



PRIVACY AND DATA PROTECTION POLICY SITE WEB WWW.CANARYSHUTTLE.COM.

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Adaptation to REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of April 27, 2016 relating to the protection of natural persons with regard to the processing of personal data and the free circulation of these data and by which repeals Directive 95/46 / CE (GENERAL DATA PROTECTION REGULATION, hereinafter "GDPR") and updated regulations on the protection of personal data.

1. CONTENT AND COMPLIANCE.

This is configured 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, CANARY TOURIST SHUTTLE, S.L., and to describe the buying/booking online process for these transport services. On the Web site there is information about products/services offered CANARY TOURIST SHUTTLE, S.L., allowing the purchase/book online of those services.

"**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.

You freely and voluntarily decide to provide your personal data through the website, deciding freely and voluntarily the use of services and communication channels enabled on the Web site for inquiries or to purchase/book on-line. You will be required to provide personal data in order to respond and to process your purchase/reservation.

Web Site full legal information (hereinafter referred to as the "**Complete Legal Information**") is formed on a joint basis, constituting a unit, the text contained in the On-line booking general terms as well as in the [Legal Information](#), the [Privacy Policy](#) and [Cookies Policy](#), documents that can be accessed via a link at the web site footer (hereinafter, all documents referred collectively as the "**Complete Legal Information**"). Consequently, the interpretation and consideration of the Legal Information of the Website must be carried out jointly by all the documents.

Access, use and navigation of the Web Site by the User, as well as buying/booking on-line transport services, implies you consent and full conformity with the entire content of the "Complete Legal Information" (Legal Information document which includes access, use and navigation terms, the Online Reservation Services - General Terms And Conditions document, the Privacy Policy and the Cookies Policy), so if you do not agree with any of the terms in this set of documents, please do not provide your personal data or use the website or any services on it, or carry out your purchase/booking online.

The user can print and digitally store all these documents. You can easily access to them by different links available at the bottom of the Website.

It is recommended the reading of the Complete Legal Information (Online Reservation Services - General Terms and Conditions, Privacy Policy and Cookies Policy), on a regular basis, even every time you access the Web Site and, in any case,, whenever you decide to carry out your purchase/ booking online and/or when providing us personal data via the website, because its content may be subject to change. Any modification will be duly published and will be always accessible on the website, referring to their version and date.

2. DOMAIN HOLDER AND SERVICE PROVIDER ID AND CONTACT DETAILS.

In compliance with the Law 34/2002 of 11 July, Information Society Services and Electronic Commerce (LSSICE), it informs that the domain holder of the website www.canaryshuttle.com 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. B76243658. Registered address: Calle las Adelfas, 32, 1º - 35260 Agüimes Las Palmas de Gran Canaria (Canary Islands, Spain). Registration details: Registered at the Mercantile Register of Las Palmas, Volume 2131, Sheet 81, Page GC-50702.

Tourist intermediary, with the license number I-0003592.1. of the Canary Islands.

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

- Postal Address: C / Las Adelfas, 32, 1º -35260 Agüimes Las Palmas de Gran Canaria, Canary Islands, Spain
- Phone: +34 928184608.
- Email: share@canaryshuttle.com.

To exercise rights of personal data protection:

- Postal Address: C / Las Adelfas, 32, 1º - 35260 Agüimes Las Palmas de Gran Canaria, Canary Islands, Spain
- Email: admin@canaryshuttle.com.

3. LAW INFORMATION: TREATMENT OF PERSONAL DATA AND ITS PURPOSES.

In compliance with the GDPR and the current regulations on personal data protection, CANARY TOURIST SHUTTLE, S.L. informs:

• WHO IS DATA PROTECTION OFFICER OF MY DATA AND WHAT ARE THEIR IDENTIFYING AND CONTACT DATA?

CANARY TOURIST SHUTTLE, S.L., whose identifying and contact details are those that are available to you in section 2 of this Privacy Policy.

• WHERE DOES THE COLLECTED DATA USED BY THE COMPANY/DATA PROTECTION OFFICER COME FROM? WHAT KIND OF DATA IS COLLECTED AND WHAT ARE THE PURPOSES OF THE USAGE OF MY DATA?

