

COOKIES POLICY

The company BE COOL INVEST 21, S.L., with CIF: CIF B84649540, Address: Romana, 3 - Paguera, 07160 , Paguera , Balears, email: and website: www.laconchasoul.com expressly informs the user that this website uses first-party and third-party cookies to enhance user's interaction experience and the way services are received on this site. When browsing or using our services the user expressly accepts our use of cookies. Notwithstanding that, the user has the possibility to block and eliminate the cookies by selecting the corresponding option on the browser that is being used. If the user blocks the use of cookies in his/her browser, this may have the consequence that some of the services and functionalities of the website will not be available.

*First-party (own) cookies: These are cookies that are sent to the terminal equipment of the user from an equipment or domain managed by the administrator, i.e. from where the services requested by the user are provided.

What is a cookie?

A cookie is a file which is downloaded from a website and which certain webs send to the browser of the user. These files are then stored in the user's terminal equipment, which may be a personal computer, mobile phone, tablet, etc. These files allow the website to remember information about the user's visit, such as language and his/her preferred options. This enables the website to recover information about browsing from the user's equipment in order to ease subsequent visits and make the website more useful for the user by customizing its content.

How are cookies being used?

When browsing on this website users accept cookies to be installed in their terminal, which allows us to obtain the following information:

Statistical information about the web use.

User's login in order to keep the web session active.

Preferred web format when browsing from mobile devices.

Last searches performed when using the services offered on the website, as well as data about the personalization of these services.

Information about advertisements shown to the user.

Information about surveys the user has completed.

Data about the connection to social networks (for users who access using their Facebook or Twitter account).

Types of cookies used

This website uses both temporary session cookies and persistent cookies. Session cookies only store data while users access the website, whereas persistent cookies store data in the terminal equipment in order to be accessed and used in more than one session. They are used to store information that is useful for providing the service requested by the user at a single occasion.

Depending on the purpose of processing the data obtained through cookies, the website can use:

1. Technical cookies

These cookies enable the user to browse a website, platform or application and make use of the different options or services offered thereon; these types of cookies may be used for example to control traffic and data communication, identify the session, grant access to restricted areas, remember items in an order, make the purchase of an order, fill out a registration or request form to participate in an event, apply security features while browsing, store content in order to disseminate video or sound files or share content through social network platforms.

2. Customisation cookies

These cookies enable the user to access and receive the offered services based on some general predefined features which are configured on the user's device according to a set of specific criteria such as language, type of browser used to access the services, geographical location of the terminal and regional configuration from where the services are accessed, etc.

3. Advertising cookies

These cookies enable the management, as efficiently as possible, of advertising spaces (if these are offered) that were included by the administrator to the website, application or platform from where the user is receiving the services he/she requested; said management is being carried out based on different criteria such as edited content or frequency of the advertisements shown on the site.

4. Behavioural advertising cookies

These cookies enable the management, as efficiently as possible, of the advertising spaces (if these are offered) that were included by the administrator to the website, application or platform from where the user is receiving the services he/she requested. These cookies store information about the user's behavior obtained through on-going observation of his/her browsing habits, which enables the development of a specific profile and makes it possible to show targeted advertising.

5. Statistical analysis cookies

These cookies allow tracking and analysis of the behavior of users on the websites they browse. Information stored through these types of cookies is used to observe and measure the activity in websites, applications or platforms, as well as to produce browsing profiles of their users, all this being done in order to improve the services offered on basis of the data obtained from the user's activity.

6. Third-party cookies

These are cookies that are sent to the terminal equipment of the user from an equipment or domain that is not managed by the administrator of the website, but by another entity who is processing the data obtained through the cookies. On some websites it is possible to install third-party cookies which make it possible to manage and improve the provided services, for example statistical services by Google Analytics or Comscore.

