

DELFINES HOTEL & CONVENTION CENTER is committed to protecting your privacy. This privacy policy applies to our websites (www.losdelfineshotel.com, www.losdelfineshotel.com.pe, www.delfinesfoodie.com, www.dolphinclub.com.pe, www.delfinesgaleria.com). It also governs our data collection, processing and usage practices. Likewise, it describes your choices regarding use, access and correction of your personal information. If you do not agree with the data practices described in this privacy policy, we kindly ask you not to use the websites or the subscription service.

We periodically update this privacy policy. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice by sending you an email notification.

While we will notify you of any significant changes to this privacy policy, we encourage you to review this privacy policy periodically. On the other hand, previous versions of this privacy policy will be stored in a file for your review.

Our privacy policy focuses on the data we collect:

- through websites operated by us and from which you access this privacy policy, (collectively, the "Websites").
- through software applications that we make available to you for use on computers or mobile devices (the "Applications").
- through social media in which we participate, from which you access this Privacy Statement (collectively, our "Social Networking Sites").
- through HTML formatted emails that we send with the link to this privacy policy and when you communicate with us.
- when you visit us or stay at one of our hotels, or through other offline interactions.

We refer to our "Websites", "Applications" and "Social Networking Sites" collectively as "Online Services"; and these together with offline channels as "Services". By using the "Services", you agree to the terms and conditions of this privacy policy.

## 1. About the data we collect:

"Personal Information" is data that individually identifies you or relates to an identifiable person.

At guest or customer touchpoints, we collect "Personal Information" in accordance with the law, such as:

- Name.
- Gender.
- Postal address.
- Telephone number.
- E-mail address.
- Credit or debit card number, or other payment details.
- Financial information in certain circumstances.
- Date and place of birth.
- Nationality, passport, visa or other identification data issued by government authorities.
- Important dates, such as birthdays, anniversaries and special occasions.
- Membership or loyalty program data.
- Employer information.

- Travel itinerary, travel group or activity information.
- Previous stays as a guest or interactions, goods and services purchased, special services and accommodation requests.
- Geolocation information.
- Social network user identification, profile picture and other publicly available data, or data available by linking your social networks and loyalty accounts.

In even more special circumstances, we can also collect:

- Family and companions' data, such as names and children's ages.
- Images, video and audio data through: (a) security cameras located in public areas, such as corridors and lobbies of our hotels.
- Guest preferences and personalized data such as your interests, activities, hobbies, food and drink choices, services and amenities you recommend or we learned about during your visit.

If you provide us with any "Personal Information" of others in relation with the services (i.e., if you make a reservation for another person), you state having the authority to do so and allowing us to use such information in accordance with this privacy policy.

## 2. About how we collect personal information:

We collect "Personal Information" in several ways:

- "Online services". We collect "Personal Information" when you make a reservation, acquire services from our "Websites" or "Applications", communicate or connect with us, post information on social networks, register to receive information, participate in a survey, contest, promotion or even fill out information request forms on different social platforms (i.e. Facebook, LinkedIn, Instagram, among others).
- Visits to hotels and offline interactions. We collect "Personal information" when you visit our hotels or use our sales points and services within it, such as restaurants, concierge services and laundry services. We also collect "Personal information" when you attend promotional events we organize or participate in, or when you provide your "Personal information" to organize an event.
- Customer service centers. We collect "Personal information" when you make a reservation by phone or contact us by email.
- Strategic business partners. We collect "Personal information" from the companies with whom we associate to provide you goods, services and offers based on your experiences at our hotel or that we think you would be interested in ("Strategic business partners").
- Other sources. We collect "Personal information" from other sources, such as public databases, joint marketing partners and other third parties.
- Devices connected to Internet. We collect "Personal information" from Internet-connected devices available on our property.
- Physical location and mobile services based on your location. We collect "Personal information" if you download one of our "Applications" or participate in certain programs. We can collect the physical location of your device using a satellite, cell

tower, WiFi signals and other technologies. We will collect this data if you agree to receive our offers and enable the location feature on your mobile device through the “Application” or another program (during your first login or afterwards). If you chose to participate, the “Application” or some other program will continue to collect location data when you are near a participating hotel until you log out or close the application. In other words, the application or another program will collect this information if they are active as second priority and will stop if you use your phone settings or another device to disable the location function of the hotel “Application”.

