

PRIVACY POLICY

1. Data controller and role of Siente

This privacy statement applies to the website and services of Siente Rental Systems S.L.

Insofar as Siente Rental Systems S.L. processes personal data of guests in connection with the letting of a holiday home, Siente acts solely as a data processor on behalf of the owner of the property in question. The property owner is the data controller within the meaning of the GDPR for the processing of guest data, including the legally required registration via SES.Hospedajes (RD 933/2021). For information on which owner is the data controller for your stay, please contact us at athost@sienterentals.com.

For the processing of data relating to property owners, website visitors and in the context of its own business operations (marketing, invoicing), Siente Rental Systems S.L. is itself the data controller:

Siente Rental Systems S.L. Av. Manuel Frutos Llamazares 61 30710 Torre-Pacheco (Murcia) Spain NIF/CIF: B25966284 Tel: +34 868 994 747
Email: contact@sienterentals.com Registered in the Murcia Commercial Register on 11/02/2026

2. Purposes and legal basis of the processing

Siente Rental Systems S.L. processes personal data exclusively for the following purposes:

Provision of services relating to bookings and accommodation

- Support with guest bookings and stays
- Communication with guests and property owners
- Organisation and coordination of check-in, cleaning and maintenance
- Legal identification of guests in accordance with Royal Decree 933/2021, acting solely as a data processor on behalf of the owner

Legal obligations

- provision of data to the police and competent authorities (registration requirement for tourist accommodation)
- Tax and accounting obligations

Consent of the data subject

- Sending newsletters or information where consent has been given
- Publication of photos or videos if provided voluntarily

Legitimate interest

- security of property and systems
- improving service provision and website functionality

3. Personal data processed

Depending on the relationship with the user or guest, the following data may be processed:

- identification data (name, date of birth, nationality, ID number)
- contact details (address, email, telephone number)
- booking and accommodation details
- communication data (correspondence, requests or complaints)
- payment data where necessary for administrative processing
- website data (IP address, browser data and cookies)

Special categories of personal data (e.g. data relating to minors) are processed only where strictly necessary and with the consent of a parent or legal representative.

4. Recipients and transfer of data

Personal data will only be shared if there is a valid legal basis for doing so:

- this is required by law (for example, with the police or tax authorities)
- this is necessary for the provision of services relating to the stay
- this is necessary for the functioning of the website or booking systems
- the data subject has given their consent.

For the operation of the website and the provision of services, Siente Rental Systems S.L. uses external service providers, including:

- WordPress (website management and hosting)
- Lodgify (reservation and booking system)
- Check-in Scan (guest identification and SES.Hospedajes registration, sub-processor acting on behalf of the owner)
- Google Analytics (website usage analysis)

Data processing agreements have been concluded with these parties in accordance with applicable data protection legislation. Google Analytics processes data in the United States; EU standard contractual clauses apply in this regard.

5. Retention periods

Personal data is not retained for longer than necessary:

- booking and contract data: for the duration of the agreement and up to 6 years
- police registration forms: for the period prescribed by law (3 years in accordance with RD 933/2021)
- financial records: 6 years (tax obligations)
- newsletter data: until the user unsubscribes

6. Rights of data subjects

Users have the right to:

- access their personal data
- to have data corrected or deleted
- to restrict processing or to object
- to transfer their data (data portability)

Requests can be submitted via contact@sienterentals.com. For requests relating to guest data processed on behalf of a data controller, Siente will refer the data subject to the relevant data controller.

If you believe that your data is being processed incorrectly, you may lodge a complaint with the supervisory authority: Agencia Española de Protección de Datos (AEPD).

7. Security

Siente Rental Systems S.L. takes appropriate technical and organisational measures to protect personal data against loss, misuse, unauthorised access or disclosure.

8. Cookies

The website uses cookies. Essential cookies ensure the website functions correctly. Analytical cookies (such as Google Analytics) are only placed with the user's consent. Further information can be found in our Cookie Policy on the website.

9. Changes

Siente Rental Systems S.L. reserves the right to amend this privacy statement should legislation or the services provided change. The most up-to-date version is always available on the website.

10. Contact

If you have any questions regarding this privacy statement, please contact:

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Siente Rental Systems S.L., with CIF B25966284, with registered office at Av. Manuel Frutos Llamazares 61, 30710 Torre-Pacheco (Murcia), Spain, registered in the Murcia Commercial Register on 11 February 2026.