

## LEGAL NOTICE, PRIVACY POLICY AND COOKIES

### LEGAL NOTICE

In accordance with the provisions of articles 10 and 11 of Law 34/2002, of July 11, on Information Society Services and Electronic Commerce, the legal information regarding the Entity that owns the website located at the Internet address Mallorca Serenity & Concierge Serenity is made available to users and visitors.

### OWNER OF THE WEBSITE

Company name: ÁLVARO RODERA RAMIREZ – 05958811V. PALMA DE MALLORCA (BALEARES) Email address: sales@mallorcaserenity.com Telephone: +34 682 812 071

Registered in the Balearic Islands Commercial Registry. ACTIVITY: event organization.

To browse this website as a visitor or to register and access the services offered by thelabelandco.com, the following terms of service must be accepted:

1. A) The user and the browser accept these terms of service.
2. B) If the user or the browser do not accept these terms, they will not be able to use this website or access the services offered by Mallorca Serenity

### 3. CORRECT USE OF THE WEBSITE

1. a) These Terms of Use regulate access to and use of the website thelabelandco.com. The use of this website grants you the status of user of the same from the moment you access and begin browsing it. From the moment you access any of its contents, the user expressly accepts these general conditions. The user accepts the specific conditions applicable to the different services offered by the entity on the website they access.
2. b) Through the website, Mallorca Serenity provides Users with access to and use of various information and services.
3. c) The website is free of charge for the User. The User undertakes to use the website in accordance with the Law, with the provisions of these General Conditions, as well as with generally accepted morality and good practices and public order.
4. d) In general, prior subscription or registration of Users is not required for the provision of services and access to information on the website. However, Mallorca

Serenity conditions the use of some of the Services to the prior completion of the corresponding registration or data collection form of the User. Said registration will be carried out in the manner expressly indicated in the service itself or in the Particular Conditions that, where applicable, regulate it.

5. e) From the moment of acceptance, the user undertakes to use the Mallorca Serenity and Concierge Serenity website, its contents and its services in accordance with the law, good customs and public order, using the diligence appropriate to the nature of the service enjoyed through the Mallorca Serenity and Concierge Serenity website.

## MODIFICATIONS

The entity reserves the right to modify, unilaterally, at any time and without prior notice, these conditions. In these cases, they will be published and notified as far in advance as possible. Likewise, it reserves the right to modify, unilaterally, at any time and without prior notice, the presentation and configuration of the Web.

## LINKS TO THIRD PARTIES

This Legal Notice refers only to the website and contents of the entity, and does not apply to links or third-party websites accessible through the website. The entity is not responsible for the content of any of the destination websites of a link, or any link included in a website reached from the website of the entity.

## INTELLECTUAL AND INDUSTRIAL PROPERTY

All the contents of the Web page are the exclusive property of the entity and, by way of example, but not limited to, the graphic design, source code, logos, texts, graphics, illustrations, photographs, and other elements that appear on the website. Likewise, the trade names, brands or distinctive signs of any kind contained in the Web page are protected by the Law on intellectual and industrial property. The entity has the exclusive right to exercise the rights of exploitation of the aforementioned intellectual property, in any form and, in particular, the rights of reproduction, distribution, public communication. The user is prohibited from any unauthorized use, in whole or in part, of any of the contents of the web page that comprise the intellectual or industrial property rights of the entity on the page and/or its contents.

The entity reserves the right to take any type of legal action against any user who takes an action that involves reproduction, distribution, commercialization, transformation and, in general, any other form of exploitation, by any procedure, of

all or part of the contents of the Web page and that constitutes an infringement of the intellectual and/or industrial property rights of the same.

## NOTIFICATIONS

For the purposes of these General Conditions, and for any communication that is necessary between the entity and the User, these must be sent by email to sales@mallorcaserenity.com. Communications from the entity to the User will be carried out in accordance with the data provided by the latter when registering on the website thelabelandco.com. The User expressly accepts, for all communications related to the use of the website and/or the contracting of the services offered therein, the use of email as a valid procedure for sending such communications.

## APPLICABLE LEGISLATION SUBMISSION TO JURISDICTION

These conditions shall be governed by Spanish law, which shall apply to any matters not provided for in this contract regarding interpretation, validity and execution. The parties expressly waive any jurisdiction that may apply to them and expressly submit to the Courts and Tribunals of Palma de Mallorca to resolve any dispute that may arise in the interpretation or execution of these contractual conditions.

