

Privacy Policy

BE MATE COMMUNITY ESPAÑA, S.A.

Corporate Website



Basic Data Protection Information

Data controller: BE MATE COMMUNITY ESPAÑA, S.A., (hereinafter, “Be Mate”).

Address: Calle de La Palma 10, 28004, Madrid.

Email: dpo@bemate.com

Main purpose of processing: your data will be used to manage your browsing of the Be Mate Website, as well as, where applicable, to create, maintain, and manage Be Mate’s business, contractual, or precontractual relationship with you, processing your queries or requests and sending advertising and sales information.

Legitimate basis: depending on the case, the data will be processed on the basis of consent, the performance of a contract between you and Be Mate, Be Mate’s legitimate interest, or the application of precontractual measures.

Potential data recipients:

- Third parties to whom Be Mate is obligated to transfer data, such as public authorities.
- Companies within the corporate group of BE MATE COMMUNITY, S.A. working in the hotel industry, as well as, where applicable, third parties outside of Be Mate.

Data protection rights: you can revoke the consent you gave Be Mate to process your personal data at any time, as well as exercise your rights to access, rectification, erasure, restriction, and objection to data processing, data portability, and to not be the subject of automated decision-making. You may do this by sending a request to BE MATE COMMUNITY S.A. at Calle de La Palma 10, 28004, Madrid., or the following email address: dpo@bemate.com. You must attach a copy of your government-issued ID or some other document proving your identity.

1. Information about Be Mate

This document governs the privacy policy of the website owned by Be Mate (hereinafter, the “**Website**”).

Be Mate is part of the Room Mate Group, a leading Spanish hospitality company, and it is mainly dedicated to managing vacation apartment rentals predominantly in Europe and the United States. The company’s identifying details are listed below for your information:

Corporate name: BE MATE COMMUNITY ESPAÑA, S.A., (hereinafter, “Be Mate”).

Tax ID number: A-87035838

Address: Calle de La Palma 10, 28004, Madrid.

Email: dpo@bemate.com

1.1. Application of this Privacy Policy

This Privacy Policy governs the data processing carried out by Be Mate with regard to the users that access or contact Be Mate through its Website <https://es.bemate.com/>. The above encompasses the processing of the personal data of (i) customers and/or potential customers, (ii) suppliers and/or potential suppliers, (iii) employees and/or candidates, (iv) owners and potential owners, and (v) any other user who accesses or transfers information on the Website.

Therefore, this Privacy Policy reflects the information regarding the processing with regard to the different categories of data subjects indicated above.

For more information about the processing of the data of customers that purchase Be Mate products and/or services, see the Guest Privacy Policy.

2. Personal data processed by Be Mate, purposes, and legitimate bases

You are hereby informed that any data that Be Mate requests or may request from you are necessary for the purposes described in this privacy policy, and not providing them will render it impossible for Be Mate to be able to contact you or manage any requests you may have made to Be Mate. Moreover, Be Mate reserves the right to not respond or process requests not including the data requested.

You guarantee the truthfulness of the personal data you provide to Be Mate. Be Made may periodically ask you to review and update the personal data you have stored.

The Website contains information that may be useful for you to learn about the services offered by Be Mate. Thus, Be Mate will solely ask for and process the data necessary to process the query made, provide the purchased service, or be able to initiate and maintain a business, contractual, or precontractual relationship with you.

The different purposes for which your personal data are processed and the legitimate bases for said processing are described below:

i. Legitimate basis of performing the service contract between you and Be Mate or the application of precontractual measures:

- a. Manage bookings made by Be Made guests on the Website, which includes managing the queries it receives from them and monitoring the relationship it maintains with them.
- b. Manage the relationship with the other users of the Be Mate Website, responding to their requests and monitoring relationships with them.

ii. Legitimate basis of legitimate interest:

- a. Statistically measure the reasons why our guests visit us. To do this, we will only ask for the reason for booking. Our legitimate interest in carrying out said processing is to improve our commercial offerings. Be Mate will process the data for the above-indicated purposes while the results provided by the statistical analysis are assessed.
- b. Create statistics, studies, and analysis of our customers, for which we will create a sales profile based on browsing habits, consumption, and preferences shown during your stay at our apartments and/or the use of our services by the data subject. Our legitimate interest in carrying out said processing is to improve our commercial offerings, understand our customers better, and continuously improve our business. Be Mate will process the data for the above-indicated purposes while the results provided by statistics, studies and analytics are assessed.
- c. Share the data with other companies in Be Mate's Corporate Group as a result of the centralization of the administrative and technological processes within the Corporate Group to which Be Mate belongs. Be Mate will process the data for the purpose indicated while the corresponding administrative and technological processes are carried out.

