



PRIVACY POLICY

At Jump2spain we take the privacy of our customers and users very seriously. Therefore, we understand how important it is to guarantee that your personal data will be secure.

Jump2spain.com declares that processing your personal data will comply with the provisions of Law 29/2021, of 28 October, on the protection of personal data.

We inform you that the fields marked as " mandatory " in our various forms must be duly completed for the correct development and processing of the requests or queries raised.

Notwithstanding the above, Jump2spain.com reserves the right to update and/or modify this Data Privacy Policy when necessary. In order for to be properly informed of the applicable Privacy Policy, we recommend that you read this document carefully, especially every time you decide to book a holiday.

What you need to know about our Privacy Policy

1.- Which is the scope of this Privacy Policy?

This Privacy Policy will be extended to all kinds of tourist, commercial, and information services that Jump2spain.com provides to its customers and users, whatever the tool or channel used.

We hereby state that the Privacy Policy set out in this document is applicable to the company's web pages, its mobile applications, newsletters, social networks, registered user accounts, electronic communications, communications via SMS or telephone and any other existing means of communication.

2.- Who is responsible for processing customer and user data?

The data controller is the trading company EXQUI, S.L.U., with NRT L-709463-T, registered in the Register of Companies of the Principality of Andorra under number 14306, in Book S-206, Folio 161-170, on 21/11/2013, with registered office at Botiga number 5, Av. del Través núm. 4, Edifici el Prat, Escala - C, AD400 - La Massana (Principality of Andorra).

3. What type of information does Jump2spain.com store?

The customer or user who provides the information and personal data described in this Privacy Policy expressly commits to guaranteeing the correctness and veracity of the data provided. Likewise, in the event of providing personal data of third parties, the customer or user agrees to obtain the prior consent of said third parties and to inform them of the application and consequences of this Privacy Policy.

The personal data obtained by Jump2spain.com and which will be processed in accordance with what is described in this Privacy Policy are those listed below:

a) Information related to a booking: When a booking is made, you must indicate your name and surname, ID/Passport number, e-mail address, telephone number, payment details, information necessary for the booking and insurance contract (where applicable), the number and names of your travel companions and, where applicable, the preferences for your stay and your current account number (in the event of any refunds being necessary).

b) Recording of telephone calls: In the event that the customer or user contacts our customer service department through the available telephone channels, the call may be recorded for the purpose of improving customer service and handling enquiries made.

c) Information related with reviews: When you answer the surveys provided after your holiday, on a voluntary basis, you may provide information regarding your views on the holiday, age of the travellers, the gender of the travellers, place of origin and destination, reasons for the holiday, as well as other information related to your travel experience.

d) Creating and managing a registered user account: In order to be able to manage bookings more easily, you can create a user account where your personal settings will be stored, which will allow you to check your previous bookings and manage your future bookings. You must provide your name, e-mail address and set a password.

e) Subscribe to a newsletter: To receive marketing communications about products and services offered by Jump2Spain, you will be asked to provide your email address.

f) Information related to a contact form: Using the contact form provided for this purpose, you can establish direct communication with Jump2spain.com by providing your personal data, for example: name and surname, email address and contact telephone number.

g) Information on profiles and web browsing: Every time you visit our website, regardless of whether or not you make a booking, Jump2spain.com may collect certain information such as the user's IP address, the browser being used or the operating system being used. You can read more information in the "Cookie Policy" section.

h) Social media profile information with which you log in to our website: When you choose to access our website through the plug-in integrated in a specific social network, the data associated with that profile may be shared with Jump2spain.

i) Information related with advertising campaigns, giveaways, and interactions with our social networks: When you take part in competitions, promotions, forums or similar both on our website and on Jump2spain's social media, you will be asked to provide the following details: name, alias, email address, preferences ("likes") and comments made.

j) Mobile application: When you download the Jump2spain.com application for mobile devices, you will be asked to give your express consent for the use of a series of data related to your mobile device and its location. The computer system that manages the application for mobile devices will create its own personal numerical identifier number for each device. In order to correctly develop the features included in the Jump2spain.com application for mobile devices, it is necessary for our company to collect a series of data relating to your mobile device: the push notification token used by the GCM protocol (Google Cloud Messaging) on devices with Android technology and the APN protocol (Apple Push Notifications) on devices with iOS technology; the name of the device from which your device is connected; the type of

device from which your device accesses the application; the version of the mobile device's operating system; the date on which the application was first installed; the date on which the application was last accessed; the number of times you accessed the application; the date on which the last notification was sent. Jump2spain.com can obtain the location data of the mobile device from which the application is accessed, as long as you authorised this when installing the application. The location data is not associated with a specific identified user.

4. Where is the information stored?

Jump2spain.com informs you that the data collected will be included in different processing activity records, all of which are subject to the highest security measures.

