

Privacy Policy

Papis Grill SLU shows respect and particular importance to protect your personal data, as we respect the principle of private life and of the transparency concerning the processing of personal data. Therefore, our company will endeavour to ensure a proper level of protection.

Our company seeks compliance with all legal provisions in force concerning the protection of personal data, so we comply with the provisions of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, as well as the provisions of Law no. 190 of 18 July 2018 on the implementing measures on Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

That is why we make our best endeavours to explain to you through the present Privacy Policy in an intelligible

and clearly legible manner the way our company collects, stores, processes, transmits, transfers information on your personal data.

It is also important to frequently check the updates of Privacy Policy. The most recent version of Privacy Policy shall be always available here. You can check the „date of entering into force” posted in the top in order to find out the last update date of Privacy Policy.

Please read the Privacy Policy carefully in order to be informed about the processing of your personal data and about your rights in respect thereof.

Who are we?

Our company, as controller of the personal data can be identified by the following: Papis Grill SLU, B76219138, Av. Tirajana 37, Maspalomas, Espana.

If you have any questions, concerns related to our Privacy Policy, please write to us to the e-mail address sugerencias.pideacasa@gmail.com where we are at your service and we are happy to answer any questions you might have.

What is personal data?

According to the definition of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data

"personal data" means any information with regard to an identified or identifiable natural person ("data subject"); an identifiable natural person is a person who can be directly or indirectly identified, especially by referring to an element of identification, such as name, identification number, localization data, an online identifier, or one or more specific elements, specific to his/her physical, physiological, genetic, economic, cultural or social identity.

"data controller" , according to Article 4 of General Data Protection Regulation, relates to the entity which 'alone or jointly with others' determines the purposes and means of the processing of personal data; where the purposes and means of processing are determined by national or Community laws or regulations, the controller or the specific criteria for his nomination may be designated by national law

“person designated by the controller” relates to the natural or legal entity, who processes personal data in the name of the controller.

Which personal data do we process, on what purpose and on whose legal basis?

1. Data required at registration to the App and to creating of a User account

In case that you wish to use the online ordering service to buy different foods, drinks offered by the Application, you have to register by opening a User account in the App. We ask you to provide the following valid, correct information in order to process the Order, to deliver the products: name, surname, phone number, e-mail address. At registration you`ll be also required a password, and the App shall generate you a 4-number digit code, which works as a unique identification code, assuring your identification, the exclusion of identification errors, frauds and the safe usage of the App.

Legal basis: your expressively and unequivocally expressed consent.

We ensure that you have a simple option to withdraw your consent in any moment, by unsubscribing and you

can communicate your objection to the processing of your personal data or any other questions, problems to the e-mail address: sugerencias.pideacasa@gmail.com or through the special window set on this purpose in the App.

2. Data required by App usage

Localization data: you`ll be asked by App usage your mail address, phone number, name and surname with of you can access your account every time, and your localization data are required so we can provide you services at a high level of comfort, and services which suit your needs.

We offer you to set the localization data or by using the option to enable the processing of localization data directly from your phone, or by manually setting of localization data every time when you change your location and wish to use the App services from a different location. In case of automatic activation of this function in mobile phone or tablet, the option shall be remembered by the app, the deactivation of this function must be performed manually, in the options of the used device.

The legal basis for processing your personal localization data is your expressively and unequivocally expressed consent.

We ensure that you have a simple option to withdraw your consent in any moment, by unsubscribing and you can communicate your objection to the processing of your personal data or any other questions, problems to the e-mail address: sugerencias.pideacasa@gmail.com or through the special window set on this purpose in the App.

You are not obliged to provide us your personal data, but the delivery of some App services and / or the App usage at a high level of control might be possible only based on these data.

Delivery data: your delivery address is required to deliver your order. Please provide exact, true and valid data, the Admin App assuming no responsibility, and cannot be held liable in any way or to any degree for the case in which your order cannot be delivered by the commercial units because you have provided us a wrong delivery address.

Legal basis: it consists of the obligation of contract execution, namely to fulfil the delivery order.

Type, sort, name and quantity of ordered food and drinks: these data are required, so that the commercial units you have chosen through the App can deliver your order.

Legal basis: it consists of the obligation of contract execution, namely to fulfil the delivery order.

