried out by MOVILIDAD TURÍSTICA CANARIA, S.A.U.

## **7. INFORMATION ON DATA PROTECTION PROVIDED IN RELATION TO COMPLAINTS AND CLAIMS**

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Data controller: **MOVILIDAD TURÍSTICA CANARIA, S.A.U.**, whose details are set out in section 2 of this Privacy Policy.

Your data comes from data provided by any of the following means: contact forms, quotation request forms, user registration, data transmitted, provided or obtained by any means available on the Website, with the other data processed being that which is freely provided throughout the communication between both parties in relation to the Website, and may include health data provided, where appropriate.

The data are those that are compulsorily requested in the aforementioned means of collection, and those provided voluntarily. When in the means provided to collect your data the fields are marked with an (\*) or are provided as obligatory or required, they will be obligatory and the rest will be voluntary. If mandatory data is not provided, MOVILIDAD TURÍSTICA CANARIA, S.A.U. can accept and/or manage or otherwise the query/request/purchase/reservation requested service by the user.

In the event that you provide us with personal data of third parties, you are responsible for having informed and obtained the prior and express consent of the owners of the data to provide them to us for the purposes set out, notifying them of the content of this clause.

Purpose: Management, development and compliance of incident files, complaints, claims filed by customers and users of the company's services, the legal relationship generated and the circumstances that derive from it and for it as necessary.

Legal basis: execution of the contract and/or services requested by them, the compliance with legal obligations, as well as legitimate interest in the case of natural persons of legal persons, entrepreneurs and professionals (letters a), b), c) and f) of paragraph 1 of Article 6 of the RGPD and Article 19 of the LOPDGDD).

Recipients of your data: data controller and third parties that must be notified due to legal obligation or due to the existence of their relationship, Public Administration with competence in the matter, Security Forces and Corps and Judicial Police, if applicable, Courts and Tribunals, if applicable, and third parties with whom the data controller contracts

the provision of services (data processor) and with whom it is necessary to provide them. Microsoft e-mail services are used. There is no intention of the data controller to carry out the transfer of their personal data to a third country or international organization. Without prejudice to the foregoing, MOVILIDAD TURÍSTICA CANARIA, S.A.U. uses the services of Google in the use of cookies (set out in the Cookies Policy of the Website), a company also located in the United States, and which is a member of the Data Privacy Framework established between the European Union and the United States.

MOVILIDAD TURÍSTICA CANARIA, S.A.U shall not be liable for the processing and further use of personal data by third parties.

**Data retention period:** The data will be kept for the period necessary to comply with a legal obligation that requires the treatment and preservation of your data or be required for the formulation, exercise or defense of claims related to your relationship or the treatment of your data, remaining in this case until the end of their limitation periods. The provisions of the archives and documentation regulations shall apply.

**Data protection rights:** all information available to you in sections 8 and 9 of this Privacy Policy.

No automated decisions or profiling of your data are carried out by MOVILIDAD TURÍSTICA CANARIA, S.A.U.

Data Protection Officer: you can contact our Data Protection Officer by email at [dpo.canary@alsa.es](mailto:dpo.canary@alsa.es).

## 8. YOUR DATA PROTECTION RIGHTS

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You may request any of your data protection rights from the data controller, being the following:

### • **RIGHT OF ACCESS**

The data subject (data subject) has the right to obtain from MOVILIDAD TURÍSTICA CANARIA, S.A.U. (controller) confirmation as to whether or not personal data concerning him/her are being processed and, if so, a right of access to the personal data and to the following information:

- a) the purposes of the processing;
- b) the categories of personal data concerned;
- c) the recipients or categories of recipients to whom the personal data have been or will be disclosed, in particular recipients in third parties or international organisations;
- d) if possible, the envisaged period of retention of personal data or, if not possible, the criteria used to determine this period;
- e) the existence of the right to request from the controller the rectification or erasure of personal data or the restriction or objection to the processing of personal data relating to the data subject;
- f) the right to lodge a complaint with a supervisory authority;
- g) where the personal data have not been obtained from the data subject, any available information on their origin;
- h) the existence of automated decisions, including profiling, and, at least in such cases, meaningful information about the logic involved and the significance and expected consequences of such processing for the data subject.
- i) where personal data are transferred to a third country or to an international organisation, the data subject shall have the right to be informed of the appropriate safeguards pursuant to Article 46 concerning the transfer.