We work with cloud computing systems to store your information, and its servers may be both in and out of the European Union. The suppliers that are located out of the EU must also comply with the guidelines of the EU-US privacy Shield: [Google LLC](#) and [Amazon Web Services, Inc.](#)

5. When and what for does Jump2spain.com use my information?

Jump2spain.com uses the data provided by customers and users for the following purposes:

- Managing bookings: Our company uses your personal data to manage your online booking and to be able to provide your details to the accommodation and suppliers of the services you have booked. Similarly, you can contact Jump2spain.com and provide information and personal data to Jump2spain.com through the contact section provided in order to manage requests related to your booking.
- User account management: Our web pages offer the possibility of creating a user account for you to view your previous bookings and make future bookings. Our company collects your user data in order to keep your customer account active.
- Customer comments (surveys): Jump2spain.com may use your customer contact information to invite you to write comments, which will be published on the web portal for other users to view. The aim of this is to assess the quality of the services provided and to respond to suggestions from our customers and users.
- Marketing actions: Jump2spain.com carries out different marketing actions aimed at those who are or have been its customers on some occasion in order to provide them with advertising that we consider may be of interest (newsletter).
- Location: The application for mobile devices may use the information received regarding your location by means of Wi-Fi networks or through the use of your GPS. When you install the application, you expressly consent to the processing of this data. The information related to your location data will not be stored on our servers under any circumstances.
- Surveys and market research: On certain occasions, we provide questionnaires for market research. We analyse your preferences in order to improve our services. You expressly accept that once your stay in the selected accommodation has ended, Jump2spain.com may send you a satisfaction survey or questionnaire

about your stay. Answering the surveys is completely free and voluntary, therefore, when you answer a survey it is understood that you expressly accept the present privacy policy applicable to your personal data.

- Information on web browsing: It is used to obtain statistical data on your visits to the different web platforms or mobile applications, as well as to display personalised information about our company's products and services.

- Participation in advertising campaigns, commercial campaigns or competitions: By participating in these campaigns, you expressly consent to the processing and transfer of your data in accordance with the provisions of the legal bases of the campaign in which you are participating.

- Preparation of personalised marketing information: By accepting this Privacy Policy, you expressly give your consent (which will always be considered revocable) so that Jump2spain.com can create profiles based on user preferences and send marketing information that may be of interest to the customer or user. However, no automated decisions are made on the basis of our customers' profiles.

- Fulfilment of legal obligations: The personal data obtained are stored to meet the legal obligations that apply to our company (e.g. accounting, tax, commercial, administrative obligations).

- Detecting and preventing illegal activities: The personal data obtained are stored in order to detect, prevent and avoid illegal or fraudulent activities or activities that go against good contractual faith.

- Other types of communications: Our company may contact you via email for different reasons, such as responding to queries; managing requests; or for any other type of communication.

- Electronic communications, SMS or via mobile application (push notifications): Our company may contact you with regard to the existence of relevant developments in the contracted reservation or relevant events that may affect it, as well as for sending commercial communications.

6. Authorisation for processing data

The usual legal terms that allow processing your data are as follows:

a) Contract signed: In order to correctly develop, manage, execute and control the formalised contractual service (travel booking), it is necessary for you to provide us with your personal data.

b) Consent: For some of the cases of obtaining information described in this Privacy Policy, the consent of the data subject is assumed, expressly expressed when accepting the Privacy Policy applicable to the services (for example: sending newsletters or downloading the mobile application).

c) Legal duty: On certain occasions, Jump2spain.com is obliged to store personal data and make it available to official or judicial authorities that request it.

d) Legitimate interest: In certain cases, the legal terms used for processing personal data may be the legitimate interest of the Jump2spain.com company.

We inform you that if you oppose certain data processing, it may be impossible to provide the service. Therefore, Jump2spain.com declines any type of liability that may arise from this.

7. Who will have access to your personal data?

You, the customer or user of JUMP2SPAIN's services, expressly consent and authorise Jump2spain.com to pass on your personal data to third parties or companies in order to guarantee an adequate provision of the service. Our company may share the personal data of its customers and users in the following cases:

- Tourist service providers: In order to correctly manage the booking and to be able to develop and control the provision of the corresponding service, it is necessary to share with the booked accommodation, management companies, ski resorts, leisure service providers, global booking systems or similar, the data of the client and the people travelling with him/her.

- Tour-operation service providers, transport and financial institutions: Jump2spain.com may use external service providers such as tour-operators, transport companies and/or bank payment gateways, among others, with the aim of correctly carrying out the provision of services that are contracted as well as validating and verifying the payment of the contracted services. Third parties involved in any of these external services will be subject to confidentiality agreements and will only be allowed to use the personal information of our customers in accordance with the purposes described in this privacy policy.

- Electronic messaging services: In order to carry out the contract correctly and to be able to issue all the documentation necessary for the client, Jump2spain.com uses the services of external electronic messaging providers such as Gmail (Google Platform). The Google company complies with the standards and guidelines set by the US-EU Privacy Shield, which can be verified here.

- Insurance companies: In the event that you take out travel insurance, Jump2spain.com may transfer your data that is necessary to sign the insurance contract to the different insurance companies.

