

Privacy policy

In compliance with 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, Organic Law 3/2018 of 5 December on the Protection of Personal Data and Guarantee of Digital Rights, as well as any applicable data protection regulations, we provide you with detailed information below regarding the processing of your personal data:

1. Who is the Data Controller responsible for your personal data?

Data Controller: Royal Metropolitan, S.A.

Address: Calle General Castaños, 4, 28004 Madrid

Phone number: 91 310 65 50

Email: protecciondatos@royalmet.es

2. What is the purpose of processing your personal data?

In accordance with applicable data protection laws, we inform you that at Royal Metropolitan, we process the personal data you provide (e.g., name, surname, email, phone number) through various contact channels in order to respond to your request for information or, where applicable, to maintain a business relationship with us.

We will not use your personal data to create commercial profiles, nor will any automated decisions be made based on such profiles.

The legal bases for this processing are:

- Your consent,
- Our response to your request for information,
- The execution of a contract with you, and/or
- Royal Metropolitan's legitimate interest in sending commercial communications about services or products similar to those that may be contracted in the future.

Your personal data may be shared with other companies of the Royal Group when such sharing is necessary for internal administrative purposes, including the processing of customer data.

3. Data Protection Rights

You may exercise your rights of access, rectification, objection, restriction of processing, erasure, and data portability by writing to Royal Metropolitan at Calle General Castaños, 4, 28004 Madrid or via email at protecciondatos@royalmet.es.

To do so, you must specify the right you wish to exercise and include a copy of your valid ID (both sides).

You also have the right to file a complaint with the Spanish Data Protection Agency (Agencia Española de Protección de Datos), located at Calle Jorge Juan, 6, 28001 Madrid.

4. How long will we keep your personal data?

Royal Metropolitan undertakes to process your personal data only for as long as it is truly useful and necessary to respond to your request, and in any case, until you request its deletion.

We will make every reasonable effort to minimize the storage and processing period of your personal data.

Even if you request the deletion of your data, Royal Metropolitan will be entitled to retain it—under proper blocking—during the period necessary to comply with applicable legal obligations and to make the data available to the competent authorities when required.