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TERMS AND CONDITIONS

This website is owned by the commercial group of companies Petitpalace, which includes the following entities: Atelier Hospitality Holding, S.L. (Tax ID: B70796867); Atelier Hospitality Management, S.L.U. (Tax ID: B21999883); Atelier Hospitality Properties, S.L.U. (Tax ID: B19974005); Atelier Hospitality Operations, S.A.U.. (Tax ID: A82756610); Arocic Investments, S.L. (Tax ID: B88024302); and Ascenluntias, U.L.D.A. (NIPC: 516323741) (hereinafter, the "Petitpalace Group"). The group operates under the trade names Petitpalace, Petit Palace Hotel.

Access to this website implies knowledge and acceptance of the following terms and conditions:

Terms and Conditions
The contents, commercial activities, products and services included on this Website are not intended for or aimed at persons residing in jurisdictions where their contents are not authorised. Access to this Website is the sole responsibility of the users. Access to this Website does not imply any type of commercial relationship between Petitpalace Group and the user. Accessing and browsing this Website implies acceptance and knowledge of the legal warnings, conditions and terms of use contained therein.

Update and Modification of information
The information that appears on this Website is current as of the date of its last update. Petitpalace Group reserves the right to update, modify or delete the information on this Website, and may limit or deny access to this Website. This Website may not be altered, changed, modified or adapted, however, Petitpalace Group reserves the right to make, at any time, as many changes and modifications as it deems appropriate, and may make use of this right at any time and without prior notice. Petitpalace Group reserves the right to unilaterally modify the conditions and terms of use of this Website. Any changes to these will be announced accordingly. The entry into force of the modifications to the conditions of use will take place from the moment of their publication on this Website.

Contents
Petitpalace Group makes every effort to avoid any error in the content that may appear on this Website. Petitpalace Group does not guarantee, nor is it responsible for the consequences that may arise from errors in the content that may appear on this Website, provided by third parties. Petitpalace Group assumes no responsibility for any discrepancies that may exist between the printed documents and the electronic version published on this Website. In the event of any discrepancy between the printed version and the version published on the Website, the printed version will take precedence. Petitpalace Group is not responsible in any way for content, commercial activities, products and services included that may be visualised by means of electronic *links*, directly or indirectly, through this Website. The presence of *links* on the Petitpalace Group Website, unless expressly stated otherwise, is merely for information purposes and in no case implies a suggestion, invitation or recommendation by it. These links do not represent any type of relationship between Petitpalace Group and the individuals or companies that own the Websites that can be accessed through these links.
Petitpalace Group reserves the right to unilaterally and at any time withdraw the *links* that appear on its Website. Petitpalace Group assumes no responsibility for the content of any forum or cyberspace discussion *(chat)*, bulletin boards or any type of transmissions which are linked to this Website and will cooperate, if required by court order or by the relevant authorities, in identifying the persons responsible for any content that violates the law. Petitpalace Group excludes all liability that may arise from the transmission of information between users. The responsibility for the statements disseminated on this Website lies exclusively with those who make them. Any type of data transmission that users may make to

this or through this Website or other accesses controlled by Petitpalace Group that infringe the proper

rights of third parties, and whose content is threatening, defamatory, obscene, pornographic, or the transmission of any other material that constitutes or incites conduct that may be considered a criminal offence, is prohibited. Petitpalace Group reserves the right to prevent or prohibit access to any Internet user who introduces on this Website any content that is contrary to legal regulations or is considered immoral, reserving the right to exercise the legal measures it deems appropriate to prevent this type of conduct.

Navigation, access and security

Accessing and browsing this Website implies acceptance and knowledge of the legal warnings, terms and conditions of use contained therein. Petitpalace Group makes every effort to ensure that browsing is carried out under the best conditions and to avoid any type of damage that may be caused during browsing. Petitpalace Group is not responsible for and does not guarantee that access to this Website will be uninterrupted or error-free. Nor does it take responsibility for or guarantee that the content or software that may be accessed through this Website is error-free or will not cause damage. Under no circumstances will Petitpalace Group be liable for any loss or damage of any kind arising from access to and use of the website, including, but not limited to, those caused to computer systems or those caused by the introduction of viruses or malicious software. Petitpalace Group will not be liable for any damages that may be caused to users due to improper use of this Website.

