

S E N S I

1. Our commitment

In line with our dedication to meeting transparency requirements under the General Regulation on Data Protection (GRDP), this PRIVACY POLICY aims to offer clear and concise details about the personal data collected by SENSI Nature & Spa, its intended purposes, treatment procedures, sharing practices, retention periods, and how you can contact us to exercise your rights.

It is crucial that you carefully review and provide explicit consent for the maintenance and processing of your personal data. Your voluntary, specific, and informed consent enables continued receipt of information about SENSI Nature & Spa, including promotions and campaigns.

Furthermore, it's important to note that simply browsing or accessing our website at <https://www.sensiazores.com/> does not automatically involve the use of cookies or the collection of your personal data. However, making bookings does require the provision of personal information.

Regarding the use of cookies, your consent will be sought when you visit our site to create and store a text file (cookie) on your computer. This file enhances ease and speed of site access and allows for customization based on your preferences. While most browsers accept cookies, users have the option to delete or block them automatically. Instructions for adjusting these settings can typically be found in the "Help" menu of your browser. However, please note that disabling cookies may limit certain functionalities of the site.

2. Data collection and processing

SENSI is the entity responsible for processing the personal data collected directly from the user, including in person, via telephone, email, and through the website. Indirect collection occurs when partner entities or third parties, such as travel agencies, provide data, such as booking information from their websites. SENSI commits to not sharing this data with third parties without prior consent.

The personal data collected and processed by SENSI includes information such as name, telephone number, email address, physical address, fiscal identification, citizen card/passport details, and credit card information.

SENSI's collection and processing of personal data are primarily for booking purposes, disseminating offers and campaigns, and providing hotel services and associated amenities (such as restaurants, bars, and spa services).

Except for legal obligations, personal data will not be shared with third-party entities unless they are subcontracted entities or legitimate recipients. Any transfer of personal data to a third-party country or international organization will only occur to fulfill legal obligations or ensure compliance with the GRDP.

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3. Utilization and purposes of data processing

SENSI will process your data only in the following situations:

1. When there is a legitimate interest, by applicable legislation and your rights, including:

- Ensuring accurate identification of users making bookings
- Developing and maintaining our website
- Managing contacts
- Sending newsletters, opinion surveys, or other information
- Informing about products, services, special offers, campaigns, and marketing purposes through any means of communication, including digital platforms
- Ensuring network and information security

2. When explicit and legitimate consent has been obtained from you for specific purposes.

3. When processing is necessary to fulfill a contract in which you are a party.

4. When processing is necessary to comply with applicable legal obligations.

Your provided personal data may only be processed for other purposes if clearly stated at the time of data collection.

4. Data Retention

SENSI will only retain your data for the duration necessary to fulfill the intended purposes.

However, in certain circumstances, we may retain data for a longer period, particularly when required by law.

At any moment, you may request:

- access to the data SENSI holds about you. This includes information about whether your data are being processed, the purposes of processing, the types of data involved, recipients or categories of recipients to whom the personal data have been or will be disclosed, the duration of data retention, and, if the data were not collected directly, information about their source
- the correction of your personal data if it is inaccurate or incomplete
- the deletion of your personal data ("Right to be Forgotten")
- restriction of the processing of your personal data
- the portability of your personal data

If consent is legally required for treatment of personal data, the holder of the data has the right to withdraw consent at any time, although that right does not compromise the lawfulness of treatment made on the base of consent previously given nor later treatment of the same data, based on another legal base, as is the case of fulfilment of contract or legal obligation that SENSI is subject to.

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If you wish to exert any of your rights, you must contact us through the e-mail sensi@sensiazones.com or by mail to the address Hotel SENSI Nature & Spa, Rua do Monte, nº 1, 9555-080 Ginetes, São Miguel Island, Azores.

We commit to treating your requests with special care and utter celerity.

Additionally, you are entitled to submit a claim by record in the Book of Claims or directly address the National Commission on Data Protection (CNPD).

5. Safety and Confidentiality

We process and store personal data digitally. SENSI is committed to ensuring the safety and confidentiality of the personal data you provide through various communication channels. We have implemented several measures for this purpose, including password protection, physical access restrictions to server locations, firewalls, and secure communication via the HTTPS protocol. These safety measures are regularly reviewed and updated as needed. In the event of any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure, or access to personal data, SENSI will promptly notify the relevant authorities and the affected individuals in accordance with applicable laws.

6. Changes to the Privacy Policy

SENSI reserves the right to amend or update this Privacy Policy at any time. Any changes will be posted on our website, and we encourage you to check this document periodically for updates. If you have any questions regarding the processing of your personal data or wish to exercise your rights, please contact us via email at sensi@sensiazones.com, by phone at +351 296 248 260, or in writing to Hotel SENSI Nature & Spa.