

Terms & Conditions

Easy Canaria

1. Introduction

Welcome to Easy Canaria. These Terms and Conditions govern the relationship between Easy Canaria ("we," "our," or "us") and our customers ("you," "your") regarding our booking and management services. By using our services, you agree to comply with and be bound by these terms.

2. Services Provided

Easy Canaria provides booking and management services for property owners in Gran Canaria, including:

- Booking management and coordination
- Communication with holiday bookers
- Arrangements for check-in and check-out
- Additional services such as cleaning, building maintenance, and airport transfers (charged separately)

3. Fees and Payment Terms

- Our fee is 15% of the total booking fee, which covers the booking management service, communication, arrangements, and check-in/out processes.
- Payments from you are due within 5 business working days after you receive payment from the holiday booker.
- Cleaning, building maintenance, and airport transfers are charged in addition to the booking fee, with prices varying based on customer requirements.

4. Cancellation and Refund Policy

- If a booking is cancelled, the customer receives a full refund of the money paid.
- If you do not refund the money to the holiday booker, we will not refund our percentage fee to you.

5. Liability Disclaimer

Easy Canaria is not liable for:

- Any actions taken by the holiday booker while staying at your property.
- Any damage caused to the property by the holiday booker.
- Any cancellations or date changes made by the holiday booker.
- The health and safety of the holiday booker.

6. Professional Conduct

Easy Canaria commits to acting professionally at all times and prioritizing the interests of our customers.

7. Data Protection and Privacy

All GDPR and data protection matters are covered under our Privacy Policy. By using our services, you consent to our handling of personal data in accordance with our Privacy Policy.

8. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of Spain. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts of Gran Canaria.

9. Amendments

Easy Canaria reserves the right to modify these Terms and Conditions at any time. Changes will be communicated through our official channels.

By using our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

Privacy Policy

1. Introduction

Easy Canaria ("we," "our," or "us") is committed to protecting the privacy and security of our customers ("you," "your"). This Privacy Policy outlines how we collect, use, and safeguard your personal information when you use our booking and management services.

2. Information We Collect

We may collect the following types of personal data:

- **Personal Details:** Name, email address, phone number, and payment information.
- **Property Information:** Address, property details, and booking history.
- **Communication Data:** Correspondence between you and Easy Canaria.
- **Payment and Transaction Data:** Payment records related to bookings and service fees.

3. How We Use Your Information

We use the collected data for the following purposes:

- To facilitate and manage bookings.
- To communicate with you regarding services, payments, and updates.
- To process payments and issue invoices.
- To comply with legal and regulatory requirements.
- To improve our services and customer experience.

4. Data Sharing and Disclosure

We do not sell or rent your personal information. However, we may share your data with:

- **Service Providers:** Third parties who assist with payment processing, customer support, or operational tasks.
- **Legal Authorities:** If required to comply with legal obligations or in response to lawful requests.
- **Business Transfers:** In the event of a merger, sale, or reorganization of Easy Canaria.

5. Data Security

We implement appropriate security measures to protect your personal data from unauthorized access, loss, or misuse. However, no method of data transmission or storage is 100% secure, and we cannot guarantee absolute security.

6. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required by law.

7. Your Rights

Under GDPR and applicable data protection laws, you have the following rights:

- **Access:** Request a copy of your personal data.
- **Correction:** Request correction of inaccurate or incomplete data.
- **Deletion:** Request deletion of your personal data (subject to legal obligations).
- **Restriction:** Request limitation on how we process your data.
- **Objection:** Object to certain types of data processing.
- **Data Portability:** Request transfer of your data to another service provider.

To exercise these rights, contact us at booking@easycanaria.com.

8. Cookies and Tracking Technologies

Our website may use cookies or similar technologies to enhance your browsing experience and gather analytical data. You can adjust your browser settings to manage cookie preferences.

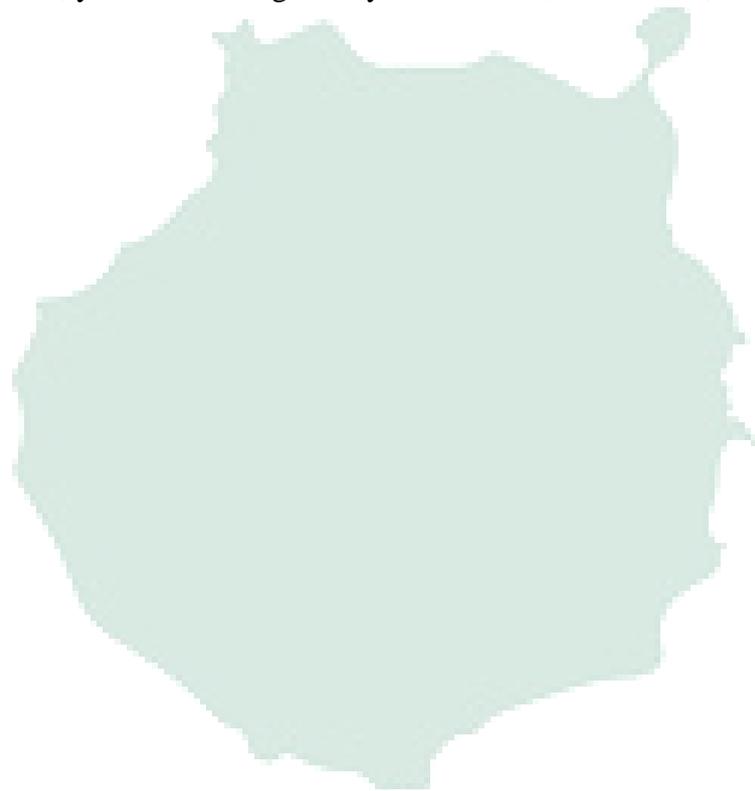
9. Updates to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be communicated through our official channels.

10. Contact Information

If you have any questions or concerns about this Privacy Policy, please contact us at booking@easycanaria.com.

By using our services, you acknowledge that you have read, understood, and agreed to this Privacy Policy.



EASY CANARIA

Travel and More