Intellectual and Industrial Property

This Website and its contents are protected by Intellectual Property laws. They may not be exploited, reproduced, distributed, modified, publicly communicated, transferred or transformed in whole or in part. Access to this Website does not grant users any right or ownership whatsoever over the intellectual property rights of the contents of this Website. The content of this Website may be *downloaded* to the user's terminal, provided that it is for private use and without any commercial purpose; therefore, you may not exploit, reproduce, distribute, modify, publicly communicate, transfer, transform or use the content of this Website for public or commercial purposes. Petitpalace Group does not transfer ownership of its software to users. The user is the owner of the medium on which the software is recorded. Petitpalace Group retains all industrial and intellectual property rights including the software. If you transfer software from this Website to your terminal, you may not dissect it for study, decompile it, or translate the version of the original object code or its language into another code or language. The trade name, trademarks, logo, products and services contained on this Website are protected by law. Petitpalace Group reserves the right to take legal action against users who violate or infringe intellectual and industrial property rights.

E-commerce

In compliance with Law 34/2002, of 11 July, on Information Society Services and Electronic Commerce, we inform you that for any request, inquiry, and/or complaint, you may contact us in writing at the registered address of any of the following companies that form part of the Petitpalace Group: Atelier Hospitality Holding, S.L.; Atelier Hospitality Management, S.L.U.; Atelier Hospitality Properties, S.L.U.; High Tech Hotels and Resorts, S.A.U.; Arocic Investments, S.L.; and Ascenluntias, U.L.D.A., all with registered offices at Paseo de la Castellana 143, 9th Floor, 28046 Madrid (Spain).
You may also contact us by email at **lopd@petitpalace.com**

PRIVACY POLICY

The **Petitpalace Group** assumes responsibility for complying with current national and European data protection legislation (GDPR), and aims to process your data in accordance with the regulations, with the sole purpose of providing you with a good service, attending to your requests, keeping you informed and improving your customer experience.

Basic information on personal data protection
Data controller: **PETITPALACE GROUP** Telephone:
915159450
Email: lopd@petitpalace.com
Data Protection Officer: same contact details as above
Purpose: Commercial prospecting.
Legitimacy: Consent
Recipients: Data may be transferred to other group companies.
Rights: access, rectification, cancellation, opposition, limitation of processing and portability.

Extended information on personal data protection

Data controller:
PETITPALACE GROUP is responsible for the processing of the user's data
Purpose of data processing:
Access by Petitpalace Group to personal data will be carried out solely and exclusively for the purpose of Petitpalace Group to attend to the user's requests and to keep them informed, including by electronic means, about our products and services, without being able to apply it or use it for any other purpose which has not been expressly authorised by the user.

Data retention:
The personal data provided will be kept for as long as its deletion is not requested by the data subject, or as the case may be, for a period of five years from the last confirmation of interest by the data subject, in which case it will be destroyed or returned to the data controller. This is without prejudice to the existence of a legal provision requiring the retention of certain data or the data being useful in the event of a claim arising from the provision of the services agreed to by the data subject.
Legitimacy for data processing:
The legal basis for the processing of the data is the consent of the data subject in response to their requests, being able to keep them informed about our products and services.
Lawfulness of processing according to the articles**:** 6.1a Consent; 6.1b Execution of a Contract; 6.1c Legal Obligation; 6.1f Legitimate Interests.

Recipients:
We inform you that your data will be transferred to the companies of the Petitpalace Group and if you do not agree, you may exercise the rights detailed in the "Exercise of rights" section of the privacy policy. Petitpalace Group will only use it for the purposes set out in this privacy policy.
In the event that the data subject provides Petitpalace Group with personal data of third parties, the data subject declares that said data is truthful and that they have informed and requested prior express consent from these third parties for its use by Petitpalace Group.

Exercise of rights:
The Data Subject may at any time exercise the following rights, provided for in the GDPR, in relation to the processing of their personal data:

- Right to request access to personal data.
- Right to request its rectification or erasure.

- Right to request the limitation of processing.
- Right to object to processing.
- Right to data portability.

Such rights may be exercised by means of a written communication addressed to PETITPALACE GROUP, with address at Paseo de la Castellana, 143 – 9º Planta. 28046-Madrid or by email to lopd@petitpalace.com.

We inform you that in case of cancellation of the reservation, we may collect more sensitive data such as health data, but this data will never be used for a purpose other than the reasons for which it is collected (cancellation of reservations).

We inform you that where necessary to provide a service relating to health prevention, your most sensitive data relating to your health may be transferred to the prevention company contracted by the Group to provide this service.

