

Privacy Policy



1. Data controller and the role of Siente

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

Where Siente Rental Systems S.L. processes personal data of guests in the context of the rental of a holiday home, Siente acts exclusively as a processor on behalf of the owner of the property concerned. The owner of the property is the data controller within the meaning of the GDPR for the processing of guest data, including the legally required registration via SES.Hospedajes (Royal Decree 933/2021). For information about which owner is the data controller for your stay, please contact us at contact@sienterentals.com.

For the processing of data of 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), España
· NIF/CIF: B25966284 · Tel: +34 868 994 747 · contact@sienterentals.com

Registered in the Registro Mercantil de Murcia on 11/02/2026.

2. Purposes and legal basis of processing

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

Performance of services relating to reservations and stays

- support with reservations and guest 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, exclusively as a processor on behalf of the owner

Legal obligations

- provision of data to the police and competent authorities (registration obligation 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 where provided voluntarily

Legitimate interest

- security of property and systems
- improvement of services 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, e-mail, telephone)
- reservation and stay data

- 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 (for example, data of 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 is shared only where a valid legal basis exists:

- where legally required (for example, with the police or tax authorities)
- where necessary for the performance of services relating to the stay
- where required for the functioning of the website or reservation systems
- where the data subject has given consent.

For the operation of the website and its 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 notification, sub-processor on behalf of the owner)
- Google Analytics (website usage analysis)

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

5. Retention periods

Personal data is not kept longer than necessary:

- reservation and contract data: for the duration of the agreement and a maximum of 6 years
- police registration forms: for the legally prescribed period (3 years in accordance with Royal Decree 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
- have data corrected or erased
- restrict processing or object to it
- data portability

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

If you believe your data is being processed incorrectly, you can file 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. More 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 policy if legislation or services change. The most recent version is always available on the website.

10. Contact

For questions about this privacy policy, please contact:

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Siente Rental Systems S.L., con CIF B25966284, con domicilio en Av. Manuel Frutos Llamazares 61, 30710 Torre-Pacheco (Murcia), España, inscrita en el Registro Mercantil de Murcia el 11 de febrero de 2026.

Feel Welcome, Feel Free.