

## COOKIES POLICY

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

---

Version number: 5

Date version published: October 24, 2024

<https://www.canaryshuttle.com/en?config-cookies=true>

<b>Company name:</b>	<b>MOVILIDAD TURÍSTICA CANARIA, S.A.U..</b>
<b>Registered office:</b>	C/ Las Mimosas, s/n Pc 126-127 C.P. 35118 Agüimes – Arinaga – Gran Canaria – Canary Islands - Spain
<b>Tax ID</b>	A-33035585
<b>E-mail:</b>	<a href="mailto:reservas.canarias@alsa.es">reservas.canarias@alsa.es</a>
<b>registration details:</b>	Registered at the Mercantile Register of Las Palmas, Tomo 2337, Folio 126, Hoja GC-62011.
<b>Domain name:</b>	<a href="http://www.canaryshuttle.es">www.canaryshuttle.es</a>

## INDEX

1. CONTENT AND COMPLIANCE.
2. IDENTIFICATION OF THE DOMAIN HOLDER, SERVICE PROVIDER, DATA CONTROLLER AND CONTACT CHANNELS.
3. COOKIES DEFINITION AND OPERATION.
4. INFORMATION ABOUT THE TYPE OF COOKIES USED AND THEIR PURPOSE.
5. IDENTIFICATION OF WHO IS USING THE COOKIES.
6. INFORMATION ON HOW TO ACCEPT, REFUSE OR REVOKE CONSENT TO THE USE OF COOKIES.
7. INFORMATION ON DATA TRANSFERS TO THIRD COUNTRIES.
8. CONSERVATION PERIOD.
9. UPDATES AND CHANGES IN COOKIES POLICY.
10. PRIVACY POLICY FOR INFORMATION RELATED TO DATA PROCESSING.
11. LANGUAGE.
12. NULLITY AND EFFECTIVENESS.
13. LEGISLATION AND JURISDICTION.

## 1. CONTENT AND COMPLIANCE

---

These are configured as the ONLINE RESERVATION SERVICES - GENERAL TERMS AND CONDITIONS (hereinafter referred to as "On-line Booking General Terms") applicable to the website [www.canaryshuttle.com](http://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 browses through the Website, as well as the person who contracts services and/or products, free or for a fee, through the Website.

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.

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

---

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 (island of Gran Canaria, Autonomous Community of the Canary Islands, Spain).
- Phone number: +34 928184608.
- E-mail: [reservas.canarias@alsa.es](mailto:reservas.canarias@alsa.es)

To exercise rights of personal data protection:

- 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.
- [derechosdatos.canary@alsa.es](mailto:derechosdatos.canary@alsa.es)

## **3. COOKIES DEFINITION AND OPERATION**

---

(See the Spanish Data Protection Agency's 'Guide on the use of cookies'. [www.agpd.es](http://www.agpd.es)).

### **What are cookies?**

Cookies are understood to be any type of data storage and retrieval device used on a user's terminal equipment for the purpose of storing information and retrieving information already stored.

Cookies and/or similar technologies allow quantities of data to be stored on the user's terminal.

This website uses cookies and/or similar technologies that store and retrieve information when you browse. In general, these technologies can be used for a variety of purposes, such as recognising you as a user, obtaining information about your browsing habits, or personalising the way in which content is displayed.

Specific use of these technologies are described in the following section.

There are different types of cookies for different types of use:

- **Technical cookies:** are those that allow the user to navigate through a website, platform or application and the use of the different options or services that exist in it, including those that the editor uses to allow the management and operation of the website and enable its functions and services, such as, for example, control traffic and data communication, identify the session, access parts of restricted access, remember the elements that make up an order, make the buying process of an order, manage payment, control fraud linked to the security of the service, make the application for registration or participation in an event, count visits for the purposes of billing licenses for the software with which the service (website, platform or application) operates, use security features during browsing, store content for the broadcasting of videos or sound, enable dynamic content (for example, animation of loading text or images) or share content through social networks.