Security measures and levels of security:

PETITPALACE GROUP has adopted the necessary measures to maintain the required level of security, according to the nature of the personal data processed and the circumstances of the processing, in order to avoid, as far as possible and always according to the state of the art, its alteration, loss, processing or unauthorised access. Furthermore, Petitpalace Group guarantees that it has implemented mechanisms to:

1. Guarantee the ongoing confidentiality, integrity, availability and resilience of processing systems and services.
2. Restore availability and access to personal data in due course in the event of a physical or technical incident.
3. Regularly verify and check the effectiveness of the technical and organisational measures put in place to ensure the security of the processing.

Scope of application:

The structure of files, equipment and information systems and the technical and organisational measures implemented to guarantee data security, in order to comply with current legislation on data protection, will be applied to all files, temporary or permanent, owned by Petitpalace Group that contain personal data, as well as to any equipment or information system that processes them.

User Consent:

The data subject declares having read, understood and expressly accepted this Privacy Policy when registering with Petitpalace Group, giving their unequivocal and express consent to Petitpalace Group for the processing of data in accordance with the purposes and services reflected herein.

The data subject expressly authorises the transfer of their data to external collaborators and service providers who support the performance of the Petitpalace Group's activities. These may include, among others, lawyers, management system providers, security and surveillance companies, call centre services, health services, companies in charge of managing customer satisfaction surveys and customer experience analysis, and providers of customer relationship management (CRM) and data analytics solutions.

International Transfers:

Certain personal information of the data subject may be transferred by certain system providers to other countries outside the European Economic Area (EEA) for processing in accordance with the purposes described in this Privacy Policy. In these cases, Petitpalace Group guarantees that these suppliers undertake contractual commitments to protect the personal information of the data subject, either through certification schemes or through the standard contractual clauses approved by the European Commission.

Confidentiality and professional secrecy:

The data collected in all private communications between Petitpalace Group and clients or users will be

treated with absolute confidentiality, and Petitpalace Group undertakes to maintain the secrecy of personal data, its duty to store it and adopt all necessary measures to prevent its alteration, loss and unauthorised processing or access, in accordance with the provisions of the Regulation on Security Measures for Automated Files containing personal data. In addition, information of any kind which the parties exchange with each other or which the parties agree is of a confidential nature is also confidential.
Changes in the security and data protection policy:
Petitpalace Group reserves the right to modify its security and data protection policy in order to adapt it to new legislative or jurisprudential developments, as well as those that may derive from existing standard codes on the subject, or due to strategic corporate decisions, with effect from the date of publication of said modification on the Petitpalace Website.
Communication channels: We use your personal information in order to fulfil our commitment to provide you with an unparalleled experience in all your interactions with Petitpalace. As part of that commitment, in the event that you have authorised us to receive commercial communications, we inform you that we will carry out these communications with you by email, telephone, SMS, Facebook, Instagram or WhatsApp. In addition, we can inform you about the products of other hotels in our Hotel Group.

USE OF COOKIES AND COOKIE POLICY

A *cookie* is a file that is downloaded to your computer when you access certain websites. *Cookies* allow a website, among other things, to store and retrieve information about the browsing habits of a user or their equipment, and depending on the information they contain and the way they use their equipment, they can be used to recognise the user. The user's browser stores *cookies* on the hard disk only during the current session, occupying minimal memory space and not harming the computer. *Cookies* do not contain any specific personal information, and most of them are deleted from the hard drive at the end of the browser session (so-called session *cookies*). Most browsers accept *cookies* as standard and, independently of these, allow or prevent temporary or stored *cookies* in the security settings. Without your express consent – through the activation of *cookies* in your browser – Petitpalace Group will not link the stored data with your personal data provided at the time of registration or purchase in the *cookies*.

What types of *cookies* does this website use?

– Technical *cookies*: These allow the user to navigate through a website, platform or application and the use of the different options or services that exist on it, for example, monitoring traffic and data communication, identifying the session, accessing restricted access sections, remembering the elements that make up an order, undertaking the purchase process of an order, making the request for registration or participation in an event, using security features while browsing, storing content for the dissemination of videos or sound, and sharing content through social networks.

– Personalisation *cookies*: These allow the user to access the service with certain predefined general characteristics depending on a series of criteria in the user's terminal, such as language, the type of browser used to access the service, the regional configuration from which the service is accessed, etc.

– Analysis *cookies*: These, whether processed by us or by third parties, allow us to quantify the number of users and thus carry out the measurement and statistical analysis of the use of the service offered by users. For this purpose, your browsing on our website is analysed in order to improve the range of products or services we offer you and to improve the customer experience.

