

Privacy Policy

Last updated: 19 August 2026

BookMenorcaVillas ("BookMenorcaVillas", "we", "us" or "our") respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store and protect personal data when you visit or use www.bookmenorcavillas.com (the "Website"), contact us, submit a booking enquiry or make a booking through our services.

We process personal data in accordance with the **EU General Data Protection Regulation (Regulation (EU) 2016/679 – GDPR)** and applicable Spanish data protection legislation.

1. Data Controller

The controller responsible for the processing of your personal data is:

Book Menorca Villas

Trading as: **BookMenorcaVillas**

Registered address: **Carrer de Sant Andreu 15, 07702 Mahón, Islas Balears**

Tax identification number (NIF/CIF): **DNI 41736940J**

Email: **holidays@bookmenorcavillas.com**

Telephone: **+34 655 813 507**

For questions concerning the processing of your personal data or the exercise of your rights, you may contact us using the details above.

2. What Personal Data We Collect

Depending on how you use our Website and services, we may collect and process the following categories of personal data:

Information you provide to us

This may include:

- Full name
- Email address
- Telephone number
- Postal address
- Country of residence
- Booking and travel information
- Arrival and departure dates
- Number of guests
- Information relating to your accommodation requirements

- Information contained in your messages or enquiries
- Payment and billing information, where necessary
- Any other information you voluntarily provide to us

Please do not provide sensitive personal information unless it is strictly necessary for your enquiry or booking.

Information collected automatically

When you visit our Website, certain technical information may be collected automatically, depending on the cookies and technologies used on the Website. This may include:

- IP address
- Browser type and version
- Device type
- Operating system
- Language settings
- Date and time of access
- Pages visited
- Referring website
- Technical information concerning your interaction with the Website

The exact data collected depends on the technical services and cookies implemented on the Website.

3. How We Use Your Personal Data

We may process your personal data for the following purposes:

A. Handling enquiries

We use your contact details and enquiry information to:

- Respond to your questions;
- Provide information about available villas;
- Provide quotations;
- Communicate with you regarding your request; and
- Provide customer support.

B. Processing bookings

Where you request or make a booking, we may process your personal data in order to:

- Check availability;
- Arrange and administer your booking;

- Communicate with you concerning your reservation;
- Provide booking confirmations and related documentation;
- Communicate relevant information to the applicable property owner or service provider;
- Facilitate the accommodation arrangements; and
- Deal with booking-related questions or problems.

BookMenorcaVillas acts as a booking and advertising service in relation to the accommodation offered through the Website. As stated in our booking conditions, the accommodation contract may be between the holidaymaker and the relevant property owner.

Where personal data needs to be shared with a property owner or another service provider in order to arrange your booking, we will only share information that is reasonably necessary for that purpose.

C. Payments and financial administration

Where applicable, personal data may be processed to:

- Process or facilitate payments;
- Confirm payment;
- Issue invoices or other financial documentation;
- Manage deposits or other booking-related charges; and
- Comply with accounting and tax obligations.

Where payments are processed by an external payment provider, that provider may process your personal data in accordance with its own privacy policy.

D. Legal and regulatory obligations

We may process personal data where necessary to comply with legal obligations, including applicable tax, accounting, accommodation, tourist registration and other regulatory requirements.

E. Website security and administration

We may process technical information where necessary to:

- Maintain and operate the Website;
- Prevent fraud and misuse;
- Protect our systems;
- Detect security incidents; and
- Troubleshoot technical problems.

F. Marketing communications

If you have provided the required consent, we may use your contact details to send you promotional communications concerning our services, properties, special offers or other information that may be relevant to you.

You can withdraw your consent at any time by contacting us or, where available, using the unsubscribe function included in our marketing communications.

We do not rely on consent where another lawful basis applies.

4. Legal Bases for Processing

Depending on the circumstances, we process your personal data on one or more of the following legal bases under Article 6 GDPR:

Performance of a contract or pre-contractual measures

We may process your data where this is necessary to respond to a booking enquiry, arrange a booking or take steps at your request before entering into a contract.

Legal obligation

We may process your data where processing is necessary to comply with a legal obligation, for example accounting, tax or regulatory requirements.

Legitimate interests

We may process personal data where this is necessary for our legitimate interests, provided that these interests are not overridden by your fundamental rights and freedoms.

Such interests may include operating and improving our Website, administering our business, preventing fraud, protecting our systems and responding to enquiries.

Consent

Where required by law, we will ask for your consent before processing your personal data, for example for certain marketing or non-essential cookies.

You may withdraw consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before the withdrawal.

5. Cookies and Similar Technologies

Our Website may use cookies and similar technologies.

Cookies may be used for different purposes, including:

- Essential website functionality;
- Security;
- Remembering preferences;
- Website performance;
- Analytics and statistics; and
- Marketing or advertising, where applicable.

Where required by applicable law, non-essential cookies will only be activated after you have given the appropriate consent.