Also belonging to this category, due to their technical nature, are those cookies that allow the management, in the most efficient way possible, of advertising spaces that, as another element of design or 'layout' of the service offered to the user, the publisher has included on a website, application or platform based on criteria such as the edited content, without collecting information from users for other purposes, such as personalising that advertising content or other content.

- **Preference or personalisation cookies:** these are cookies that allow information to be remembered so that the user can access the service with certain characteristics that may differentiate their experience from that of other users, such as, for example, the language, the number of results to be shown when the user performs a search, the appearance or content of the service depending on the type of browser through which the user accesses the service or the region from which they access the service, etc.

If it is the user himself who chooses these characteristics (for example, if he selects the language by clicking on the country flag icon, or the currency he wishes to use, or the font size or contrast), the cookies will not require consent as they are considered a service expressly requested by the user, and may only be used for these purposes and not others (such as personalisation of advertising content), nor to create a profile of the user.

- **Analysis or performance cookies:** these are cookies that allow the party responsible for them to monitor and analyse the behaviour of users of the websites to which they are linked, including the quantification of the impact of advertisements; the information collected through this type of cookie is used to measure the activity of the websites, application or platform, in order to introduce improvements based on the analysis of the data on the use made by users of the service.
- **Behavioural advertising cookies:** these are cookies that store information on the behaviour of users obtained through the continuous observation of their browsing habits, which allows a specific profile to be developed in order to display advertising based on the same.

Depending on their ownership, cookies can be:

- **First Party Cookies:** cookies that we set on our Site and that can only be read by that site.
- **Third Party Cookies:** those that are sent to the user's terminal equipment from a computer or domain not managed by us but by third parties that process the data obtained through the cookies.

In the event that the cookies are served from a computer or domain managed by us, but the information collected through the cookies is managed by a third party, the cookies cannot be considered as own cookies if the third party uses them for its own purposes (such as improving the services it provides or providing advertising services for other entities).

Depending on their temporality, they may be:

- **Session cookies:** are those designed to collect and store data while the user accesses a web page; they are usually used to store information that is only of interest for the provision of the service requested by the user on a single occasion and disappear at the end of the session.
- **Persistent cookies:** these are cookies in which the data remain stored in the terminal and can be accessed and processed for a period defined by the party responsible for the cookie, which can range from a few minutes to several years.

#### 4. COOKIES USED BY THE WEBSITE [WWW.CANARYSHUTTLE.COM](http://WWW.CANARYSHUTTLE.COM)

---

The website ([www.canaryshuttle.com](http://www.canaryshuttle.com)) only uses its own and third-party persistent analytical cookies, which are those listed in this section.

##### **TECHNICAL COOKIES strictly necessary**

The Website uses the following technical cookies for internal use, which are strictly necessary for the operation of the Website:

- **Cookie designation:** pb\_auth. Own technical cookie required. Functionality cookie: user session. Cookie temporality: persistent cookie (15 days).
- **Cookie designation:** pb\_auth. Own technical cookie required. Cookie functionality: store cookie consent preferences. Cookie temporality: persistent cookie (1 year).
- **Cookie designation:** purchaseInfo\_oneWay. Own technical cookie required. Cookie functionality: saves in session the data of the outbound flight to put them in the shopping cart. Cookie temporality: session cookie (until the browser is closed or the purchase is completed).
- **Cookie designation:** purchaseInfo\_return. Own technical cookie required. Cookie functionality: saves in session the data of the return flight to put them in the shopping cart. Cookie temporality: session cookie (until the browser is closed or the purchase is completed).
- **Cookie designation:** Lang. Own technical cookie required. Cookie functionality: saves the language. Cookie temporality: persistent cookie (90 days).

Disabling some of these cookies may prevent some of the functionality of the Website from working properly.

There are no international transfers of data by MOVILIDAD TURÍSTICA CANARIA, S.A.U. with the information obtained from cookies.

