

Privacy policy

***ROOM MATE HOSPITALITY & LEISURE,
S.L.U.***

Room Mate
HOTELS

KRAMER HOTEL & BAR

Basic Data Protection Information

Party responsible for data processing: ROOM MATE HOSPITALITY & LEISURE, S.L.U., (henceforth, "Room Mate").

Address: Calle José Abascal 45, 28003, Madrid

Email: dpo@room-mategroup.com

Main aim of data processing: your data will be used to manage your use of the Room Mate Website as well as, where appropriate, to establish, maintain and manage the commercial, contractual and pre-contractual relationship with you, processing your queries or requests and sending advertising and commercial information.

Legitimacy basis: depending on the cases, data will be processed on the basis of the obtaining of consent, the execution of the contract between you and Room Mate, the legitimate interests of Room Mate and the application of pre-contractual measures.

Potential recipients of the data:

- Third parties to whom Room Mate is obliged to transmit information, such as public authorities.
- Companies within the business group to which Room Mate belongs, encompassed within the hotel sector, as well as, third party companies not affiliated with Room Mate, where appropriate.

Data protection rights: at any point you can revoke the consent granted for activities regarding Room Mate's processing of personal data. You can also exercise, should you be interested in doing so, your rights to access, rectify, suppress, limit or object to the processing and portability of data, as well as to not be subject to automated decisions. You can do this by means of a request addressed to ROOM MATE HOSPITALITY & LEISURE, S.L.U. at Calle José Abascal 45, 28003, Madrid, or via the following email address: dpo@room-mategroup.com, attaching a copy of your DNI [Spanish National ID] or another form of documentation that accredits your identity.

1. Information about Room Mate

This document regulates the privacy policy of the website owned by Room Mate, including the Happitality area (henceforth, "**Website**").

Room Mate is one of the main Spanish hotel companies dedicated mainly to the provision of hotel services in Europe and the United States. For your information, the identifying data of the company is as follows:

Corporate name: ROOM MATE HOSPITALITY & LEISURE, S.L.U., (henceforth, "Room Mate").

NIF [Spanish Tax Identification Number]: B-10.569.978

Address: Calle José Abascal 45, 28003, Madrid

Email: dpo@room-mategroup.com

1.1. Application of this Privacy Policy

This Privacy Policy regulates the data processing undertaken by Room Mate with regards to the users that access or get in touch with Room Mate via the Website - <https://hotelkramervalencia.com/en/> -. This includes the processing of the personal data of (i) clients and/or

potential clients, (ii) providers and/or possible providers, (iii) employees and/or candidates and (iv) any other user that accesses or transmits information by means of the Website. Therefore, this Privacy Policy reflects the information regarding the processing of personal data with regards to the different categories of the interested parties indicated.

For more information regarding the processing of clients' data that contract Room Mate's products and/or services, the Client Privacy Policy can be accessed <https://hotelkramervalencia.com/wp-content/uploads/2025/08/Política de Privacidad Clien 2024 EN.pdf>

2. Personal data processed by Room Mate: purposes and legitimacy

You are hereby informed that all the data that Room Mate requests or may request is necessary for the purposes described in this privacy policy and not providing this will result in it being impossible to contact you or manage the request made to Room Mate. Likewise, Room Mate reserves the right to not respond to or process requests that do not include the data that had been requested.

You guarantee the veracity of the personal data provided to Room Mate. Room Mate can periodically request the review and updating of your personal data that it retains.

On the Website you can find the information that may be of use with regards to informing yourself about the services offered by Room Mate. In this regard, Room Mate will only request and process the data necessary to process the query made, provide the service contracted or to be able to start and maintain a commercial, contractual and/or pre-contractual relationship with you.

Below, the different purposes for which your personal details are processed and the basis that legitimizes that processing is described.

i. Legitimacy through the execution of a services contract between you and Room Mate or the application of pre-contractual measures.

- a. To manage the bookings made by Room Mate's clients through the Website, which includes managing the queries it receives from said clients and the monitoring of the relationship maintained.
- b. To manage the relationship with the different users of the Room Mate Website, attending to their requests and monitoring the relationship maintained.

ii. Legitimacy through legitimate interest:

- a. To statistically measure the reason for which our clients visit us. For this, we will only request the reason for the booking made. Our legitimate interest in carrying out said processing lies in improving our commercial offerings. Room Mate will process the data for the purposes indicated whilst evaluating the findings resulting from the statistical analysis undertaken.
- b. To undertake statistics, studies and analysis of our clients, for which we carry out a commercial profiling based on the interested party's surfing habits, consumption and preferences shown during the stay at our hotel and/or use of our services. Our legitimate interest in undertaking said processing lies in improving our commercial offerings and an improved knowledge and continual improvement of our business. Room Mate will process the data for the purposes indicated whilst evaluating the findings resulting from the statistics, studies and analysis undertaken.
- c. To grant data to the other Companies in the ROOM MATE Group, as a result of the centralization of the administrative and computer processes that exist within the ROOM MATE Group. Room Mate will process the data for the purpose indicated whilst undertaking the corresponding administrative and computer processes.

iii. Legitimacy through express consent:

