



# YOUR SECURE DATA

## I. Basic information regarding data protection

<b>BASIC DATA PROTECTION INFORMATION</b>	
<b>1. Controller of the processing</b>	<b>UNIVERSO PACHA, S.A.</b>
<b>2. Address of the controller</b>	Avenida Ocho de Agosto nº 27, 07800, Ibiza, Balearic Islands (Spain)
<b>3. Spanish Tax Identification number (N.I.F.)</b>	A-87753935
<b>4. Mercantile data</b>	Company duly registered in the Mercantile Registry of Ibiza, under Volume 322, Sheet 168, Page nº IB-14.912.
<b>5. Purpose</b>	Your data will be used to be able to deal with your requests and provide our services.
<b>6. Advertising</b>	We will only send you advertising with your prior authorization, which you can provide us by marking the corresponding box provided for this purpose.
<b>7. Consent</b>	We will only process your data with your prior consent, which you can provide us by marking the corresponding box provided for this purpose.
<b>8. Recipients</b>	In general, only duly authorized personnel of our company are able to have knowledge of the information that we request from you.
<b>9. Rights</b>	You have the right to know what information we have about you, to correct it and to eliminate it, as explained in the additional information available on our website.
<b>10. Additional information</b>	More information in the section " <b>YOUR SECURE DATA</b> " of our corporate website ( <a href="http://www.pacha.com">www.pacha.com</a> ).



## II. Information to comply with personal data protection regulations

In Europe and Spain there are data protection rules designed to protect your personal information that are mandatory for our company.

For this reason, it is very important for us that you perfectly understand what we are going to do with the personal data we ask you for.

Therefore, we will be transparent and we will give you control of your data, in simple language and with clear options that will allow you to decide what we will do with your personal information.

If after reading this information you have any questions, please do not hesitate to ask us.

Thank you very much for your help.

### • Who are we?

- Our name: **UNIVERSO PACHA, S.A.**
- Our Company Tax ID Code/Tax ID No.: **A-87753935**
- Our main activity: **Hospitality, nightlife.**
- Our address: **Avenida Ocho de Agosto nº 27, 07800, Ibiza, Balearic Islands (Spain)**
- Our telephone number: **97 1318561**
- Our contact email address: **lopd@pacha.com**
- Our web page:
  - [www.pacha.com](http://www.pacha.com)
  - [www.pachaibiza.com](http://www.pachaibiza.com)
  - [www.destinoibiza.com](http://www.destinoibiza.com)
  - [www.lioibiza.com](http://www.lioibiza.com)
  - [www.elhotelpacha.com](http://www.elhotelpacha.com)
  - [www.pachashop.com](http://www.pachashop.com)
- For your confidence and security, we hereby inform you that we are a company registered in the following Mercantile Registry:



- Mercantile Registry of Ibiza.
- Registry data: Volume 322, Sheet 168, Page nº IB-14.912.

We are at your disposal, please do not hesitate to contact us.

- **Why are we going to use your data?**

In general, your personal data will be used to be able to contact you and be able to provide you with our services.

Likewise, they can also be used for other activities, such as sending you advertising or promoting our activities.

- **Why do we need to use your data?**

Your personal data is necessary for us to be able to contact you and to be able to provide you our services. In this connection, we will make available to you a series of boxes that will allow you to decide in a clear and simple way about the use of your personal information.

- **Who is going to know about the information we request from you?**

In general, only the duly authorized personnel of our company can have knowledge of the information that we request.

Similarly, those companies that need to have access to your personal information so that we can provide our services may be aware of it. For example, our bank will have knowledge of your data if the payment of our services is made by card or bank transfer.

Likewise, your information will be made known to public or private companies to which we are obliged to provide your personal data for reasons of compliance with any law. To give you an example, the Tax Agency requires us to provide it with certain information about financial transactions exceeding a certain amount.

In the event that, irrespective of the aforementioned assumptions, we need to disclose your personal information to other companies, we will request your permission in advance through clear options that will allow you to decide in this regard.

- **How are we going to protect your data?**

We will protect your data with effective security measures based on the risks involved in the use of your information.

For this, our company has approved a Data Protection Policy, and annual controls and audits are carried out to verify that your personal data is secure at all times.

- **Will we send your data to other countries?**

In the world there are countries that are secure for your data and others that are not so secure. For example, the European Union is a secure environment for your data. Our policy is not to send your personal



information to any country that is not safe from the point of view of protecting your data.

In the event that, in order to provide you the service, it is essential to send your data to a country that is not as secure as Spain, we will always request your permission in advance and apply effective security measures that reduce the risks of sending your personal information to another country.

- **How long will we keep your data?**

We will keep your data during our relationship and as long as the law requires us to. Once the applicable legal deadlines have ended, we will then eliminate your data in a safe and environmentally friendly way.

- **What are your data protection rights?**

At any time, you can contact us to ascertain what information we have about you, rectify it if it is incorrect and eliminate it once our relationship has ended, where this is legally possible.

You also have the right to request the transfer of your information to another company. This right is called "portability" and may be useful in certain situations.

To request any of these rights, you must make a written request to our address, along with a photocopy of your National ID Document to be able to identify you.

In the offices of our company we have specific forms to request these rights and we will offer you help in filling them out.

To learn more about your data protection rights, you can consult the Spanish Data Protection Agency website ([www.agpd.es](http://www.agpd.es)).

- **Can you withdraw your consent if you change your mind at a later time?**

You can withdraw your consent if you change your mind about the use of your data at any time.

For example, if you were interested in receiving advertising for our products or services, but no longer wish to receive more advertising, you can withdraw your consent regarding the receipt of online newsletters: (i) by checking the box to unsubscribe from our newsletter (ii) let us know by completing the form for opposing the processing available in our company's offices.

- **If you believe that your rights have been disregarded, where can you file a complaint?**

If you believe that your rights have been disregarded by our company, you can file a complaint with the Spanish Data Protection Agency, by one of the following methods:

- Electronic headquarters: [www.agpd.es](http://www.agpd.es)



- o Postal address:  
Agencia Española de Protección de Datos  
C/ Jorge Juan, 6  
28001-Madrid
- o By telephone:  
Tel. 901 100 099  
Tel. 91 266 35 17

Filing a complaint at the Spanish Data Protection Agency is free of charge and does not require the assistance of an official court lawyer or any other lawyer.

- **Will we prepare profiles of you?**

Our policy is not to create profiles about the users of our services.

However, there may be situations in which, for the purpose of providing the service, whether commercial or otherwise, we need to develop information profiles about you. An example could be the use of your purchase or service history to be able to offer you products or services adapted to your tastes or needs.

In this case, we will apply effective security measures that protect your information at all times from any unauthorized persons who may want to use it for their own benefit.

- **Will we use your data for other purposes?**

Our policy is not to use your data for other purposes than those we have explained to you. If, however, we need to use your data for different activities, we will always request your permission in advance through clear options that will allow you to decide about it.