### • **RIGHT OF RECTIFICATION**

The data subject (data subject) shall have the right to obtain without undue delay from MOVILIDAD TURÍSTICA CANARIA, S.A.U. (Data controller) rectification of inaccurate personal data concerning them. Taking into account the purposes of the processing, the data subject shall have the right to have incomplete personal data supplemented, including by means of an additional statement.

### • **RIGHT OF REMOVAL**

The data subject (data subject) shall have the right to obtain without undue delay from MOVILIDAD TURÍSTICA CANARIA, S.A.U. (controller) the erasure of personal data relating to them, being obliged to MOVILIDAD TURÍSTICA CANARIA, S.A.U. to delete personal data without undue delay if any of the following circumstances apply:

- a) the personal data are no longer necessary for the purposes for which they were collected or otherwise processed;
- b) the data subject withdraws the consent on which the processing is based and the consent is not based on any other legal ground;
- c) the data subject objects to the processing and no other legitimate grounds for processing prevail;
- d) the personal data have been processed unlawfully;
- e) the personal data must be deleted in order to comply with a legal obligation under Union or Member State law which applies to the controller;
- f) the personal data have been obtained in connection with the provision of information society services.

• **THE RIGHT TO REQUEST THE RESTRICTION OF PROCESSING**

The data subject (data subject) shall have the right to obtain from MOVILIDAD TURÍSTICA CANARIA, S.A.U. (Rdata controller) the restriction of data processing where one of the following conditions is met:

- a) the data subject challenges the accuracy of the personal data, within a period of time which allows the controller to verify the accuracy of the personal data;
- b) the processing is unlawful and the data subject objects to the erasure of the personal data and requests instead the restriction of their use;
- c) the controller no longer needs the personal data for the purposes of the processing but the data subject needs them for the purposes of making, pursuing or defending claims;
- d) the data subject has objected to the processing, while verifying whether the legitimate grounds of the controller outweigh those of the data subject.

• **RIGHT TO DATA PORTABILITY**

The data subject (data subject) shall have the right to receive personal data concerning him/her, which he/she has provided to CANARYSHUTTLE (data controller), in a structured, commonly used and machine-readable format, and to transmit them to another controller without being prevented from doing so by the controller to whom they were provided, when:

- a) the processing is based on consent, and
- b) the processing is carried out by automated means.

The data subject shall have the right to have personal data transmitted directly from controller to controller where technically feasible.

• **RIGHT TO OPPOSITION AND NOT TO BE THE SUBJECT OF AUTOMATED INDIVIDUAL DECISIONS (including profiling)**

The data subject (data subject) shall have the right to object at any time, on grounds relating to his or her particular situation, to the processing of personal data relating to him or her in certain cases, and shall also have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects them.

• **RIGHT TO WITHDRAW CONSENT**

You have the right to withdraw your consent at any time, without affecting the lawfulness of the processing based on the consent prior to your withdrawal.

• **THE RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY.**

You are also informed of your right to lodge a complaint with a supervisory authority, which in Spain is the Spanish Data Protection Agency. [www.agpd.es](http://www.agpd.es).

• **WHAT ARE YOUR LEGAL RIGHTS IN RELATION TO THE PERSONAL INFORMATION WE HOLD ABOUT YOU AND HOW CAN YOU EXERCISE THEM?**

You can exercise your personal data protection rights before MOVILIDAD TURÍSTICA CANARIA, S.A.U. through either of the following two channels:

1. By writing in or addressed to the registered office of MOVILIDAD TURÍSTICA CANARIA, S.A.U. Set in the section 2 of this Privacy Policy.
2. Via e-mail sent to the address provided in the section 2 of this Privacy Policy.