Your personal data come from the following obtaining channels facilitated through the Website, collecting for each of them the indicated data and using them with the following purposes:

Obtaining channel	Data Collected	Purpose
Completing contact forms and/or using the contact channels in the website.	Mandatory: Passenger name and surname, email address. Optional: those voluntarily provided by you in free text in the fields of "Subject" and "Message".	Manage, serve, respond and maintain the relationship generated through the website, through the services provided, user management and to generate their content.
Contracting products and/or services through the Website booking process	Mandatory: Passenger name and surname, email address. Optional: those voluntarily provided by you in the field of "Observations".	Management of clients and users, execution, compliance, maintenance of relationship and necessary circumstances, including eCommerce and sending electronic commercial communications, satisfy object contracts and agreements, billing and accounting.
Submission of complaints and claims	Those you provided voluntarily in your claim procedure.	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.



Exercise of rights in personal data protection	Name and surnames, ID or passport, address and contact details.	Manage the exercise of rights in the protection of personal data and the circumstances that arise from them and for them derive as necessary.
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Name and Last Name data provided in the purchase process will be used for billing, except as detailed in the Online Reservations Services - General Terms and Conditions.

When providing your personal data you see fields marked with (*) they are mandatory, the rest are optional. If mandatory data is not provided, CANARY TOURIST SHUTTLE, S.L. cannot accept and/or manage the query/request/purchase/reservation requested service by the user.

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.

Checking the reservation at the time of use of the services will be performed at the door of the vehicle by the driver, by presenting a document proving your purchase/reservation online (voucher) and identification. The content of the voucher is also sent to CANARY TOURIST SHUTTLE, S.L., so that when you physically arrive to the vehicle, your voucher must match with the copy of the voucher that the driver has. Any data that varies when it is checked by the driver of the vehicle, may imply its invalidity, being able to prevent its use.

By accepting this Privacy Policy, you expressly consent to the use of personal data provided through the Web Site by CANARY TOURIST SHUTTLE, S.L. with the purpose(s) mentioned in this Privacy Policy.

• WHAT IS THE LEGAL BASIS FOR THE TREATMENT OF MY DATA?

The LEGAL BASIS for the processing of your data is the execution of the services contracted online through the process of contracting and booking on-line of our services contracted by you, your consent, as well as the fulfillment of the corresponding legal obligations, fiscal, protection of personal data, among others that may apply.

• WHAT ARE THE RECIPIENTS OF MY DATA?

The RECIPIENTS OF YOUR DATA will be the data protection officer, as well as third parties whose communication is necessary in compliance with the legal obligation or because they are necessary or derived from the existence of their legal relationship with the controller, providing the following recipients, in some cases through direct communication from the controller and in others through a response to the request received by the controller (by means of this document he/she is informed and expressly consents to the communication of his/her personal data to the following recipients, all of them with the purpose of exercising the activity of their public functions and social objects):

a) In completing contact forms and / or contact channels enabled on the Website: the data protection officer; third parties in compliance with legal obligation; and third parties with whom the controller maintains a contract for the provision of services (in charge of processing) only when it is necessary for them to access their data only in the framework of the purpose of providing necessary services and / or associated with: management of your request, administrative services, computer services, website management services. CANARY SHUTTLE requires these third parties to comply with the requirements established in the regulations on the protection of personal data.

b) In contracting products and / or services through the on-line purchase procedure of the Website: the data protection officer; third parties in compliance with legal obligation; Bank entity or responsible payment platform that has been chosen, without CANARY SHUTTLE, having access to the data of your card, bank account or those provided by the User for payment through the payment channels chosen in any case, consenting when using the payment channels corresponding to the contribution of your data to the banking entity or responsible for the chosen payment platform,



without it being considered communication or cession of data by CANARY SHUTTLE; third parties with whom the controller maintains a contract for the provision of services (in charge of processing) only when it is necessary for them to access their data only in the framework of the purpose of providing necessary services and / or associated with: management of its online purchase and contracted services, administrative services, computer services, website management services. CANARY SHUTTLE requires these third parties to comply with the requirements established in the regulations on the protection of personal data.