## PRIVACY POLICY

1.1. For the purposes of the provisions of art. 13 and art. 14 of the GDPR, the following information is provided to you:

In accordance with art. 13 and 14 of the GDPR, the following information is provided to you: CONTROLLER: ÁLVARO RODERA RAMIREZ – 05958811V PALMA DE MALLORCA, BALEARES TELEPHONE +34 682 812 071 EMAIL: sales@mallorcaserenity.com. PURPOSE: At Mallorca Serenity we process the information you provide us with in order to provide the services and/or sell the products contracted by you through our website and manage the sending of information and commercial prospecting. In order to be able to offer you services in accordance with your interests, we will create a commercial profile based on the information provided. No automated decisions will be made based on said profile. The personal data provided will be kept, as long as the commercial relationship is maintained and its deletion is not requested by the interested party, for a period of 5 years from the last contract and/or purchase made by you. The data provided will

be kept as long as you do not request the cessation of the activity. **LEGITIMATION:** The legal basis for the processing of your data is the execution of the contract through the purchase of the product and/or service in accordance with the Commercial Code and Civil Code. The Law on Information Society Services 34/2002, articles 20 and 21, applies to the sending of commercial offers by telecommunications. The prospective offer of products and services is based on the consent requested from you, and in no case will the withdrawal of this consent condition the contract for the acquisition of the product and/or provision of the service. There is an obligation to provide personal data or, otherwise, the service and/or sale of the product and/or the requested offer can not be provided and the sending of commercial information can be managed. **RECIPIENTS:** Data will not be transferred to third parties, except under legal obligation. There is no provision for the transfer of data to third countries. No decisions are made regarding adequacy, guarantees, binding corporate rules or specific applicable situations. **RIGHTS:** Any person has the right to obtain confirmation as to whether Mallorca Serenity is processing personal data that concerns them. Interested persons have the right to access their personal data, as well as to request the rectification of inaccurate data or, where appropriate, request its deletion when, among other reasons, the data is no longer necessary for the purposes for which it was collected. In certain circumstances, interested parties may request that the processing of their data be limited, in which case we will only retain them for the exercise or defence of claims. You have the right to file a claim with the Control Authority: Spanish Data Protection Agency ([www.agpd.es](http://www.agpd.es)). Source: the interested party.

1.2. The client expressly accepts the inclusion of personal data collected during navigation on the page or provided by completing any form, as well as those derived from a possible commercial relationship in the automated files of personal data referred to in the first section. During the data collection process and in each place on the Web where personal data is requested, the client will be informed, either by means of a hyperlink or by including the appropriate mentions in the form itself, of the obligatory or non-obligatory nature of the collection of such personal data. We request from every client who decides to register on our company's website the personal data necessary for the purposes of the requested service, which is none other than the provision of services and/or sale of products offered on the Website.

1.3. The client/user may exercise, with respect to the data collected in the manner provided for in the previous section, the rights recognized in articles 15 to 21 of Regulation (EU) 2016/679, and in particular the rights of access, rectification,

deletion, limitation of processing, data portability, opposition and automated individual decisions, whenever relevant. The rights referred to in the preceding paragraph may be exercised by each client through a form for exercising rights.

1.4. The automated processing of all personal data collected as a result of the request, use, contracting of any product or service or any transaction or operation carried out through this website has as its main purpose the maintenance of the contractual relationship with the owner of this website.

1.5. You authorize the sending of advertising for our services and products. Your personal data will be used to manage the sending of advertising through traditional or electronic means. The email addresses and personal data that you provide us through the contact form on the website will be used exclusively to respond to the queries you submit to us through this means. The provisions of art. 22.1 and 22.2 of Law 34/2002, of July 11, on information society services and electronic commerce, which is modified by virtue of art. 4 of Royal Decree-Law 13/2012, regarding the use and processing of your personal data for the purpose of managing the sending of advertising.

1.6. The entity guarantees the confidentiality of personal data. However, the Company and/or Entity will disclose to the competent public authorities the personal data and any other information that is in its possession or is accessible through its systems and is required in accordance with the legal and regulatory provisions applicable to the case. Personal data may be kept in files owned by Mallorca Serenity & Concierge Serenity even after the relationships formalized through the company's website have ended, exclusively for the purposes indicated above and, in any case, during the legally established periods, at the disposal of administrative or judicial authorities.

## COOKIE POLICY

The entity Mallorca Serenity & Concierge Serenity PALMA DE MALLORCA, BALEARES, email address: sales@mallorcaserenity.com and web. expressly informs the user that, in accordance with art. 22.2 of Law 34/2002, of July 11, on information society services and electronic commerce (LSSI), this website uses its own and third-party 'cookies' to offer you a better experience and service. By browsing or using our services, the user expressly accepts our use of 'cookies'. However, the user has the option of preventing the generation of 'cookies' and the elimination of them by selecting the corresponding option in their browser. If you

block the use of 'cookies' in your browser, it is possible that some services or functionalities of the website will not be available.

\*Own cookies are understood to be those that are sent to the user's terminal equipment from a computer or domain managed by the editor itself, and from which the service requested by the user is provided.

What is a 'cookie'?

A 'cookie' is a file that is downloaded to websites and that certain web pages send to the browser, and that is stored on the user's terminal, which can be a personal computer, a mobile phone, a tablet, etc. These files allow the website to remember information about your visit, such as the language and preferred options, which can allow you to recover information about the navigation that is carried out from your computer, in this way it is intended to facilitate your next visit and make the site more useful by personalizing its content.

How are 'cookies' used?

By browsing this website, the user is accepting that 'cookies' can be installed on their terminal and that allow us to know the following information:

Statistical information on the use of the website.

The user's login to keep the session active on the website.