To exercise your rights you will need to submit/send us:

- Signed written request.
- Documentation accrediting the representation of a third party, if applicable (under 14 years of age, incapacitated), power of attorney or authorisation of representation.

Depending on the right you exercise, we may ask you for additional information that we need to locate the information you request from us or to enable us to fulfil your right.

If you wish, we provide you with forms to exercise your rights, and you can request them using the same channels indicated for the section 2.

## **9. INFORMATION ON DATA PROTECTION IN THE EXERCISE OF DATA PROTECTION RIGHTS**

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Data controller: **MOVILIDAD TURÍSTICA CANARIA, S.A.U.**, whose details are set out in section 2 of this Privacy Policy.

Any information or personal data provided in exercise of their rights of protection of personal data, is incorporated into our data processing systems, coming from those provided in your request for exercise, forms enabled for this purpose, data transmitted, provided or obtained by any means as a result of request, content of emails with the controller, the other data processed being those that are freely provided throughout the communication between the two parties.

The data obtained in the exercise of your personal data protection rights are the following: name and surname, address, signature, means of contact and proof of legal representation, if applicable (obligatory data).

Purpose: Manage the exercise of rights in the protection of personal data and the circumstances that arise from them and for them derive as necessary.

In the event that you provide us with personal data of third parties, you are responsible for having informed and obtained the prior and express consent of the owners of the data to provide them to us for the purposes set out, notifying them of the content of this clause.

Legal basis for processing your data: compliance with legal obligations (Article 6(1)(c) of the GDPR).

Recipients of your data: the data controller itself, as well as third parties to whom it is necessary to communicate your data in compliance with legal obligations or because it is necessary or derived from the existence of your legal relationship with the data controller, public administration with competence in the matter, State Security Forces and Corps and Judicial Police, Courts and Tribunals, and service providers (data processors) who need your access in order to provide them. Microsoft e-mail services are used. There is no intention of the data controller to carry out the transfer of their personal data to a third country or international organization.

CANARYSHUTTLE shall not be liable for the processing and further use of personal data by third parties.

*Period of retention of your data:* this will coincide with the duration of your relationship with the data controller. Likewise, the data will be kept for the period necessary to comply with a legal obligation that requires the treatment and preservation of your data or be required for the formulation, exercise or defense of claims related to your relationship or the treatment of your data, remaining in this case until the end of their limitation periods.

Data protection rights: all information available to you in sections 8 and 9 of this Privacy Policy.

No automated decisions or profiling of your data are carried out by MOVILIDAD TURÍSTICA CANARIA, S.A.U.

Data Protection Officer: you can contact our Data Protection Officer by email at [dpo.canary@alsa.es](mailto:dpo.canary@alsa.es).

## **10. QUALITY AND ACCURACY OF DATA**

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MOVILIDAD TURÍSTICA CANARIA, S.A.U will only ask those personal data that are relevant and not excessive in relation to the purpose for which they shall be used.

Users guarantee the truthfulness, accuracy, validity and authenticity of personal data provided in response to the damages that may be caused to the owner of the website or third parties because of breach of this warranty. You agree to notify MOVILIDAD TURÍSTICA CANARIA, S.A.U, if necessary, any modification or rectification, so that the files are always up to date and do not contain errors. The communication procedure of these circumstances will be established for the exercise of the rights in protection of personal data in section 2 of this Privacy Policy.

Whoever provides the data guarantees and is responsible for being the owner of the data provided, being responsible for any claim, damage or harm arising from the breach of this circumstance. The adoption of false identities, the contribution of any personal data or information of third parties as the User's, as well as the contribution of any personal data not truthful by the User is expressly prohibited. It is expressly forbidden to carry out registrations with false or fraudulent information, which may be annulled, without prejudice to the adoption of the appropriate legal measures.

## **11. THIRD PARTY DATA**

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If the User provides personal data of third parties, previously, they must have informed those third parties expressly, accurately and unequivocally about the content and representation in this Privacy Policy and have obtained their consent to provide them.