##### **ANALYTICS OR PERFORMANCE COOKIES**

The analytics and performance cookies used by the Website are as follows:

- **Cookie designation:** \_ga. Third-party cookie (Google). Cookie functionality: calculate visitor data, sessions, campaigns and track site usage for the site's own analytics reporting; cookies store information anonymously and assign a randomly generated number to identify unique visitors. Cookie temporality: persistent cookie (2 years).

International data transfers: US-based third party, declared adequately secured under the Data Privacy Framework.

For further information Google Analytics:

<https://developers.google.cn/analytics/devguides/collection/ga4/cookie-usage?hl=es>

- **Cookie designation:** \_gcl\_a. Third-party cookie (Google). Cookie functionality: analytic services. Cookie temporality: persistent cookie (90 days).

International data transfers: US-based third party, declared adequately secured under the Data Privacy Framework.

For further information Google Analytics:

<https://developers.google.cn/analytics/devguides/collection/ga4/cookie-usage?hl=es>

- **Cookie designation: \_GRECAPTCHA.** Third-party cookie (Google). Cookie functionality: used to prevent brute force attacks via the registration form. Cookie temporality: persistent cookie (6 Month).

International data transfers: US-based third party, declared adequately secured under the Data Privacy Framework.

For further information Google Analytics:

<https://developers.google.cn/analytics/devguides/collection/ga4/cookie-usage?hl=es>

- **Cookie designation: firebase\_sessionin.** Third-party cookie (Google). Cookie functionality: allows you to have a logged-in session to perform actions in the application. Cookie temporality: persistent cookie (1 week).

International data transfers: US-based third party, declared adequately secured under the Data Privacy Framework.

For further information Google Analytics:

<https://developers.google.cn/analytics/devguides/collection/ga4/cookie-usage?hl=es>

- **Cookie designation: ar\_debug.** Third-party cookie (Google). Cookie functionality: stores and tracks the purchase. Cookie temporality: persistent cookie (1 year).

International data transfers: US-based third party, declared adequately secured under the Data Privacy Framework.

For further information Google Analytics:

<https://developers.google.cn/analytics/devguides/collection/ga4/cookie-usage?hl=es>

Analytical cookies are used to collect statistics on the User's activity on the Website and the general activity of the Website itself. The information collected allows us to optimise navigation on our Website and guarantee the best service to the User, knowing, for example, the language used, the frequency and recurrence of visits, the time of visits or the browser used, among others.

The User may exclude their activity by means of the exclusion systems provided by analytical tools or by the configuration of their browser, as well as through the cookie settings.

## IP DIRECTIONS

The website servers may automatically identify the IP address and the domain name used by the User. An IP address is a number automatically allocated to a computer when it is connected to the Internet. All this information is registered in an activity file of the server for the subsequent data processing to obtain purely statistical measurements that allow us to know the number of visits made to the web services, the order of visits, the access point, etc.

We do not obtain personal data from our Users in the won cookies used. As to the Third-party cookies used, and provided that personal data are obtained from these cookies, we recommend you to obtain further information in the Cookies Policies and/or Privacy Policies of the third parties you can access to in their websites.

## 5. IDENTIFICATION OF WHO IS USING THE COOKIES

---

With regard to third party cookies, i.e. those that are external to our website, we cannot be held responsible for the content of the privacy policies that they include, so the information we offer you is always with reference to the source.

The information generated from some of the third-party cookies may be sent by these third-parties to a server in the United States.

Below we provide links to the privacy policies and/or cookie policies of portals and services provided by third parties, without prejudice to the addresses mentioned in section 4 above.

## ABOUT GOOGLE ANALYTICS

Google Analytics is a web analysis service of Google LLC (Google), which uses cookies that allow us to analyse the use that users make of our website. The information generated by the Google cookie is transferred to a Google server in the USA, where it is stored, using Google this information to evaluate the website, to make reports on the activities of the website and to offer other related services with the use of the website and the Internet. Google may transmit such information to third parties, if legally permitted or process data on behalf of Google.