### 3. About the use of personal information:

We use “Personal information” to provide “Services”, develop new offers and protect DELFINES HOTEL & CONVENTION CENTER and its guests. In some cases, we will ask you to provide us “Personal information” or other data directly. If you do not provide us the requested information or prohibit us from collecting such data, we may not be able to provide you the requested “Services”.

We use “Personal information” and other data for our legitimate business interests, including the following:

- Provide the “Services” you request. We use “Personal information” and other data to provide the services you request, including:
  - Provide the services you request, such as making reservations and sending confirmations or messages prior to your arrival. Assist you with meetings, events and celebrations. Give you further information regarding the area and the hotel.
  - Complete your reservation and stay. For example, ensuring your room is available and providing related customer services to process your payment.
  - Support our digital receipt software. When you give us an email address when making a reservation, we use that address to send a copy of your invoice. If you make a reservation for someone else using your email address, that person’s invoice will also be sent to you by the same means. You can indicate that you do not want to receive your invoice by email and get a hard copy of it by talking to reception.
  - We will use the “Personal information” and other data to handle our contractual relationship with you as we have a legitimate interest to do so or to comply with any legal obligation.
- Customize the “Services” according to your personal preferences. We use “Personal information” and other data to customize services and improve your experience when you contact our call center, visit one of our hotels or use the “Online services” to:
  - Customize your experience according to your personal preferences.
  - Communicate offers adapted to your personal preferences.
- Inform you about goods and services according to your personal preferences. We use “Personal information” and other data to:
  - Send marketing communications, promotions, and periodic satisfaction surveys of market research or quality control.

- Loyalty programs. We use “Personal information” and other data to:
  - Offer and manage your participation in our loyalty program, “Dolphin Club”.
  - Send offers, promotions and information about activities and your account status.
  - Evaluate your benefits.
  - Manage points earned through co-branded credit cards.
  - Manage your choices on how to earn and use your points.
  
- Raffles, activities, events and promotions. We use “Personal information” and other data so that you can participate in raffles, contests and other promotions, and to manage such activities. Some of these activities have additional rules, which may contain extra information about how we use and disclose your “Personal information”. We suggest you to read carefully these rules.
  
- Commercial purposes. We use “Personal information” and other data for data analysis, audits, security, control and fraud prevention (including using closed-circuit television, access cards and other security systems), development of new products, improvements or changes to our “Services”, identification of usage trends, effectiveness determination of our promotional campaigns, operation, and expansion of our commercial activities.

#### 4. About the disclosure of your personal information:

We will use and disclose the “Personal information” as we deem necessary or recommendable: (a) in accordance with applicable laws, including current laws abroad. (b) to comply with any legal procedure. (c) in response to requests from government authorities. (d) to enforce our terms and conditions. (e) to protect our operations and those from our subsidiaries. (f) to protect our rights, privacy, security, ownership and those of our subsidiaries, of you and of others. (g) to be able to use the legal resources that we have available or limit the damages that we may suffer.

We may use and disclose the other data for any purpose, except when the law states otherwise. In some cases, we may combine the other data with “Personal information” (such as combining your name with your location). If we do, we will treat the information as “Personal information” as long as it is combined.

In accordance with any consent you have granted, you have the right to refuse to give your consent and to withdraw it at any time through the email [consultas@losdelfineshotel.com.pe](mailto:consultas@losdelfineshotel.com.pe)

If you have any questions about this privacy policy or about how we treat the information you provide, please contact us at [consultas@losdelfineshotel.com.pe](mailto:consultas@losdelfineshotel.com.pe)