

PRIVACY POLICY



Website Owner Details

COMPANY NAME	MOON HOSTEL BIO SL
NIF	B95689493
DOMAIN	www.moonhostelbio.com
POSTAL ADDRESS	C/LUZARRA 7,48014 BILBAO(BIZKAIA)
EMAIL ADDRESS	canaletico@moonhostelbio.com
PHONE NUMBER	946016505
ADDITIONAL REGISTRATION DATA / VOLUME	Tomo: 5300 Folio: 60 Hoja: BI60535 Inscripción: 3

Data protection

In accordance with the current regulations on personal data protection, we inform you that your data will be incorporated into the data processing system owned by MOON HOSTEL BIO SL with NIF B95689493, located at C/LUZARRA 7, 48014 BILBAO (BIZKAIA). Below are the respective purposes, retention periods, and legal grounds for data processing:

DATA PROCESSING ACTIVITIES	
Online Booking Management	<p>Purpose: Recording and management of online booking for accommodations. Retention Period: 3 years, in accordance with Order INT/1922/2003 on visitor registry and entry forms in hospitality and similar establishments.</p> <p>Legal Basis: The user's consent.</p> <p>Data Type: Basic Data: Name, surname, phone number, NIF, email address, financial or insurance data; Sensitive Data: Information regarding minors.</p>





	Data Type: Basic data: Name, surname, email address.
Cookie installation	Purpose: Management and installation of cookies. Retention Period: As long as consent is provided. Legal Basis: The consent of the data subject. Data Type: Basic data: Email address, IP address.
Management Web Form	Purpose: To address your inquiries and/or requests. Retention period: While the provided consent is maintained. Legal basis: The consent of the data subject. Type of data: Basic data: Name and surname, Email address, IP address.

Rights of the data subjects

MOON HOSTEL BIO SL informs Users that they can exercise their rights of access, rectification, limitation, deletion, portability, opposition to the processing of their personal data, and the right not to be subject to automated decisions, including profiling, before the Data Controller, as well as the withdrawal of the consent given.

- **Right of Access:** This is the right of the user to obtain confirmation as to whether their data is being processed and, if so, the specific personal data being processed and the legal information regarding the processing (purposes, legal basis, retention periods, transfers, source of data, etc.)
- **Right of Rectification:** This is the right of the affected individual to have inaccurate or incomplete data modified. Regarding the website, this can only be fulfilled concerning information that is under the control of the website, for example, deleting comments posted on the page, images, or web content containing the user's personal data.
- **Right to Limit Processing:** This is the right to limit the purposes of processing originally provided by the data controller in specific cases.



- **Right of Deletion:** This is the right to delete the user's personal data, except as provided for in the GDPR itself (freedom of expression and information, retention obligations, formulation, exercise, or defense of claims, etc.).
- **Right to Portability:** The right to receive the personal data that the user has provided in a structured, commonly used, and machine-readable format, and to transmit it to another controller when the processing is based on consent or the execution of a contract and is carried out by automated means.
- **Right of Opposition:** This is the right of the user to prevent the processing of their personal data or to cease such processing by the website when the processing is based on legitimate interests or public interest or when it involves direct marketing processing.
- **Right not to be subject to automated decisions, including profiling:** When the processing is not necessary for the conclusion or execution of a contract, nor authorized by the law of the European Union or member states, nor based on consent, the individual has the right not to be subject to a decision based solely on automated processing, including profiling, that produces legal effects concerning them or significantly affects them in a similar manner.
- **Right to withdraw consent:** For any processing based on their consent, the user has the right to withdraw it at any time and free of charge.

To exercise any of the rights regarding data protection described above, you must follow these guidelines:

- Submit a written request to the address C/LUZARRA 7, 48014 BILBAO (BIZKAIA) (to the attention of MOON HOSTEL BIO SL) or via email to canaletico@moonhostelbio.com
- The request submitted by the data subject (interested party) requesting the exercise of rights must take the following into account:
 - They must be reliably identified, and if there are doubts about the identity of the requester, they will be asked to clarify the request (e.g., by providing more information, such as ID number, ID document, email provided, etc.).
 - The request can be made by a representative, legal or voluntary, as long as they are duly identified and authorized by the data subject (by means of an express authorization from the data subject to exercise the personal rights regulated in the data protection legislation).
 - Specify the request (the right(s) intended to be exercised). If it does not refer to a specific processing operation, a response will be provided regarding all processing that affects their personal data. If they request information about specific processing, only information regarding that processing will be provided. If requested by phone, they will be advised to do so in writing and informed how to do so and the address to send it to. Information will never be provided over the phone.
 - Postal or email address for notification purposes.
 - Supporting documents for the request being made, if necessary.
 - The requester must use any means that allows them to prove the sending and receipt of the request.

Finally, we inform you that you have the right to file a complaint with the Spanish Data Protection Agency if you become aware of or consider that an act may constitute a breach of applicable data protection regulations.

MOON HOSTEL BIO SL is committed to adopting the necessary technical and organizational measures, in accordance with the level of risks associated with the processing carried out by it as indicated in the terms and conditions of use, to ensure their integrity, confidentiality, and availability.