In the event of non-compliance by the User with the provisions of this section, MOVILIDAD TURÍSTICA CANARIA, S.A.U. is exempt from any liability or claim by third parties for the processing of personal data provided by the User in breach of legal requirements or obligations by the User, who will be liable to CANARYSHUTTLE for any damage or harm caused and related to these cases.

All of this without prejudice to the communication to be made by MOVILIDAD TURÍSTICA CANARIA, S.A.U to the third parties in accordance with the contact information provided, where appropriate by them, in compliance with the legal obligation.

## **12. DATA OF MINORS**

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The access and navigation of the contents of the Website is free and allowed to any Internet user. However, the use and/or contracting of certain services and/or products offered through the Website have age limitations.

In any case, this Website does not seek to obtain information or personal data of minors directly or indirectly.

For booking online through the Website, the User must be at least 18 years of age, be the owner of the medium with which the payment is to be made and have the necessary legal capacity to contract. To buy/book products and/or services through the Web site, the user must have at least 18 years old, must be the holder of the payment method used and have the required legal capacity to contract it. In case of a minor or without the necessary legal capacity to contract, do not book our services.

For any consultations or informative contact in which personal data are provided, if the User is a minor of 14 years or more, he/she has the opportune capacity and directly facilitates his/her personal data in the Website through the contact channels enabled, will provide the data for consultative purposes, unless it is legally required the assistance of their legal representatives. However, if the User is a minor of 14 years or less, regardless of having been able to have free access to visit the content of the Website, they cannot directly provide their personal data by any communication channels or forms provided on the Website, in this case always requiring the consent of their legal representatives.

The contracting of services by any procedure, and the contact to carry out the same with MOVILIDAD TURÍSTICA CANARIA, S.A.U., may only be made by Users over 18 years of age and with sufficient legal capacity.

MOVILIDAD TURÍSTICA CANARIA, S.A.U. is exempt from any responsibility for the breach of these requirements and reserves the right to prevent or not satisfy communications or the provision of services, due to lack of legal capacity. To verify the age and, where appropriate, the authenticity of the consent of the legal representatives, MOVILIDAD TURÍSTICA CANARIA, S.A.U. will have various procedures, being able to request a copy of the identity document and contact with the legal representatives to confirm the representation and authorization, even requesting the documentation proving their parental authority and/or legal representation, without which the User will not be able to process your request.

In the event of providing data of minors/persons without legal capacity through the use of the Website, whoever provides their data and acts on their behalf, responsibly declares that they hold the legal representation/parental authority of the minor/person without legal capacity, or have express authorisation from the person/s holding it, and therefore declares that they have sufficient legal capacity to provide their data and give consent on their behalf and representation, being able to require from MOVILIDAD TURÍSTICA CANARIA, S.A.U. the supporting documentation.

The legal representatives will be considered, in any case, responsible for the acts carried out by the persons in their charge, in accordance with the provisions of current regulations.

### **13. SECURITY MEASURES**

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MOVILIDAD TURÍSTICA CANARIA, S.A.U. adopts and deploys the necessary technical and organizational measures to guarantee the security of personal data, according to the requirements required by the regulations on protection of personal data, avoiding their alteration, loss, treatment or unauthorized access.

However, the User must be aware that security measures on the Internet are not, in any way, unbreakable. MOVILIDAD TURÍSTICA CANARIA, S.A.U will treat the personal data provided by the User with the due confidentiality and duty of secrecy.

MOVILIDAD TURÍSTICA CANARIA, S.A.U. shall not be responsible for the processing and subsequent use of personal data that may be carried out by third parties, whether or not they are providers of information society services, acting outside the Website.

### **14. SOCIAL NETWORKS**

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In case MOVILIDAD TURÍSTICA CANARIA, S.A.U. Uses social media, MOVILIDAD TURÍSTICA CANARIA, S.A.U. Will not be liable for the processing of personal data of people involved in the social media.

If you register as a user via social profiles, the company will process certain information associated with you. If you do not agree with the processing of the type of data that we will collect, you should not continue the registration process with your social profile and you can choose to register by traditional means by completing the form provided for this purpose.

