



SIENTE RENTALS

# Privacy policy

Siente Rental Systems S.L. 2026

Siente Rental Systems S.L. · Version September 2026

**Siente Rental Systems S.L. ("Siente Rentals")** · Av. Manuel Frutos Llamazares 61, 30710 Torre-Pacheco (Murcia), España · NIF/CIF: B25966284 · Tel: +34 868 994 747 · [contact@sienterentals.com](mailto:contact@sienterentals.com) · Registered in the Registro Mercantil de Murcia on 11 February 2026.

## 1. Who this policy is for and the role of Siente Rentals

This privacy policy applies to the website and the services of Siente Rentals. It is intended for guests, property owners and visitors to the website.

**Guests.** For guests' personal data, Siente Rentals acts solely as a processor on behalf of the owner of the property. The owner is the controller within the meaning of the GDPR, including for the legally required registration through SES.Hospedajes (Royal Decree 933/2021). Siente Rentals processes these data on the instructions of the owner, under a data processing agreement. If you want to know which owner is responsible for your stay, please contact [contact@sienterentals.com](mailto:contact@sienterentals.com).

**Property owners, website visitors and our own operations.** For data of property owners and website visitors, and for its own operations (website, marketing, invoicing), Siente Rentals is itself the controller.

## 2. Which personal data

Depending on your relationship with Siente Rentals, the following data may be processed:

- identification and contact details (name, address, e-mail, telephone, NIF/NIE);
- guest registration data for the legal notification (name, date of birth, nationality, document number, arrival and departure date, address of the property, and the other fields required by SES.Hospedajes). Siente Rentals does not keep copies of identity documents;
- booking and stay details;
- access data of the electronic lock (access code, validity and times of use);
- contract and property data of owners (property address, ownership share, rental licence, cadastral reference, contract details);
- financial and payment data (invoice details, IBAN, transaction data);
- communication data (correspondence, requests or complaints) and marketing preferences (newsletter);
- technical data when you visit the website (IP address, browser and log data, cookies).

Data of minors are only processed where necessary for the legal registration of the stay, or with the consent of a parent or legal representative.

**Owner's own use.** If an owner stays in the property, or allows the owner's own guests to stay, Siente Rentals also registers these persons in the same way as guests, on the basis of the cooperation agreement with the owner.



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## 3. Source of the data

We obtain data directly from you and, where applicable, through the platform on which you booked (such as Airbnb) or through the owner of the property. If we do not obtain data directly from you, we inform you in accordance with Article 14 GDPR within the statutory periods, unless an exception applies.

## 4. Purposes and legal bases

We process personal data for:

- a) the performance of agreements and customer management (Art. 6(1)(b) GDPR): support with bookings and stays, communication with guests and owners, organising check-in, access, cleaning and maintenance, invoicing owners and the annual statement for owners. That statement contains no guest data;
- b) compliance with Siente Rentals' own legal obligations (Art. 6(1)(c) GDPR), including accounting and tax;
- c) legitimate interests (Art. 6(1)(f) GDPR), such as quality improvement, security of property and systems, fraud prevention, internal administration and the defence of legal claims. We always weigh the interests involved;
- d) consent (Art. 6(1)(a) GDPR) for specific purposes, such as newsletters, non-essential cookies or the publication of photos or videos provided voluntarily. You can withdraw consent at any time, without affecting processing that has already taken place.

*Please note: the registration and notification of guests through SES.Hospedajes (Royal Decree 933/2021) is a legal obligation of the property owner. Siente Rentals does not do this under a legal obligation of its own, but solely as a processor, as administrative support and on the instructions of the owner.*

## 5. Recipients and international transfers

We only share data where there is a valid basis, with:

- suppliers that process data for us or on behalf of the owner: Lodgify (booking system and guest communication), Check-in Scan (guest identification and notification to SES.Hospedajes), Nuki (access management for the electronic lock), Turno (cleaning schedule), Zoho (CRM, communication and administration), WordPress and hosting (website) and Google Analytics (analysis of website use, only with consent);
- competent authorities where required by law, such as the Ministerio del Interior through SES.Hospedajes and the Agencia Tributaria;
- payment service providers and financial institutions (such as Stripe and Wise) for payments and payouts. These parties are independent controllers under their own legal obligations.

The party that cleans and launders for Siente Rentals only receives scheduling data (property, arrival, departure and capacity) and no identity or contact details of guests. Local maintenance partners only receive what they need to do their work in the property.

For transfers outside the EEA we apply appropriate safeguards, such as the EU-US Data Privacy Framework or the EU standard contractual clauses (SCCs). Information about sub-processors and safeguards is available on request.



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## **6. Retention periods**

We do not keep personal data longer than necessary:

- guest registration (SES.Hospedajes, Royal Decree 933/2021): 3 years after the end of the stay;
- booking and communication data of guests: no longer than 2 years after the end of the cooperation with the owner;
- access data of the electronic lock: no longer than 6 months after the stay;
- accounting records and invoices: 6 years;
- contract and customer files of owners: for the duration of the agreement and up to 5 years after it ends, unless a longer legal obligation applies;
- newsletter and marketing data: until you unsubscribe or object, or after 2 years of inactivity.

After these periods the data are deleted or anonymised.

## **7. Security**

We take appropriate technical and organisational measures to protect personal data against loss, misuse, unauthorised access or disclosure: access control, encrypted connections, two-factor authentication where the system supports it, backups, logging and access on a need-to-know basis.

## **8. Your rights**

You have the right of access, rectification, erasure, restriction, data portability and objection. Requests can be sent to [contact@sienterentals.com](mailto:contact@sienterentals.com). We respond within 1 month. We may ask for additional information to verify your identity.

If your request concerns guest data that we process on behalf of an owner, we refer you to that owner as the controller and we support the owner in handling the request.

You also have the right to lodge a complaint with the Agencia Española de Protección de Datos ([www.aepd.es](http://www.aepd.es)).

## **9. Minors**

For processing based on consent, minors aged 14 and over can give consent themselves in Spain. For younger children the consent of a parent or guardian is required.

## **10. Cookies, analytics and newsletters**

The website uses technically necessary cookies and, only with your consent, additional cookies for analysis or marketing (such as Google Analytics). You manage your preferences in the cookie banner. More information is available in the Cookie policy on the website.

We only send newsletters with your consent, or under the 'soft opt-in' for our own similar services. You can always unsubscribe through the link in the e-mail.



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## 11. Changes

We may amend this privacy policy if legislation or our services change. The most recent version is always available on the website. We will actively inform you of material changes.

## Anexo: Resumen en español (informativo)

*Responsable: Siente Rental Systems S.L. Finalidades: gestión contractual con propietarios, cumplimiento legal propio (contabilidad/fiscal), intereses legítimos y, en su caso, consentimiento (marketing/cookies). Como Encargado del Tratamiento: asistencia administrativa para el registro de viajeros (RD 933/2021, SES.Hospedajes) por cuenta del propietario, incluido el uso propio de la vivienda por el propietario y sus invitados.*

*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.**