Warning!!! Age limit

Please note that in order to use the App and to receive the Service of being allowed to order food and drinks from the commercial units listed in our App, the User must reach the age of 16 at the creating date of the of user account. The legal age when a person may take decisions alone about disclosure and consent to the processing of personal data is 16 years. App visitors under the age of 16 years and without the full consent of the parents and / or without the legal supervision of an adult sub must immediately stop accessing the App and leave its website without further delay.

The App Admin has the right to immediately close and to prohibit without any further notification the App access to the persons providing wrong identification data at creating an account.

Furthermore, please note that receiving some services through App, such as alcoholic drink order from commercial units is bound to a legal age limit of 18 years. So the App shall not allow finishing the order in the case of persons wishing to order alcoholic drinks through the App under 18 years of age, and the commercial units may to refuse order delivery, in each case when the recipient is under 18 years of age, and the order includes alcoholic drinks.

In case that the user provides wrong, fictive or false data at creating the user account, the Admin reserves the right to immediately suspend or delete that account.

Retention period for personal data

Our company retains personal data as long as it is necessary to fulfil the purpose for which it have been delivered, namely until you use your user account opened in the App, and until the date you requested the closure of this account.

In the case of personal data disclosed by us to the commercial units from which you have ordered in order to fulfil your order, such as delivery address, name and surname, type, sort, names, quantities of the ordered

food and drinks, these data is retained by the commercial units in compliance with their legal and / or contractual obligations such as their own privacy policy related to the processing of personal data.

In case that you would like to withdraw your consent related to providing personal data, you can exercise this right any time by sending an e-mail to the next address: sugerencias.pideacasa@gmail.com.

Sharing personal data

We may disclose the information collected from you to the following recipients, persons designated by the controller, to the extent that this is necessary:

- employees of the company
- service providers:
- the commercial units listed in the App where to you do your order, by using the App, which data you can check before sending the order
- Google Playstore here you can read the privacy policy <https://policies.google.com/privacy>,
- App Store here you can read the privacy policy <https://support.apple.com/en-us/HT210584>

- Google Ads here you can read the privacy policy <https://ads.google.com/> Google Ads is certified under the PrivacyShield Agreement
- Google Analytics – marketing services, here you can read the privacy policy <https://support.google.com/analytics/answer/6004245?hl=en>, Google Analytics is certified under the Privacy Shield Agreement
- Facebook retargeting - Facebook Ireland Limited, Hanover Reach, 5-7 Hanover Quay, 2 Dublin, Ireland („Facebook”), here you can read the privacy policy <https://www.facebook.com/business/gdpr>, Facebook is certified under the Privacy Shield Agreement
- We disclose your personal data to other entities, including but not limited to the authorities, investigative and prosecutorial bodies, courts, in order to fulfil our legal obligations, to protect the rights, the property or the safety of the company

Plugin Usage

Our services can use plugins („Plugins”).

When you use a Service that includes Plugins, your information can be directly transferred from your device to the social network operator. We have no influence upon the data collected by Plugin. If you are connected to a social network, the way in which you are using our Service may appear in your account from that social network. If you interact with Plugins, for example, by clicking on „Like”, „Follow” or „Share” or if you post a comment, this information shall automatically appear in your social network profile.

Even if you are not connected to an account from a social network, that Plugin may send your IP address to the social network operators. Please consider this fact when using our Services.

For further information about social network operators concerning the Plugins used within our Services please read the information below:

Operators of Plugins used within our Services

If you are member of one or of more social networks below and you would not like the Operator to connect your data related to your usage of our Services with the member data already stored by the data operator,

please disconnect from the social network before using our Services.

1. Facebook - Data Operator: Facebook Ireland Limited, Hanover Reach, 5-7 Hanover Quay, 2 Dublin, Ireland („Facebook“). For further information related to privacy policy, you can access the website address <https://www.facebook.com/about/privacy/>.

Safety and privacy assurance of your information

Our company makes its best endeavours to process your personal data, whilst respecting their confidentiality and safe handling of all the information received from you. So our company has taken all appropriate technical, physical and organizational measures to assure the safe storage and processing of personal data and to comply with the provisions of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. However, you should note that although we take all reasonable measures to protect your information, no website, no webcast, no computer and no wireless connection is completely secure all the time. So, you access our website, use our

services and provide your personal data on your own responsibility,

Personal data transfer

Personal data can be transferred outside the European Economic Area, noting that our website uses Google, Facebook, globalpayments.com, etc. services and other services that may store, transfer data for ex. to The United States of America, Great Britain. Our website has no access related to the storage, processing of personal data by these service providers, but in compliance with legal provisions, endeavours all efforts in order to obtain the guarantees necessary for personal protection.