c) In sending complaints or claims: the data protection officer; third parties in compliance with legal obligation; Public administration with competence in the matter; banks, savings banks and rural savings banks in case of payment of indemnities; insurance entities; third parties with whom the controller maintains a contract for the provision of services (in charge of processing) only when necessary the access by them to their data only in the framework of the purpose of providing necessary services and / or associated with: legal advice, administrative services, computer services. CANARY SHUTTLE requires these third parties to comply with the requirements established in the regulations on the protection of personal data.

d) In the exercise of rights in protection of personal data: the data protection officer; third parties in compliance with legal obligation; Public administration with competence in the matter; third parties with whom the controller maintains a contract for the provision of services (in charge of processing) only when necessary the access by them to their data only in the framework of the purpose of providing necessary services and / or associated with: legal advice, administrative services, computer services. CANARY SHUTTLE requires these third parties to comply with the requirements established in the regulations on the protection of personal data.

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

• HOW LONG DO WE KEEP PERSONAL INFORMATION?

The 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.

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

You are informed of the existence of your RIGHTS to request the controller to access your personal data, carry out its rectification or request its deletion when, among other reasons, they are no longer necessary for the purposes that were collected. You also have the right to request the usage limitation, to oppose it, as well as the right to the portability of the data. You are informed of your right to withdraw your consent at any time, without affecting the legality of the treatment based on the consent prior to its withdrawal, and your right to file a claim with a control authority. The mentioned rights may be exercised by you by writing to the address of CANARY SHUTTLE or by email, both to the addresses provided in section 2 of this Privacy Policy for the exercise of your rights. If you wish, we provide you with forms to exercise your rights, and you can request them using the same channels indicated for the exercise of your rights.

4. QUALITY AND ACCURACY OF DATA.

CANARY TOURIST SHUTTLE, S.L. 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 CANARY TOURIST SHUTTLE, S.L., 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.

5. THIRD PARTY DATA.

Personal data should not be provided by whoever does not turn out to be the owner of it. 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 case of breach by the User, CANARY TOURIST SHUTTLE, S.L. is exempt from any responsibility or claim by third parties for the treatment of personal data provided by the User in breach of the requirements set in this section. All of this without prejudice to the communication to be made by CANARY SHUTTLE to the third parties in accordance with the contact information provided, where appropriate by them, in compliance with the legal obligation.

6. DATA OF MINORS.

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.

The reservation on-line to which this Website refers, and the communication channels enabled in relation to it, are reserved for persons over 18 years of age. 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. In case of being under age or not having the necessary legal capacity, refrain from using and contracting our services.

For any consultations or informative contact in which personal data are provided, if the User is a minor of 16 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 15 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.

CANARY TOURIST SHUTTLE, S.L. 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, CANARY TOURIST SHUTTLE, S.L. 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. 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.

7. SECURITY MEASURES.

CANARY TOURIST SHUTTLE, S.L. 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. CANARY TOURIST SHUTTLE, S.L. will treat the personal data provided by the User with the due confidentiality and duty of secrecy.

8. SOCIAL NETWORKS.

CANARY SHUTTLE has a presence in social networks (Facebook, Twitter), without being carried out by CANARY SHUTTLE



the treatment of personal data of those who participate in them.

However, it is possible that social networks themselves have limits to the processing of personal data in the professional profiles of CANARY SHUTTLE. 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.

9. LANGUAGE.

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 and German. This Privacy Policy has been written in Spanish and translated into other languages. In case of conflict between the languages, the Spanish version is set as a priority for its interpretation.

10. PRIVACY POLICY - DURATION AND MODIFICATION.

The applicable Privacy Policy will be the one published on the Website. CANARY TOURIST SHUTTLE, S.L., 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.

11. NULLITY AND EFFECTIVENESS.

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.

12. LEGISLATION AND JURISDICTION.

The applicable law is the Spanish. Unless specific legislation resulting from application to establish another jurisdiction, the User and CANARY TOURIST SHUTTLE, S.L. expressly submit to the Courts of Las Palmas for any controversy. Without prejudice to express our willingness to kindly resolve any dispute previously.