- Company in charge of auditing or verifying reviews (Trustpilot.com): In the event that you respond to the surveys or questionnaires provided by our company, these reviews may be sent, occasionally and randomly, to the entity Trustpilot.com, which is our official partner for the verification of user reviews.

- Competent administrative and/or judicial authorities: Jump2spain.com may share the personal data of its customers with the competent administrative or judicial authorities in the event that the latter require the company to provide data on a specific customer. These requests include court orders, subpoenas and orders derived from legal processes or criminal investigations.

- Collaborating financial institutions: In order to detect, prevent and resolve activities that could be illegal, Jump2spain.com may communicate personal data to the financial institutions that collaborate in the process of purchasing and paying for the services contracted.

- Companies in the corporate group: For administrative and management purposes, the transfer of information between the different entities that make up the corporate group will be permitted.

- Third-Party fraud prevention and detection service providers: To enhance security, verify the identity of our customers, and detect, prevent, and address potentially fraudulent activities, Amimir.com may share personal data with third-party providers specializing in fraud detection services.

· Data analysis and commercial management companies: In order to optimise the commercial offering, certain data may be disclosed to companies specialising in information analysis services and commercial management support.

In doing so, it may be necessary to delay or pause certain bookings until the evaluation is complete. Additionally, if we suspect serious misconduct, fraud, and/or illegal activity, we reserve the right to cancel and/or decline future reservations made through our platform.

You commit to guarantee the veracity of the data you provide and give your express and unequivocal consent for Jump2spain.com to transfer your data to the aforementioned recipients under the terms and conditions set out in this privacy policy, with the possibility of transferring data to any country in the world, even to those entities located outside the European Economic Area.

We inform you that the parties to whom the personal data is transferred shall be subject to the legally required confidentiality contracts and clauses.

8. For how long is the data stored?

The information that you provide to Jump2spain.com will be stored under strict security criteria and will only be processed in accordance with the purposes described in this section. We also inform you that, once you have returned from your holiday or your requests have been resolved, the information obtained will be stored for legal reasons (tax, accounting or similar), and at the disposal of the competent public bodies. However, the data may be kept for a longer period of time for historical or statistical archiving purposes, unless you wish to exercise your rights of objection, cancellation, or deletion. We also inform you that data processed for marketing purposes, including any marketing profiles created, will be kept for as long as the data subject does not express your wish to delete them.

9. Jump2spain.com on Social Media

Our company uses social media to promote its services and those of our suppliers, as well as to advertise and improve our services.

In this sense, we have integrated plugins from the main social networks into the [Jump2spain.com](https://jump2spain.com) website. Therefore, when you log in with your social network account, the information will be shared between Jump2spain.com and the provider of that social network.

On the other hand, you are allowed to log in to Jump2Spain's services from the different social media networks. The provider of a social network will be able to inform you about how your data is processed in each case.

10. Customer reviews on [Jump2spain.com](https://jump2spain.com)

Once you have enjoyed your stay in the accommodation booked, Jump2spain.com can provide you with a form in which you can include any comments you consider appropriate in relation to the accommodation in question in order to inform other travellers about the quality of the accommodation's services and at the same time be able to communicate with Jump2spain.com so that it can improve the quality of its services.

You can choose the name with which your comment appears, and you can change it whenever you consider it appropriate. The user accepts that their comments will be published visibly on the Jump2spain.com website, on their social network profiles, in mobile device applications, in marketing communications that may be sent by JUMP2SPAIN, as well as on the web pages and mobile device applications owned by the accommodation on which the comments are posted.

We indicate that all reviews and information included in the answers to the aforementioned surveys as well as the comments inserted in JUMP2SPAIN's profiles on the different social networks will become public information (accessible to the rest of users). Therefore, customers and users are recommended to adopt the necessary precautions when publishing comments or sharing information of a personal nature.

Jump2spain.com is not responsible for the comments made by users, who assume full responsibility for any liability that may arise from their expressions. Jump2spain.com will have the right not to publish, delete or omit those comments that are insulting or could be considered offensive, obscene or that violate the right to honour, privacy and self-image of any person.

11. What rights do customers and users have?

In accordance with the current legislation, Jump2spain.com informs you that you may exercise your right of access, rectification, cancellation (suppression), limitation or opposition free of charge by sending a letter to the following e-mail address: legal@exqui.net or by post to EXQUI, S.L.U. - Botiga número 5, Av. del Través núm. 4, Edifici el Prat, Escala - C, AD400 - La Massana (Principality of Andorra).

You can cancel receiving marketing communications by means of the hyperlink provided for this purpose in each newsletter or by sending a message to the following address: legal@exqui.net.

At any time, you may withdraw your consent to your geolocation or the installation of cookies for tracking or profiling browsing by modifying the privacy options of your web browser or your terminal.

You are entitled to receive information on procedures related to your rights regarding personal data protection from the Andorran Data Protection Agency (www.apda.ad).

12. How can I manage my information stored in Jump2spain.com?

You can contact us if you have any queries or a complaint about how we collect, store and/or use your personal data. Please submit your request or complaint to our Data Protection Officer by email: legal@exqui.net

Last update: May 2026.