Your rights in relation to personal data

In compliance with the provisions of Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, you enjoy the following rights:

The right to be informed (Article 12-13): - you have the right to be informed in relation with the details of your information we collect and process, including concerning the collected data categories, purpose, recipients, transfer.

The right to data rectification (Article 16): - you have the right to request for the rectification of any inexact or wrong information

Data portability (Article 20) you have the right to receive your personal data you have delivered to us, and in case that it is technically feasible, to request for transmittal of personal data (you have delivered to us) to another organization. You have the right to receive your personal data in a structured format, commonly used and that can be automatically quoted. Your right to receive your personal data should not have a negative effect upon the rights and freedoms of other persons. This fact may happen in case that a transmittal of your personal data to another organization also involves personal data transmittal to other persons, (who do not give their consent to this transfer).

The right to data access (Article 15): you have the right to request for accessing your data that is collected and processed by our company

Right to restriction of processing (Article 18): you have the right to request for restriction of processing of a particular data, in so far

- You challenge the accuracy of data, for a period that allows us to check data accuracy;

- The processing is illegal, and you are opposed to erasure of personal data, requesting instead the restriction of their usage;
- the operator does not need any personal data for processing, and you request for the establishment, exercise or defence of a legal claim in court; or
- you have been opposed to the processing (others than those of direct marketing), for the period in which it is verified whether the legal claims of the operator prevail over those of the data subject.

The right to be forgotten (Article 17): you can receive without any justified delay („the right to be forgotten”), in case that applies of the following reasons:

- these are no longer necessary for the accomplishment of the purposes for which it have been collected or processed;
- in case that the consent is withdrawn and it is no other legal basis for processing;
- in case that the data subject is opposed to the processing and there are no legal reasons which prevail;
- in case that personal data has been illegally processed;

- in case that personal data must be erased in order to comply with a legal obligation;
- personal data has been collected in relation to providing services to the informational company mentioned in Article 8 (1) of General Data Protection Regulation
- In compliance with legal provisions, the requirements for fulfilling of this request are, as follows: we process your personal data, and if your personal data are no longer necessary for fulfilling of the purposes for which it have been collected, except the case in which data is necessary: for the exercise of the right to free expression and to information; to comply with a legal obligation we have, for archiving purposes in the public or scientific interest, or for historical studies or for statistical purposes; or for the establishment, exercise or defence of a right in court.

The right to objection: Where the processing is not based on your consent, but on our legal interests or of a third party, you can object any time to the processing of your personal data on grounds relating to your private situation. In that case we shall not process your personal

data anymore, except the case in which (i) we can demonstrate compelling legitimate grounds for the processing which override your interests , rights and freedoms or (ii) in case that the purpose is the establishment, exercise or defence of a right in court. If you object to the processing, please specify if you would also like your personal data to be erased, otherwise we shall only restrict them. You can always be opposed to the processing of your personal data for marketing purposes grounded on our legal interest, for any reason of yours. If the marketing was based on your consent, you may withdraw your consent.

The right to be opposed to profiling (Article 21) you have the right not to be the subject to a decision of profiling when this is based on automatic processing.

In order to enjoy any of the rights mentioned above, please send your request to the following e-mail address: sugerencias.pideacasa@gmail.com

You can withdraw anytime your consent related to the processing of your personal data by sending an e-mail to the following address: sugerencias.pideacasa@gmail.com

You also enjoy the right to write a complaint letter to our company to the address Av. Tirajana 37, Maspalomas, Espana,

and/ or through a letter sent to the registered office of our company identified in the preamble to the Privacy Policy, or to National Authority for Supervision of Personal Data Processing, in case that you consider that it is necessary and / or consider that any processing of your personal violates in any way the applicable laws.

The right to lodge a complaint

In case that you are unsatisfied with the way your personal data is being processed, or if you consider that the legislation related to personal data protection has been violated in any way, you can submit a complaint to the company mentioned in the present Privacy Policy, or you can submit a complaint to

Spanish Data Protection Agency, C/ Jorge Juan, 6. 28001 – Madrid, Tel. 901 100 099 - 912 663 517