

PRIVACY POLICY AND DATA PROTECTION

www.autocaresconfortbus.com

In accordance with the provisions of current legislation, **The Owner** undertakes to adopt the necessary technical and organisational measures, according to the level of security appropriate to the risk of the data collected.

Laws incorporated into this privacy policy

This privacy policy is adapted to the current Spanish and European regulations on the protection of personal data on the internet. Specifically, it complies with the following regulations:

- 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 (GDPR).
- Organic Law 3/2018 of 5 December on the Protection of Personal Data and Guarantee of Digital Rights (LOPD-GDD).
- Royal Decree 1720/2007 of 21 December approving the Regulation implementing Organic Law 15/1999 of 13 December on the Protection of Personal Data (RDLOPD).
- Law 34/2002 of 11 July on Information Society Services and Electronic Commerce (LSSI-CE).

Identity of the controller of the personal data

The controller of the personal data collected on www.autocaresconfortbus.com is: **The Owner**, with NIF: B59743583 (hereinafter also the Data Controller). Its contact details are as follows:

Address:

[C/. Felip li, 23 - Entresuelo 3ª](#)

[08027 Barcelona \(Barcelona\)](#)

Contact telephone: [639 178 681](tel:639178681)

Contact email: jordi@autocaresconfortbus.com

Personal Data Register

In compliance with the provisions of the GDPR and the LOPD-GDD, we inform you that the personal data collected by **The Owner** through the forms provided on its pages shall be incorporated into and processed in our files in order to facilitate, streamline and fulfil the commitments established between **The Owner** and the User, or to maintain the relationship established in the forms completed by the latter, or to respond to a request or query. Likewise, in accordance with the provisions of the GDPR and the LOPD-GDD, unless the exception provided for in Article 30.5 of the GDPR applies, a record of processing

activities is maintained, specifying, according to their purposes, the processing activities carried out and the other circumstances established in the GDPR.

Principles applicable to the processing of personal data

The processing of the User's personal data shall be subject to the following principles set out in Article 5 of the GDPR:

- **Principle of lawfulness, fairness and transparency:** the User's consent shall be required at all times, after completely transparent information has been provided regarding the purposes for which the personal data are collected.
- **Principle of purpose limitation:** personal data shall be collected for specified, explicit and legitimate purposes.
- **Principle of data minimisation:** the personal data collected shall be only those strictly necessary in relation to the purposes for which they are processed.
- **Principle of accuracy:** personal data must be accurate and kept up to date at all times.
- **Principle of storage limitation:** personal data shall be kept only in a form that permits identification of the User for as long as necessary for the purposes of their processing.
- **Principle of integrity and confidentiality:** personal data shall be processed in such a way as to ensure their security and confidentiality.
- **Principle of accountability:** the Data Controller shall be responsible for ensuring that the above principles are complied with.

Categories of personal data

The categories of data processed by **The Owner** are solely identification data. Under no circumstances are special categories of personal data processed within the meaning of Article 9 of the GDPR.

Legal basis for the processing of personal data

The legal basis for the processing of personal data is consent. **The Owner** undertakes to obtain the User's express and verifiable consent for the processing of their personal data for one or more specific purposes.

The User shall have the right to withdraw their consent at any time. It shall be as easy to withdraw consent as to give it. As a general rule, withdrawal of consent shall not affect use of the Website.

On occasions when the User must or may provide their data through forms to make enquiries, request information or for reasons related to the content of the Website, the User shall be informed if completion of any of them is mandatory because such data are essential for the proper performance of the operation carried out.

Purposes of processing for which the personal data are intended

Personal data are collected and managed by **The Owner** for the purpose of facilitating, streamlining and fulfilling the commitments established between the Website and the User, or maintaining the relationship established in the forms completed by the latter, or responding to a request or query.

Likewise, the data may be used for commercial purposes involving personalisation, operational and statistical activities, and activities inherent to the corporate purpose of **The Owner**, as well as for the extraction and storage of data and marketing studies in order to adapt the Content offered to the User, and to improve the quality, operation and browsing of the Website.

At the time the personal data are obtained, the User shall be informed of the specific purpose or purposes of the processing for which the personal data will be used; that is, of the use or uses that will be made of the information collected.

Personal data retention periods

Personal data shall be retained only for the minimum time necessary for the purposes of their processing and, in any event, only for the following period: 2 years, or until the User requests their erasure.

At the time the personal data are obtained, the User shall be informed of the period for which the personal data will be retained or, where this is not possible, the criteria used to determine that period.

Recipients of personal data

The User's personal data shall not be shared with third parties.

In any event, at the time the personal data are obtained, the User shall be informed of the recipients or categories of recipients of the personal data.

Personal data of minors

In accordance with Articles 8 of the GDPR and 13 of the RDLOPD, only persons over 14 years of age may lawfully give their consent to the processing of their personal data by **The Owner**. If the person is under 14 years of age, the consent of their parents or guardians shall be required for the processing, and it shall only be considered lawful to the extent that they have authorised it.

Secrecy and security of personal data

The Owner undertakes to adopt the necessary technical and organisational measures, according to the level of security appropriate to the risk of the data collected, so as to guarantee the security of personal data and prevent the accidental or unlawful destruction, loss or alteration of personal data transmitted, stored or otherwise processed, or unauthorised disclosure of or access to such data.