For further information about Google Analytics:

[www.google.com/intl/es/policies/privacy/partners/](http://www.google.com/intl/es/policies/privacy/partners/).

<https://policies.google.com/privacy>.

<https://developers.google.cn/analytics/devguides/collection/ga4/cookie-usage?hl=es>

## 6. INFORMATION ON HOW TO ACCEPT, REFUSE OR REVOKE CONSENT TO THE USE OF COOKIES

---

Some cookies require to be installed on your computer to ensure the correct functioning of our Website, without your being able to deactivate them, identified in the section as 'strictly necessary', and for which it is not necessary to obtain your consent. The use of only strictly necessary technical cookies is excluded from this request for consent, but not from your right to be informed about them, which is done in this document and in the first layer of cookies provided.

Your consent for the use of cookies of our website will be requested at the time of access. If you expressly agree to the use of cookies, you may revoke this consent at any time by deactivating or disabling cookies.

If you do not expressly accept the use of cookies, this may have consequences for your browsing, as well as limiting or preventing the use of third-party elements and content included on our website.

You can set your browser at any time to allow, prevent or eliminate the use of cookies.

### **You decide at any time whether or not to accept cookies.**

In the event that you expressly accept the use of cookies by clicking on the 'Accept' button or by any of the consent actions provided by which your acceptance is understood, you may revoke this consent at any time by deactivating or disabling cookies in accordance with the provisions of this section.

If you do not expressly accept the use of cookies by clicking on the "NO CONSENT" button, you may have consequences in your navigation on our Website, we cannot know how users use our website to continuously optimize it, as well as it will be possible to limit or not to dispose the use of elements and contents of third parties included in our website.

If you do not expressly accept the use of a type of cookie by clicking on the 'Settings' button, this may have consequences for your browsing on our website, we will not be able to know how our website is used in order to optimise it on an ongoing basis, and the use of third-party elements and content included on our website may be limited or not available.

You can set your browser at any time to allow, prevent or eliminate the use of cookies, for which we provide some information on how to do it below.

We do not collect any personal data about our users in the own cookies we use. In terms of the third-party cookies that we use and to know if we obtain personal data from these third parties, we recommend you obtain more information in the Cookies and / or Privacy Policies of the third parties in the links provided in this Cookies Policy.

In any case, for more information about how to disable cookies, you can access the help section of your browser, where you can change its configuration to deactivate and disable them.

If the User accepts third-party cookies and subsequently wishes to delete them, he/she must do so from his/her own browser or the system enabled by the third parties for this purpose. Please note that if you accept third-party cookies, you will have to delete them from your browser options or from the system offered by the third party itself.

Below are several links for the main browsers where you can find information on how to configure your browser to turn off and disable the use of cookies, or when appropriate, to receive an additional warning at the time the cookies are generated:

Google Chrome: <https://support.google.com/accounts/answer/61416?hl=es>  
Mozilla Firefox: [https://support.mozilla.org/es/kb/cookies-informacion-que-los-sitios-web-guardan-en-Internet Explorer](https://support.mozilla.org/es/kb/cookies-informacion-que-los-sitios-web-guardan-en-Internet-Explorer): <http://windows.microsoft.com/es-es/windows-vista/Block-or-allow-cookies>  
Safari: [https://support.apple.com/kb/PH17191?locale=es\\_ES&viewlocale=es\\_ES](https://support.apple.com/kb/PH17191?locale=es_ES&viewlocale=es_ES)

Mobile devices browsers:

Safari in iOS: [http://support.apple.com/kb/HT1677?viewlocale=es\\_ES](http://support.apple.com/kb/HT1677?viewlocale=es_ES)

Google Chrome en Android: <https://support.google.com/accounts/answer/61416?hl=es>

Internet Explorer in Windows Phone: <http://www.windowsphone.com/es-es/how-to/wp7/web/changing-privacy-and-other-browser-settings>

Cookie settings for the most popular browsers

You may exercise your right to disable or delete cookies from this website at any time. These actions are performed differently depending on the browser you are using.