You can manage or withdraw your cookie preferences through our cookie consent mechanism, where available, or through your browser settings.

Important: The specific cookies and third-party services used on the Website should be listed in a separate Cookie Policy or cookie consent platform.

6. Sharing Your Personal Data

We may disclose personal data where necessary to provide our services or comply with legal obligations.

Recipients may include:

- Relevant property owners or accommodation providers;
- Booking and reservation service providers;
- Payment service providers;
- IT and hosting providers;
- Website and technical service providers;
- Email and communication service providers;
- Professional advisers, such as accountants or lawyers;
- Government authorities and public bodies where legally required; and
- Other service providers acting on our behalf.

We do not sell your personal data.

Where we use service providers to process personal data on our behalf, we take appropriate steps to ensure that they process the data in accordance with applicable data protection requirements.

7. International Transfers

Some of our service providers may process personal data outside the European Economic Area (EEA).

Where personal data is transferred outside the EEA, we will ensure that the transfer is carried out in accordance with the GDPR and that an appropriate legal safeguard is in place where required.

Such safeguards may include:

- An adequacy decision of the European Commission;
- Standard Contractual Clauses approved by the European Commission; or
- Another legally recognised transfer mechanism.

Details concerning specific international transfers may be provided upon request.

8. How Long We Keep Your Personal Data

We retain personal data only for as long as necessary for the purposes for which it was collected.

The retention period depends on the type of data and the reason for processing.

For example:

- Enquiry data may be retained for as long as necessary to handle and follow up on your enquiry;
- Booking information may be retained for the duration of the booking relationship and thereafter for the period required by applicable legal, accounting or tax obligations;
- Information processed on the basis of consent may be retained until you withdraw your consent, unless another lawful basis permits continued processing; and
- Technical data may be retained for the period necessary for security, administration and operational purposes.

Where we are legally required to retain certain information for a specific period, we will retain it for that period.

9. Your Data Protection Rights

Subject to the conditions established by applicable law, you have the following rights:

Right of access

You may request confirmation as to whether we process your personal data and, where applicable, obtain a copy of your personal data.

Right to rectification

You may request that inaccurate or incomplete personal data be corrected.

Right to erasure

You may request deletion of your personal data where there is no lawful reason for us to continue processing it.

Right to restriction

You may request that processing of your personal data be restricted in certain circumstances.

Right to object

You may object to certain processing, including processing based on legitimate interests and, where applicable, direct marketing.

Right to data portability

Where legally applicable, you may request to receive certain personal data in a structured, commonly used and machine-readable format or request that it be transmitted to another controller.

Right to withdraw consent

Where processing is based on your consent, you may withdraw that consent at any time.

Withdrawal of consent does not affect the lawfulness of processing carried out before withdrawal.

10. How to Exercise Your Rights

To exercise any of your rights, please contact:

BookMenorcaVillas

Email: holidays@bookmenorcavillas.com

Address: **Carrer de Sant Andreu 15, 07702 Mahón, Islas Balears**

Please include sufficient information to allow us to identify you and understand your request.

We may need to verify your identity before processing certain requests in order to protect your personal data.

We will respond to your request within the time period required by applicable data protection law.

11. Right to Lodge a Complaint

If you believe that your personal data has been processed unlawfully, you have the right to lodge a complaint with the competent data protection supervisory authority.

In Spain, the competent supervisory authority is:

Agencia Española de Protección de Datos (AEPD)

C/ Jorge Juan, 6

28001 Madrid

Spain

You can find information about the AEPD and how to exercise your rights through its official website.

12. Security

We take appropriate technical and organisational measures designed to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access.

However, no method of transmission or storage over the Internet can be guaranteed to be completely secure.

If we become aware of a personal data breach that is subject to notification requirements under applicable law, we will take the appropriate measures required by the GDPR and Spanish law.

13. Children's Privacy

Our Website and services are not specifically directed at children.

We do not knowingly collect personal data from children where such collection is not permitted by applicable law.

If you believe that a child has provided us with personal data unlawfully, please contact us so that we can take appropriate action.

14. Third-Party Websites

Our Website may contain links to third-party websites, including websites operated by accommodation providers, payment providers, booking services or other external organisations.

We are not responsible for the privacy practices, content or security of third-party websites.

We recommend that you review the privacy policy of any third-party website before providing personal data.

15. Automated Decision-Making and Profiling

Unless expressly stated otherwise, we do not use your personal data to make decisions based solely on automated processing, including profiling, that produce legal effects or similarly significantly affect you.

If this changes, we will provide the information required by applicable data protection law.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, legal requirements or data processing practices.

The latest version will always be published on this Website with the corresponding "Last updated" date.

17. Contact

If you have any questions about this Privacy Policy or about how BookMenorcaVillas processes your personal data, please contact us:

BookMenorcaVillas

Email: holidays@bookmenorcavillas.com

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