The preferred web format for access from mobile devices.

The latest searches carried out on the website's services and personalisation data for these services.

Information on the advertisements shown to the user.

Information on the surveys in which the user has participated

Data on the connection to social networks for users who access with their Facebook or Twitter user.

Types of cookies used

This website uses both temporary session cookies and permanent cookies. Session cookies store data only while the user accesses the website, and permanent cookies store data on the terminal so that they can be accessed and used in more than one session. They are usually used to store information that is only of interest to keep for the provision of the service requested by the user on a single occasion.

Depending on the purpose for which the data obtained through the cookies are processed, the website may use:

#### Technical 'cookies':

These are those that allow the user to navigate through a website, platform or application and use the different options or services that exist therein, such as, for example, controlling traffic and data communication, identifying the session, accessing restricted access parts, remembering the elements that make up an order, carrying out the purchase process of an order, making the request for registration or participation in an event, using security elements during navigation, storing content for the dissemination of videos or sound or sharing content through social networks.

#### Personalization 'cookies'

These are those that allow the user to access the service with some general characteristics predefined based on a series of criteria in the user's terminal, such as the language, the type of browser through which the service is accessed, the regional configuration from where the service is accessed, the geolocation of the terminal and the regional configuration from where the service is accessed.

#### Advertising cookies

These cookies allow the management, in the most efficient way possible, of the advertising spaces that, where appropriate, the editor has included on a website, application or platform from which the requested service is provided based on criteria such as the edited content or the frequency with which the advertisements are displayed.

#### Behavioural advertising cookies

These cookies allow the management, in the most efficient way possible, of the advertising spaces that, where appropriate, the editor has included on a website, application or platform from which the requested service is provided. These cookies store information on the behaviour of users obtained through the continuous observation of their browsing habits, which allows a specific profile to be developed to display advertising based on it.

#### Statistical analysis cookies

These cookies allow the monitoring and analysis of user behaviour on websites. The information collected through this type of cookies is used to measure the activity of websites, applications or platforms and to create navigation profiles of users of said sites, in order to introduce improvements to the service based on the data on the use made by users.

#### Third-party cookies

These cookies are sent to the user's terminal equipment from a computer or domain that is not managed by the publisher, but by another entity that processes the data obtained through cookies. On some websites, third-party cookies may be installed that allow the management and improvement of the services offered. For example, statistical services from Google Analytics and Comscore.

The Entity uses the following cookies on this website, which are detailed below:

- CM
- PMC
- SRT
- ServerPool
- TACds
- TART
- TASSK
- TASession



- TATravellInfo
- TAUD
- TAUnique
- cto\_lwid
- st\_browser\_id

How to manage 'cookies' in the browser?

The user has the option to allow, block or delete the 'cookies' installed on their computer by configuring the options of the browser installed on their terminal.

How to manage cookies on computers

If you want to allow the use of cookies from our site, please follow the instructions below:

Google Chrome

When you open the browser, click 'tools' at the top and select the 'options' tab.

- 1 Within options, click 'privacy'.
- 2 Check 'allow cookie management'.

Internet Explorer 6.0, 7.0, 8.0, 9.0

- 1 When you open the browser, click 'tools' at the top and select the 'options' tab.
- 2 Check the 'Privacy' tab, making sure it is set to a medium or lower security level.
- 3 If your Internet settings are not set to medium, cookies will be blocked.

Mozilla Firefox

- 1 When you open the browser, click on 'Tools' at the top and select the 'Options' tab.

2 Select the Privacy icon.

3 Click on Cookies, and check: 'Allow the installation of cookies'.

#### Safari

1 When you open the browser, click on 'Tools' at the top and select the 'Options' tab.

2 Click on the 'Security' tab and check if the 'Block access to third-party cookies' option is checked or not.

3 Click on 'Save'.

#### Installing cookies on a Mac

If you have a Mac and you want to allow access to our cookies on your computer, please follow the instructions below:

#### Internet Explorer 5.0 on OSX

1 Go to 'Explorer' and select 'Preferences' in the navigation bar.

2 Scroll down until you see 'Cookies' just below Received Files.

3 Check 'Don't ask me again'.

#### Safari on OSX

1 Go to Safari and select 'Preferences' in the navigation bar.

2 Click on the 'Security' tab and check the 'Accept Cookies' option.

3 Select the option: 'Only from the current site I'm browsing'.

#### Mozilla and Netscape on OSX

1 Go to 'Mozilla' or 'Netscape' and at the top of your browser, check the 'Preferences' option.

2 Scroll down until you see 'Cookies' just below 'Privacy and Security'.

3 Check the 'Allow cookies only from the current site' option.

## Opera

1 Go to 'Opera' and select 'Menu' and 'Settings' in the navigation bar.

2 Select 'Preferences' and click on the 'Advanced' tab.

3 Check the 'Accept cookies' option. If you block the use of 'cookies' in your browser, some services or functionalities of the website may not be available.

In some browsers, you can configure specific rules to manage 'cookies' per website, which offers more precise control over privacy. This means that you can disable 'cookies' from all sites except those you trust.