iii. Legitimate basis of express consent:

- a. In the event you so authorize, sending advertising and commercial information related to the different companies within Be Mate's Corporate Group, its activities, products, services, offers, special promotions, as well as different documents by any means, including electronically, as well as creating a profile on your consumption habits through internal and external data in order to provide you special offers on products or services tailored to your needs.
- b. In the event you so authorize, data transfer to third-party companies and Be Mate's advertising partners, including companies within Be Mate's Corporate Group, in order to send you commercial communications tailored to your needs related to the industry of each of these companies by any means, including electronically.
- c. In the event you so authorize, registration on the application form for employment offers, as well as, where applicable, subsequent monitoring of the job application.
- d. In the event you so authorize, manage your record as a user of the Be Mate Website.
- e. In the event you so authorize, manage the contact or information requests sent via the forms on the Website.
- f. In the event you so authorize, manage the contact and quote requests through the Join Us form for owners, travel agencies, and companies on the Website.

2.1. Data Processing Entailed by Simply Browsing the Website

Simply browsing the Website may entail personal data processing. For more information about personal data processing by simply browsing the Website, see the Cookie Policy.

3. Third Parties That May Be Sent Your Data

The personal data that you provide Be Mate may be shared with the following kinds of recipients:

- Third parties to whom Be Mate is obligated to transfer data, such as public authorities, in order to comply with the requirements of said authorities and any applicable regulations, where applicable.
- Companies that are part of the Corporate Group to which Be Mate belongs, in order to be able to properly manage your contractual or precontractual relationship, as a result of the centralization of administrative and technological processes existing within the Group, as well as for the commercial purposes that you consented to, where applicable. You may see the companies within Be Mate's Corporate Group via the following link: https://room-matehotels.com/images/pdf/holding_.pdf.
- Third-party companies, including Be Mate's advertising partners to be able to adapt commercial offers to your needs, in the event that you provided consent for such action.

4. Data Security

Be Mate has the appropriate policies and technical and organizational measures to safeguard and protect your personal data from illegal or unauthorized access, loss, accidental destruction, damage, use, and illegal or unauthorized dissemination.

We will also take all reasonable measures to guarantee that our personnel and any employees with access to your personal data have received the appropriate training.

Users will always be informed of any online data transfers that are not completely secure and, as such, are carried out at the users' own risk. Although we will put in our best efforts to protect your personal data, Be Mate cannot guarantee the security of the personal data shared on our Website.

5. Data Storage

The data storage term will be determined based on the duration of your relationship with Be Mate and the legally established terms. Accordingly, the criteria that Be Mate uses to set the data storage terms were determined in accordance with the requirements established by applicable law, regulations, and regulatory directives, as well as Be Mate's operational requirements with regard to the proper management of the existing relationship with the different types of data subjects.

Your data will be stored for the duration of any business or contractual relationship you have with Be Mate.

Once said relationship has ended, your personal data will be deleted after all necessary actions have been carried out to manage and conclude any obligations that may remain between the parties. In this period, all the administrative processes necessary will be performed, except in cases where You provided your express consent to be sent commercial communications, in which case your data will be stored until you exercise your right to object.

Without prejudice to the above, your data will be stored and duly blocked for the duration of any liability arising from the performance of our contractual or precontractual relationship, as well as compliance with Be Mate's other legal obligations.

In this regard, Be Mate guarantees that it will not process the data, except where necessary to formulate, exercise, or defend claims or when it is required to provide said data to a public agency, judge, or court within the statute of limitations for rights or legal obligations.

6. Your Data Protection Rights

You can contact Be Mate whenever you like and may exercise your rights to access, rectification, erasure, restriction, and objection as well as the right to data portability and to not be the subject of automated decision-making by sending a request to BE MATE, S.A. Calle de La Palma 10, 28004, Madrid or to the following email address: dpo@bemate.com. You must attach a copy of your government-issued ID or some other document proving your identity.

You are also hereby informed that you can revoke any previously granted consent by contacting BE MATE, S.A. at the address or email address indicated above.

Finally, in the event that You would like to learn more about your rights with regard to data protection or to file a claim, you may contact the Spanish Data Protection Agency at its registered address (Calle Jorge Juan, 6, 28001, Madrid), in order to safeguard your rights.

7. Contact Be Mate

If you have any doubts or questions for Be Mate with regard to the processing of your personal data, you can write to the Data Protection Officer of BE MATE, S.A. at Calle de La Palma 10, 28004, Madrid, or at the following email address: dpo@bemate.com

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