

# GDPR Privacy Policy

**Effective date:** January 2026

This Privacy Policy applies to the processing of personal data on the **rental.thegoatgroup.es** website (hereinafter referred to as the *Website*), in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (General Data Protection Regulation – GDPR).

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## 1. Data Controller

- **Company name:** CAPRIOLO IBERIA BIKES, S.L.
  - **Commercial name:** The G.O.A.T. Group / The G.O.A.T. Rental
  - **Registered office / Business address:** Avenida Madrid 18, Playa Levante, 03503 Benidorm, Spain
  - **Phone:** +34 642 591 189
  - **Website:** rental.thegoatgroup.es
  - **E-mail:** info@thegoatgroup.es (*recommended – can be adjusted*)
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## 2. Personal Data Processed

When using the Website and during the booking process, the following personal data may be processed:

- Full name (provided during booking)
- E-mail address (provided during booking and for communication)
- Phone number
- Billing information
- Booking details (date, time, type of rented equipment)
- IP address
- Browsing data (cookies)

The provision of a name and e-mail address during the booking process is mandatory, as these are necessary for the identification of the customer, confirmation of the booking, communication related to the service, and fulfillment of contractual obligations.

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## 3. Purpose of Data Processing

Personal data, including the name and e-mail address provided during the booking process, is processed for the following purposes:

- Managing bicycle, e-scooter, vehicle and other service bookings
- Identifying the customer and confirming bookings
- Communication related to bookings, changes or cancellations
- Providing customer support before and after the service
- Invoicing and compliance with legal obligations

- Customer service and complaint handling
  - Ensuring the proper and secure operation of the Website
  - Marketing communications (only with explicit consent)
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## 4. Legal Basis for Data Processing

The legal basis for processing personal data may be one of the following:

- Consent of the data subject (Article 6(1)(a) GDPR)
  - Performance of a contract (Article 6(1)(b) GDPR)
  - Compliance with a legal obligation (Article 6(1)(c) GDPR)
  - Legitimate interest of the data controller (Article 6(1)(f) GDPR)
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## 5. Data Processors

The Data Controller may use the following data processors:

- Online booking systems (e.g. Reservity)
- Hosting service providers
- Accounting and invoicing systems
- Payment service providers

All data processors act solely on the instructions of the Data Controller and in compliance with GDPR requirements.

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## 6. Data Retention Period

Personal data is stored:

- For booking and contractual data: for the period required by law (generally up to 8 years)
  - For marketing-related data: until consent is withdrawn
  - For technical data: for a maximum of 12 months
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## 7. Rights of Data Subjects

Data subjects have the right to:

- Receive information about the processing of their personal data
- Access their personal data
- Request correction of inaccurate data
- Request deletion of personal data ("right to be forgotten")
- Request restriction of data processing
- Data portability
- Withdraw consent at any time

Requests can be submitted via e-mail to [info@thegoatgroup.es](mailto:info@thegoatgroup.es).

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## **8. Right to Lodge a Complaint**

If the data subject believes that the processing of their personal data violates GDPR provisions, they have the right to lodge a complaint with:

- **Spanish Data Protection Authority (AEPD)**
  - [www.aepd.es](http://www.aepd.es)
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## **9. Cookies**

The Website uses cookies to ensure proper operation, collect statistical data and support marketing activities. Detailed information about cookies is provided in a separate Cookie Policy.

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## **10. Data Security**

The Data Controller applies appropriate technical and organizational measures to ensure the security of personal data, particularly to protect against unauthorized access, alteration or loss of data.

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## **11. Final Provisions**

The Data Controller reserves the right to amend this Privacy Policy at any time. The current version will always be available on the Website.