

Privacy Policy

1. DATA CONTROLLER

Owner: Guillermo Flores Valdés

Trading name: Tenerife Rock & Nature

Tax ID (NIF): 50903951-Y

Email: teneriferockandnature@gmail.com

2. PURPOSE OF PROCESSING

Personal data provided by users will be processed for the following purposes:

- Managing bookings and the contracting of activities.
- Managing payments and invoicing.
- Maintaining communications related to the booked activity.
- Complying with legal and tax obligations.
- Handling enquiries submitted through the website.

3. DATA PROCESSED

The following data may be processed:

- First and last name.
- Email address.
- Phone number.
- Data required to manage the booking.
- Health-related information voluntarily provided by the participant (special category of data), when necessary to assess their fitness or to adapt the activity for safety reasons.

Providing this information is voluntary; however, not disclosing it may limit the guide's ability to adapt the activity to the participant's needs.

4. LEGAL BASIS

The legal basis for processing, in general terms, is:

- Performance of the service contract.
- Compliance with legal obligations.
- The data subject's consent, where required.

In the case of health-related data, as this is a special category of data, the legal basis is the participant's explicit consent, freely given when providing that information, as well as, where applicable, the need to protect their vital interests during the activity.

5. DATA RETENTION

Data will be kept for as long as necessary to provide the service and, subsequently, for the periods required by applicable tax, commercial and liability legislation.

6. RECIPIENTS

Data may be shared with:

- Public authorities, where there is a legal obligation to do so.
- Banks and payment platforms, for the management of payments.
- Insurance companies, where necessary for the coverage of the booked activity.

Personal data will not be sold or transferred to third parties for commercial purposes.

7. USER RIGHTS

Users may exercise their rights of access, rectification, erasure, objection, restriction and portability by sending a request to teneriferockandnature@gmail.com.

Users may also file a complaint with the Spanish Data Protection Agency (Agencia Española de Protección de Datos) if they believe their rights have been infringed.

8. SECURITY

Tenerife Rock & Nature implements reasonable technical and organisational measures to protect personal data against unauthorised access, loss or alteration.