The Website has an SSL (Secure Socket Layer) certificate, which ensures that personal data are transmitted securely and confidentially, since the transmission of data between the server and the User, and vice versa, is fully encrypted.

However, because **The Owner** cannot guarantee the invulnerability of the internet or the total absence of hackers or others fraudulently accessing personal data, the Data Controller undertakes to notify the User without undue delay when a personal data security breach occurs that is likely to result in a high risk to the rights and freedoms of natural persons. In accordance with Article 4 of the GDPR, a personal data breach is understood to mean any breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed.

Personal data shall be treated as confidential by the Data Controller, who undertakes to inform and to ensure, by means of a legal or contractual obligation, that such confidentiality is respected by its employees, associates and any person to whom it makes the information accessible.

Rights arising from the processing of personal data

The User has rights in relation to **The Owner** and may therefore exercise the following rights recognised in the GDPR before the Data Controller:

- ✓ **Right of access:** This is the User's right to obtain confirmation as to whether or not **The Owner** is processing their personal data and, where this is the case, to obtain information about their specific personal data and the processing that **The Owner** has carried out or is carrying out, as well as, among other things, any available information on the origin of such data and the recipients of the communications made or planned in relation to them.
- ✓ **Right to rectification:** This is the User's right to have their personal data modified when they are inaccurate or, taking into account the purposes of the processing, incomplete.
- ✓ **Right to erasure ("the right to be forgotten"):** This is the User's right, provided that current legislation does not establish otherwise, to obtain the erasure of their personal data when they are no longer necessary for the purposes for which they were collected or processed; when the User has withdrawn consent to the processing and there is no other legal basis for it; when the User objects to the processing and there is no other legitimate reason to continue it; when the personal data have been unlawfully processed; when the personal data must be erased in compliance with a legal obligation; or when the personal data have been obtained as a result of a direct offer of information society services to a child under 14 years of age. In addition to erasing the data, the Data Controller, taking into account the available technology and the cost of implementation, shall take reasonable measures to inform the controllers that are processing the personal data of the data subject's request for erasure of any link to those personal data.
- ✓ **Right to restriction of processing:** This is the User's right to restrict the processing of their personal data. The User has the right to obtain restriction of processing where they contest the accuracy of their personal data; where the processing is

unlawful; where the Data Controller no longer needs the personal data, but the User needs them for the establishment, exercise or defence of claims; and where the User has objected to processing.

- ✓ **Right to data portability:** Where processing is carried out by automated means, the User shall have the right to receive from the Data Controller their personal data in a structured, commonly used and machine-readable format, and to transmit them to another controller. Where technically feasible, the Data Controller shall transmit the data directly to that other controller.
- ✓ **Right to object:** This is the User's right to prevent the processing of their personal data from being carried out or to have such processing ceased by **The Owner**
- ✓ **Right not to be subject to a decision based solely on automated processing, including profiling:** This is the User's right not to be subject to an individualised decision based solely on the automated processing of their personal data, including profiling, unless current legislation provides otherwise.

Accordingly, the User may exercise their rights by means of written communication addressed to the Data Controller with the reference "**GDPR-**www.autocaresconfortbus.com", specifying:

- The User's first name and surname(s) and a copy of their DNI. In cases where representation is permitted, identification by the same means of the person representing the User shall also be necessary, as well as the document proving such representation. The photocopy of the DNI may be replaced by any other legally valid means proving identity.
- Request with the specific reasons for the application or information to which access is sought.
- Address for notification purposes.
- Date and signature of the applicant.
- Any document that supports the request made.

This request and any other attached document may be sent to the following address and/or email address:

Address:

[C/. Felip li, 23 - Entresuelo 3^a](#)

[08027 Barcelona \(Barcelona\)](#)

Contact email: jordi@autocaresconfortbus.com

Links to third-party websites

The Website may include hyperlinks or links that allow access to third-party websites other than those of **The Owner** and which are therefore not operated by **The Owner**. The owners of such websites shall have their own data protection policies and shall, in each case, be responsible for their own files and their own privacy practices.

Complaints before the supervisory authority

If the User considers that there is a problem or breach of current regulations in the way their personal data are being processed, they shall have the right to effective judicial protection and to lodge a complaint with a supervisory authority, in particular in the State in which they have their habitual residence, place of work or place of the alleged breach. In the case of Spain, the supervisory authority is the Spanish Data Protection Agency (<http://www.agpd.es>).

Acceptance and changes to this privacy policy

The User must have read and agree to the terms regarding the protection of personal data contained in this Privacy Policy, and must accept the processing of their personal data so that the Data Controller may proceed with such processing in the manner, for the periods and for the purposes indicated. Use of the Website implies acceptance of its Privacy Policy.

The Owner reserves the right to amend its Privacy Policy at its own discretion, or as a result of a legislative, jurisprudential or doctrinal change by the Spanish Data Protection Agency. Changes or updates to this Privacy Policy shall not be explicitly notified to the User. The User is advised to consult this page periodically to keep informed of the latest changes or updates.

This Privacy Policy was updated on 13 February 2026 to adapt it to 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 (GDPR), and to Organic Law 3/2018 of 5 December on the Protection of Personal Data and Guarantee of Digital Rights (LOPD)

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