– Advertising *cookies*: These, whether processed by us or by third parties, allow us to manage the supply of advertising space on the website as efficiently as possible, adapting the content of the advertisement to the content of the service requested or to the use you make of our website. To do so, we may analyse your Internet browsing habits and we may show you advertising related with your browsing profile.

– Behavioural advertising *cookies*: These allow management, in the most efficient way possible, of the advertising spaces that, where appropriate, the publisher has included on a website, application or platform from which the requested service is provided. These *cookies* store information on the behaviour of users obtained through continuous observation of their browsing habits, which allows a specific profile to be developed in order to display advertising based on this.

– Third-party *cookies*: On our Website we also use *Google Analytics*, a web analytics tool from *Google* that allows us to understand how users interact with our Website. It also enables cookies on the domain of the Website where the user is located and uses a set of *cookies* called "_utma" and "_utmz" to collect information anonymously and report on trends on the Website without identifying individual users.
The Data Controller cannot guarantee that third party cookies comply with the General Data Protection Regulation (GDPR). You are advised to review the privacy policies of such third parties to ensure that their use of cookies is consistent with your expectations of privacy.
Learn more about *Google Analytics cookies* and privacy information:
Together with our server log files, they allow us to know the total number of users visiting our site and which parts of the site are most popular. Thanks to them we obtain information that can help us to improve navigation and provide a better service to users and customers. If you interact with the content of our Website, third-party *cookies* may also be set (for example, when you click on social media buttons or watch videos hosted on another Website). Third-party *cookies* are those set by a domain other than that of our Website. We cannot access the data stored in the *cookies* of other Websites when you browse those Websites.
Below we include the link to the Google website where you can consult the description of the type of cookies used by Google Analytics and their expiry period:
https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage?hl=es
By using this Website, the User expressly accepts the processing of the information collected in the manner and for the aforementioned purposes. You also acknowledge that you are aware of the possibility of refusing the processing of such data or information by rejecting the use of *cookies* by selecting the appropriate settings on your browser. However, this *cookie* blocking option on your browser may not allow you to make full use of all the functionalities of the Website.
You can allow, block or delete the *cookies* installed on your computer by configuring the options of the browser installed on your computer:
Internet Explorer: Tools -> Internet Options -> Privacy -> Settings.
For more information, you can consult Microsoft support or the browser's Help.
Firefox: Tools -> Options -> Privacy -> History -> Custom Settings.
For more information, you can consult Mozilla support or the browser's Help.
Chrome: Settings -> Show advanced options -> Privacy -> Content settings.
For more information, you can consult Google support or the browser's Help.
Safari: Preferences -> Security.
For more information, you can consult Apple support or the browser's Help.

Changes to the *cookies* policy
We may update the *Cookie* Policy of our Website, so we recommend that you review this policy each time you access our Website in order to be properly informed about how and for what purpose we use *cookies*.
The *Cookie* Policy was last updated on [January 2024].
Suppliers and partners with whom we share cookies:

- *Google (analytics and ads): measurement of web activity and management of targeted advertising campaigns.*
- *Microsoft Ads (Bing): management of targeted advertising campaigns.*
- *Meta (Facebook and Instagram): management of targeted advertising campaigns.*
- *The Hotels Network: content management and offers on the website based on user behaviour*
- *Derbysoft: campaign management in hotel aggregators*
- *Hijiffy: user support chatbot*
- *Cookiepro: cookie consent manager*

GOOGLE USERS

Privacy Policy for users accessing via Google "LOGIN".

The purpose of this section of our Privacy Policy is to inform you about what data we collect, why we collect it and how you can update, manage, export and delete it.

When you access our "Loyalty" website, we collect the following information to provide you with the best services, and to be able to respond to your request. These are: **User email, Name and surname, Date of birth and Telephone.** We do not collect or store your Google login and password **under any circumstances**.

The use we make of the email and first and last name data is the following: to contact you and to be able to attend to your requests, respond to your requests for information and any other management that you wish to carry out on our "Loyalty" Website.

Of course, you always have access to modify your data, request modifications, unsubscribe from our Website and our loyalty programme, as well as to ask us for information about the data we have about your user profile. In addition, all your information remains protected and is treated at all times in compliance with current data protection regulations, including Organic Law 3/2018, of 5 December, on the Protection of Personal Data and Guarantee of Digital Rights (LOPDGDD).