Here's how to access a particular cookie in the Chrome browser. Note: These steps may vary depending on your browser version:

Go to Settings or Preferences via the File menu or by clicking on the customisation icon at the top right.

You will see different sections, click on the option Show advanced options.

Go to Privacy, Content Settings.

Select All cookies and site data.

You will see a list of all cookies sorted by domain. To make it easier for you to find the cookies for a particular domain, enter part or all of the address in the Search for cookies field.

After making this filter, one or more lines with the cookies of the requested website will appear on the screen. Now all you have to do is select it and press X to delete it.

To access the cookie settings of the Internet Explorer browser, follow these steps (they may vary depending on the browser version):

Go to Tools, Internet Options.

Click on Privacy.

Move the slider to set the desired privacy level.

To access your Firefox browser's cookie settings follow these steps (may vary depending on browser version):

Go to Options or Preferences depending on your operating system.

Click on Privacy.

Under History choose Use custom settings for history.

You will now see the option Accept cookies, you can activate or deactivate it according to your preferences.

To access the cookie settings in the Safari browser for OSX follow these steps (may vary depending on browser version):

Go to Preferences, then Privacy.

Here you will see the option Block cookies for you to set the type of blocking you want to do.

To access the cookie settings in the Safari browser for iOS follow these steps (may vary depending on browser version)

Go to Settings, then Safari.

Go to Privacy and Security, you will see the option Block cookies for you to adjust the type of blocking you want to do.

To access your browser cookie settings for Android devices follow these steps (may vary depending on browser version):

Launch the navigator and press the Menu key, then Settings.

Go to Security and Privacy, you will see the Accept cookies option to check or uncheck the box.

To access your browser cookie settings for Windows Phone devices follow these steps (may vary depending on browser version):

Open Internet Explorer, then More, then Settings.  
You can now check or uncheck the Allow cookies box.

## **7. INFORMATION ON DATA TRANSFERS TO THIRD COUNTRIES**

---

The information generated by some of the third party cookies may be sent by these third parties to a server in the United States, a country considered by the European Commission as an adequate guarantee of data protection through the US-EU Data Privacy Framework adopted by Decision of 10 July 2023, which can be accessed via the following link:

[https://commission.europa.eu/system/files/2023-07/Adequacy%20decision%20EU-US%20Data%20Privacy%20Framework\\_en.pdf](https://commission.europa.eu/system/files/2023-07/Adequacy%20decision%20EU-US%20Data%20Privacy%20Framework_en.pdf)

You can find out about transfers to third countries made by the third parties identified in this Cookie Policy in their corresponding policies on their websites.

## **8. CONSERVATION PERIOD**

---

Each cookie will be retained for the period set out in section 4 of this Cookie Policy.

## **9. UPDATES AND CHANGES IN COOKIES POLICY**

---

The information about the cookies used on the Website may be modified at any time if it's necessary to change any functionality and/or services offered on the Website, with the intention to be always updated.

In addition, changes may be made to the Cookies Policy. For these reasons, we recommend that you consult our Cookies Policy on a regular basis or even every time you access to the Website.

In any case, the revised and current Cookies Policy will always be accessible on our Website, where you will also see the version and published date of the document.

## **10. PRIVACY POLICY FOR INFORMATION RELATED TO DATA PROCESSING**

---

To consult the other information required by Article 13 of the General Data Protection Regulation (GDPR) that does not specifically refer to cookies, we refer you to the Website's Privacy Policy, which is available via a link at the bottom of the Website.

## **11. LANGUAGE**

---

Available navigation languages are Spanish, German and English.

The content of all the documents that make up the Complete Legal Information has been drafted in Spanish and translated into the other languages in which it may be available.

In case of conflict between languages, it is set as a priority for interpretation Spanish version.

## **12. 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.



### **13. LEGISLATION AND JURISDICTION**

---

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.