



## **PRIVACY POLICY APPLICABLE TO THE CONTACT FORM SECTION**

Jump2spain.com is a commercial brand that belongs to EXQUI, S.L.U., a single member company based in Andorra (La Massana). We are committed to protecting your personal data and, therefore, would like for you to take a minute and read our Privacy Policy. The Privacy Officer is EXQUI, S.L.U., Registered in Andorra with No: 14306 (on November 21, 2013), and its Registered Office is 4 del Través Ave, Prat Building, Office "Botiga nr 5", AD400, La Massana (Principality of Andorra).

Jump2spain.com provides online services via website and applications for your mobile device. The data controller is EXQUI, S.L.U. (referred to in this policy as "we" or "us") and the information we share in this policy applies to all of our platforms.

### **What you need to know about our Privacy Policy**

#### **1. What information does Jump2spain.com collect?**

In order to be able to manage correctly the queries raised by the users that use the contact form section, Jump2spain.com requests the following personal information: name and surname, contact email and phone numbers, as well as the data that the user wants to indicate in his observations or comments.

Every time you visit our website, whether you confirm a booking or not, Jump2spain.com may store certain information such as your IP address, the time and date when you visited our site, the browser or operating system you are using. If you are on a mobile device, we may also store data from your device or its coordinates after receiving your consent. We wish to point out that with this data we are not able to personally identify a customer or user.

#### **2. Where does Jump2spain.com store my information?**

We collect your e-mail address once you have filled out the requested information via our CONTACT FORM..

We work with cloud computing systems to store your information, and its servers may be both in and out of the European Union. The suppliers that are located out of the EU must also comply with the guidelines of the EU-US privacy Shield: [Google LLC](#) and [Amazon Web Services, Inc.](#)

### **3. How does Jump2spain.com share or disclose my information?**

According to the guidelines of the Organic Law 3/2018, 5 December, and the General Data Protection Regulation (GDPR), we inform you that you can exercise the right to access, update, remove and object to the processing of your information by sending an email to: [legal@exqui.net](mailto:legal@exqui.net) or via post to: EXQUI, S.L.U. - 4 del Través Ave, Prat Building, Office "Botiga nr 5", AD400, La Massana (Principality of Andorra).

We ask for your consent to process your information for specific purposes, and you have the right to withdraw your consent at any time. We need your consent to store your email address indefinitely to provide you with personalised services such as offers. You can also ask us to return your data or to transfer it to another company.

If you do not agree with how we use your information, you can make a claim to the Andorra Data Protection Agency.

### **4. When and what for does Jump2spain.com use my information?**

In order to process your personal information, we would first need your consent. Your data will be processed for the following purposes:

Jump2spain.com only collects the personal data specified in the first section of this privacy policy for the strict purpose of managing requests and queries from users who wish to use our contact section.

In order to manage the contract, the services provided and the requests that you wish to make, it is essential that you provide the information that appears on our forms as mandatory, otherwise, we will not be able to proceed with your request.

The information that you provide to JUMP2SPAIN will be stored under strict security criteria and will only be processed in accordance with the purposes described in this section. We also inform you that, once the service has been completed or your requests have been solved, the information obtained will remain stored until the user expressly requests its elimination.

### **5. Consent to third parties**

As a user of Jump2spain.com, you are giving your consent to EXQUI, S.L.U., to share your personal information with third parties in order to provide a good service. Our company will share your personal information in the following situations:

· *For electronic messaging services: The e-mails sent by Jump2spain.com are via Gmail (Google Platform).* Google follows the guidelines of the General Data Protection Regulation, which you can check on the following [link](#).

· *Relevant authorities:* Jump2spain.com may share users' personal data with relevant administrative and judicial authorities if requested for an official summons and/or any other legal or criminal investigation.

As a customer, you must guarantee that the information shared is real and that you allow Jump2spain.com to share the details with third parties worldwide that may have different standards and guidelines regarding their privacy policy.

#### **6. How can I manage my information stored in Jump2spain.com?**

You can contact us if you have any queries or a complaint about how we collect, store and/or use your personal data. Please submit your request or complaint to our Data Protection Officer by email: [legal@exqui.net](mailto:legal@exqui.net)

Last update: October 2022.