The data from your social profile that you choose to share with MOVILIDAD TURÍSTICA CANARIA, S.A.U. will also be processed for the purpose of enriching our databases and elaborating/debugging commercial profiles in order to have a better and more detailed knowledge from a commercial point of view of individual users and as a whole (needs, tastes, preferences, etc.) in order to be able to design, plan and personalise our products and services and our commercial and marketing actions. Notwithstanding the above, we inform you that no automated decisions will be made based on this commercial profile.

If you expressly accept it during the registration process, your data will be used to send you personalised commercial communications, as explained in this Privacy Policy.

The data category to be obtained by MOVILIDAD TURÍSTICA CANARIA, S.A.U. And that will be processed when you are registered as an user via a social profile are the following:

- “Public profile” data (this data category is not mandatory): information you have provided to the social network for the registration in our website when you completed your social profile and particularly this section. It includes: name and surname, gender, user ID in the social network (Id-account number), profile photo, cover photo and social media photo, age range, language and country.
- Other social profile data you have chosen to share with Alsa, e.g. other contact details, images, personal characteristics, social circumstances, academic and professional data, employment details, etc.
- Data generated by the social network you have decided to share with Alsa (as for example likes and feedback).
- E-mail (mandatory).

The personal data marked as mandatory must be provided in order to complete the registration with your social profile. If you do not agree with the processing of the type of data that we will collect, you should not continue the registration process with your social profile and you can choose to register by traditional means by completing the form provided for this purpose.

We also inform you that we also use Facebook and Instagram marketing tools when marketing our products and services. We use email addresses of customers who have agreed to receive marketing communications to find similar people in the Facebook and Instagram user base and target those new users with campaigns on the Facebook and Instagram platform. We also use the parameters offered by Facebook and Instagram to create audiences for marketing campaigns based on user data from these social networks. Facebook and Instagram offer possibilities for you to control the ads you see on their platform. You can set your ad preferences on Facebook and Instagram. The data collected and processed by Facebook and Instagram is governed by their privacy policies, which you should always consult.

However, it is possible that the social networks themselves may have limits on the processing of personal data in the professional profiles of MOVILIDAD TURÍSTICA CANARIA, S.A.U. In any case, we recommend reading the conditions of access and use of these profiles, the legal terms and conditions and the privacy policies applicable to the social networks provided by each social network, which can be consulted on each of the Websites.

## **15. LANGUAGE**

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You can choose the language in which you wish to browse the Website by selecting it in the upper right corner of the Website, choosing between Spanish, English, French, Italian and German. This Privacy Policy has been written in Spanish and translated into the other languages available. In case of conflict between languages, it is set as a priority for interpretation Spanish version.

## **16. PRIVACY POLICY - DURATION AND MODIFICATION**

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The Privacy Policy applicable will be the one published on the Website.

MOVILIDAD TURÍSTICA CANARIA, S.A.U. reserves the right to modify, in whole or in part, at any time and without notice, the contents of these Online Reservation Services - General Terms and Conditions, by extension, improvement, concreteness or upgrade its contents, whether by legislative or jurisprudential or business strategy changes, without this amendment be retroactive. In case of modification, the previous version will cease, and modifications will be applicable from the published date.

The Privacy Policy are always accessible by link the bottom of the Web site, containing the version number and date of publication, from which enters into force.

## **17. NULLITY AND EFFECTIVENESS**

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If any clause or content in this document is declared null, the document itself will remain fully effective and binding on the parties on the same terms, if they can be effective without invalid the clauses or text.

## **18. LEGISLATION AND JURISDICTION**

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The applicable law is the Spanish. Unless specific legislation resulting from application to establish another jurisdiction,

the User and MOVILIDAD TURÍSTICA CANARIA, S.A.U. expressly submit to the Courts of Las Palmas for any controversy. Without prejudice to express our willingness to kindly resolve any dispute previously.

## **19. COOKIES POLICY**

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The Website uses cookies. For more information see our [Cookies Policy](#), which also contains information on how to disable them and/or delete them.

The Cookies Policy is available to you and can be accessed by means of a direct link with the aforementioned name at the bottom of the Website.