- a. Should you authorize this, the sending of advertising and commercial information related to the different businesses of the Group that Room Mate belongs to, its activities, products, services, offers, special promotions, as well as documentation of a diverse nature through any means, including electronically, as well as undertaking the profiling of your consumption habits by means of internal and external information, with the aim of offering you special offers on products or services that are adjusted to your needs.
- b. Should you authorize this, the granting of data to third party companies and advertising partners of Room Mate, including the businesses in the Group that Room Mate belongs to, with the aim of sending you commercial communications related to the sector of activity of each of these adjusted to your needs, through any means, including electronically.
- c. Should you authorize this, registration on the form enabled for the subscription to job offers, as well as, if appropriate, the subsequent monitoring of the candidacy presented.
- d. Should you authorize this, to manage the subscription and/or unsubscribing to the Newsletter.
- e. Should you authorize this, to manage the subscription and/or unsubscribing to the Happitality club newsletters.
- f. Should you authorize this, to manage the contact and quote requests, as well as the requests for information via the Events form available on the Website, in addition to any other form that may be enabled on this.
- g. Should you authorize this, to manage your data to take part in competitions, raffles and similar promotions. In case of conflict between the conditions of the promotion and this Privacy Policy, the conditions of the promotion will prevail.

Remember that at any time you can withdraw your consent in dpo@room-mategroup.com or in the form provided.

2.1. Processing of data obtained through the mere surfing on the Website

The mere surfing on the Website could imply the processing of personal data. For more information with regards to the processing of personal data through the mere surfing on the Website, the Cookies Policy can be accessed <https://hotelkramervalencia.com/en/politica-de-cookies-ue-2/>

3. Third parties to whom your data can be passed

The personal data that you provide to Room Mate can be communicated to the following categories of recipients:

- Third parties to whom Room Mate is obliged to transmit information, such as public authorities, with the aim of fulfilling the requirements of said authorities and the regulations applicable, where appropriate.

- Companies that make up part of the ROOM MATE Group, for the purpose of being able to appropriately manage the contractual or pre-contractual relationship, as a result of the centralization of the administrative and computer processes within the Group, as well as for commercial purposes should you have given your consent for this. You can view the companies in the ROOM MATE Group via the following link: https://hotelkramervalencia.com/wp-content/uploads/2025/08/Sociedades_RM_GROUP_2025.pdf

- Third party companies, including Room Mate's advertising partners, to be able to adjust the commercial offers to your needs, should you have given your consent for this.

4. Data Security

Room Mate has suitable policies and technical and organizational measures in order to safeguard and protect your personal data against illegal or non-authorized access, loss or accidental destruction, damage and illegal or non-authorized use and dissemination.

We will also take all reasonable precautions to guarantee that our staff and employees that have access to your personal data have received the appropriate training.

In any case, as a user you are informed that any transmission of data via the Internet is not completely secure and as such, it is done so at your own risk. Although we will do our utmost to protect your personal data, Room Mate cannot guarantee the security of the personal data transmitted via our Website.

5. Data Storage

The term for storing your data will be determined with regard to the length of your relationship with Room Mate and the legally established periods. In this regard, the criterion that Room Mate uses to establish the data storage terms have been determined pursuant to the requirements established in the legislation, regulations and policy guidelines applicable, as well as Room Mate's operational requirements related to the correct management of the relationship that exists with the different categories of interested parties.

In this regard, your data will be stored whilst you maintain any commercial or contractual relationship with Room Mate.

Once this has terminated, the process of deleting your personal data will begin at the moment in which all the actions that are necessary to manage and conclude any obligation that main remain between the parties have been undertaken. In this period, all the administrative actions necessary will be undertaken, except for in cases in which you have provided us with your express consent to send commercial communications to you, in which case your data will be stored until you request otherwise.

Without prejudice of the above, your data will be stored duly locked, whilst responsibilities regarding the execution of our contractual or pre-contractual relationship may ensue, as well as for the fulfillment of other legal obligations that Room Mate has.

In this regard, Room Mate guarantees that it will not process data unless it is necessary for the formulation, exercise or defense of claims or when it is required to provide said data to the Public Administration, Judges and Courts during the period of limitation of its rights or legal obligations.

6. Your Data Protection Rights

You can contact Room Mate, if you deem this necessary, in order to exercise your rights to access, rectify, suppress, limit or object to the processing and portability of data, as well as to not be subject to automated decisions, by means of a request addressed to ROOM MATE HOSPITALITY & LEISURE, S.L.U. at Calle José Abascal 45, 28003, Madrid, or by means of the following web address: dpo@room-mategroup.com, attaching a copy of your DNI [Spanish National ID] or another form of documentation that accredits your identity.

Likewise, we hereby inform you that you can revoke the consent granted when you so wish, by contacting ROOM MATE HOSPITALITY & LEISURE, S.L.U. via the address or email addressed indicated above.

Finally, should you desire more information regarding your data protection rights or you wish to make a complaint, you can contact the Spanish Data Protection Agency [Agencia Española de Protección de Datos] at Calle Jorge Juan, 6, 28001, Madrid, with the aim of safeguarding your rights.

7. Contact Room Mate

If you have any doubts or queries to transmit to Room Mate with regard to the processing of your personal data, you can contact the Data Protection Officer at ROOM MATE HOSPITALITY & LEISURE, S.L.U. in writing at José Abascal 45 28003, Madrid, or via the following email address: dpo@room-mategroup.com

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