

PRIVACY POLICIES

INTRODUCTION

The purpose of this Privacy Policy is to provide the user of this web portal with detailed information on the use and treatment consented to by the user, of his or her personal data, as well as the transfer of such data to third parties, and the rights that protect him or her as a consumer and user, in accordance with current legislation on the protection of personal data.

In this sense, this Privacy Policy applies to the processing of personal data that you provide to us when you access the web portal, request information, use the services offered on our web portal, acquire any of our products or services, when you make use of the functionalities or services available on the web portal, or when you submit a professional request; and in short, while you maintain a relationship with Arbistar 2.0, S.L., whether commercial or professional, as well as for the use of its web portal.

Out of respect for your right to privacy, Arbistar 2.0, S.L., complies with current legislation on the protection of personal data, as well as Organic Law 15/1999 of 13 December on the Protection of Personal Data, its implementing regulations and any other regulations that may modify, complement or replace it in the future, as well as Regulation (EU) 2016/679 of the European Parliament and Council, of 27 April 2016, hereinafter 'Regulation (EU)', on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC ('RGPD'), which applies from 25 May 2018, as well as any other rules that may develop or complement it in the future.

You should carefully read our Privacy Policy and make sure you understand all the terms listed here.

RESPONSIBILITY OVER YOUR INFORMATION

ARBISTAR 2.0, S.L., with C.I.F. nº B76799014, with its registered office at Avenida Antonio Domínguez, nº 5. (Edificio Zentral Center), 5th floor, office 7, in Playa de las Américas, CP 38650, municipality of Arona, province of S/C de Tenerife, Spain, is responsible for the processing of the data concerning the users and guarantees their security and confidential treatment, in accordance with the General Data Protection Regulations ("RGPD") and any other applicable regulations.

The interested party may contact the person responsible for and in charge of processing his/her personal data to resolve any doubts related to the processing of his/her personal data by e-mail: (Add the e-mail address of Arbistar 2.0, S.L., which is enabled for the purpose of personal data protection).

TREATMENT AND PROTECTION OF PERSONAL DATA ACCORDING TO THE LOPD

Arbistar 2.0, S.L. informs you that, in accordance with current legislation on personal data protection, the personal data collected through the forms on the website: <https://arbistar.com/es/>, will be included in the specific automated files of users of the services of ABISTAR 2.0, S.L.

The purpose of the collection and automated processing of personal data by Arbistar 2.0, S.L., is to maintain a commercial relationship with the user and to carry out information, training, advisory and other activities of Arbistar 2.0, S.L.

These data will only be transferred to those entities that are necessary with the sole objective of complying with the aforementioned purpose, as well as when they are required by the competent authorities, in compliance with current regulations.

Arbistar 2.0, S.L., in the collection and processing of its data, adopts the necessary measures to guarantee the confidentiality, security and integrity of such data, as provided for in Regulation (EU) 2016/679 of the European Parliament and Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data.

The processing of your data will always be carried out with the prior authorization of the user when requesting information and/or contracting the services of Arbistar 2.0, S.L., whose terms and conditions will be made available to you in all cases, prior to any possible contracting. In addition, after reading this Privacy Policy, the user may freely give his/her specific, informed and unequivocal consent, accepting it by checking a box provided for this purpose.

The user agrees to provide his/her real and correct information, keeping it updated and communicating any changes to Arbistar 2.0, S.L., through the means described above. In the event that the user does not complete them correctly, Arbistar 2.0, S.L. will not be able to provide the services requested by the user.

At any time, the user may exercise his/her rights to access, oppose, rectify and cancel his/her personal data, as provided for in the Regulations (EU), by sending an e-mail (Add the e-mail address of Arbistar 2.0, S.L., which is enabled for the purpose of personal data protection) or if desired, to the following postal address: Avenida Antonio Domínguez, nº 5., Edificio Zentral Center, piso 5, oficina 7. Playa de las Américas, Arona. S/C de Tenerife. CP 38650, SPAIN.

PURPOSE OF THE PROCESSING OF PERSONAL DATA

The personal data collected by the entity Arbistar, 2.0, S.L., through the web portal: <https://arbistar.com/es/>, will be processed for the purposes set forth below

- To contract the goods and services that the entity Arbistar, 2.0, S.L. offers users, to maintain the contractual relationship, and the management, administration, information, provision and improvement of the service.
- To send the information requested by the user through the forms provided by Arbistar 2.0, S.L.
- To send newsletters, bulletins, commercial communications of promotions and/or advertising from Arbistar 2.0, S.L. and its companies.

Likewise, user navigation data and cookies may be processed for the purposes of improving their accessibility as users, personalizing and analyzing their navigation, as well as to show advertising and ads based on their interests, including in advertising spaces on third party platforms (e.g. social networks, internet search engines, etc.) in accordance with our [Cookie Policy](#) (añadir link que dé acceso al Cookie Policy) and the privacy policies of those platforms to which access to said cookies is provided.

Users who oppose the sending of commercial communications may notify us at any time by sending an e-mail to the address indicated above, clearly stating such a decision.

The user is informed that the fields provided for data records, which are in the web portal, are mandatory, for the management of the purposes expressed in this document. In the event that the user decides not to provide the data requested in the registration fields, the purposes set out above cannot be carried out.

RETENTION PERIOD OF PERSONAL DATA

The personal data provided by the user will be kept as long as the commercial relationship is maintained or you do not request its deletion and during the period for which legal responsibilities for the services provided may arise.

DATA COLLECTED BY USERS OF THE SERVICES

Arbistar 2.0, S.L., is not responsible for the failure of the user to comply with the RGPD, of the files with personal data provided by the user in the shared hosting servers.

DATA RETENTION UNDER THE ISSI

In compliance with the provisions of Law 34/2002 of 11 July on Information Society Services and Electronic Commerce (LSSI), the entity Arbistar 2.0, S.L, as a data hosting service provider, will keep the necessary information to identify the origin of the data hosted and the time when the service was initiated. Under no circumstances will the conservation of the data affect the secrecy of the communications and may only be used when required by the Courts. Those data requested by the State Security Forces and Bodies must follow the dictates of the specific regulations on personal data protection.

SECURITY

When accessing the digital platforms through which the user of the web portal or App contracts products or services from Arbistar.2.0, S.L., you can verify that you are in a secure environment by the "url" address that appears in properties (by right-clicking on the mouse). This address "url" begins with "https", where the "s" identifies that the contents are being offered by a secure server.

INTELLECTUAL PROPERTY RIGHTS

Arbistar 2.0, S.L. is the owner of the copyright, intellectual and industrial property rights, know-how, and any other rights related to the content of the web portal or the services offered therein, as well as the programs necessary for its implementation and related information. The user shall also respect the programs of third parties made available by Arbistar 2.0, S.L.

Likewise, any use of the services provided by Arbistar 2.0, S.L. that is contrary to or indiscriminate with intellectual property legislation is prohibited. The user may not exceed what is strictly established in the contract.

Any action by the user that exceeds compliance with the contract is prohibited, especially access, modification and display of the configuration, structure and files of the servers owned by Arbistar 2.0, S.L., assuming civil and criminal liability for any incidents that may occur in the servers and security systems as a direct result of negligent or malicious actions on its part.

TRANSLATION TO OTHER LANGUAGES

All information and documentation available in other language versions of this website is provided for information purposes only. In the event of any discrepancy between the content of the foreign language version and the original Spanish version, the latter shall prevail.