On this website the entity uses the following cookies which are described below:

Cookie name	Type	Provider	Cookie utility	Description
httSessionCookie_XXX	Mandatory	Internal	Navigation	Cookie necessary to have the user's browsing session identified
SESSION	Mandatory	Internal	Navigation	Cookie necessary to identify the user's session on the web
customLang	Mandatory	Internal	Navigation	Used to display content in the language selected by the user
selectedCustomLang	Mandatory	Internal	Navigation	Used to display content in the language selected by the user
currencyCountry	Mandatory	Internal	Navigation	It allows to show the amounts in different currencies
gaCampaign	Mandatory	Internal	Analytics	Identify the campaign
gaAffiliate	Mandatory	Internal	Analytics	Identify the affiliate
gaSource	Mandatory	Internal	Analytics	Identify the source
gaMedium	Mandatory	Internal	Analytics	Identify the medium
shownLeaveMessage	Mandatory	Internal	Navigation	It is used to show a message only once before leaving the web during the reservation process
welcomeMessage	Mandatory	Internal	Navigation	Show a message the first time you access the web
didYouKnow	Mandatory	Internal	Navigation	Show a message the first time you access the web
metasearcherFlag	Mandatory	Internal	Analytics	Maintains the information of a metasearch engine
_gat_eccommerce	Mandatory	Internal	Analytics	Own analysis of the booking engine to identify the sale and control errors

_ga	Analytics	Google Analytics	Analytics	Used to distinguish users
_gid	Analytics	Google Analytics	Analytics	Used to distinguish users
_gcl_au	Analytics	Google AdSense	Analytics	Used by Google AdSense to experiment with advertising efficiency on websites that use its services
_gat	Analytics	Google Analytics	Analytics	It is used to differentiate between the different tracking objects created in the session. The cookie is created when the javascript library is loaded and there is no previous version of the _gat cookie. The cookie is updated every time you send the data to Google Analytics
TawkConnectionTime	Analytics	Tawt.to	Analytics	Identify the user who is logged in to offer online assistance
_hjid	Analytics	Hotjar	Analytics	Session cookie
_hjIncludedInSample	Analytics	Hotjar	Analytics	Cookie to know if the user will go through the filter
_hjSessionTooLarge	Analytics	Hotjar	Analytics	Session control cookie
pf-api-key	Analytics	Qubit	Analytics	This cookie is used to identify the user during the session
pf-ticket-id	Analytics	Qubit	Analytics	This cookie is used to identify the user during the session
triptease-identity-data	Analytics	Triptease	Analytics	This cookie identifies the user ID
tt-domain-user-id	Analytics	Triptease	Analytics	This cookie identifies the user ID

_dc_gtm	Analytics	Google Tag Manager	Analytics	
_fbp	Commercial	Facebook	Commercial	Used by Facebook to provide a series of advertising products such as real-time bids from third-party advertisers
	Commercial	Affiliated	Commercial	
	Commercial	T2O	Commercial	
__ssid	Commercial	VE Interactive	Commercial	

How to manage cookies in your browser?

Users have the possibility to allow, block or delete cookies installed in their equipment by means of configuring the settings of the browser installed in their terminal.

How to manage cookies on PCs

If you would like to allow the use of cookies on our website, please follow these instructions:

Google Chrome

- . When you open the browser, go to 'Tools' at the top of your browser window and select the 'Options' tab.
- . Within 'Options' click 'Privacy'.
- . Select 'Allow the use of cookies'.

Microsoft Internet Explorer 6.0, 7.0, 8.0, 9.0

- . When you open the browser, go to 'Tools' at the top of your browser window and select the 'Options' tab.
- . Ensure that your 'Privacy' security level is set to medium or below.
- . If the Internet settings are not set to medium level than the cookies will be blocked.

Mozilla Firefox

- . When you open the browser, go to 'Tools' at the top of your browser window and select the 'Options' tab.
- . Select the 'Privacy' icon.
- . Click 'Cookies' and select 'Allow sites to set cookies'.

Safari

- . When you open the browser, go to 'Tools' at the top of your browser window and select the 'Options' tab.
- . Click the 'Security' tab and revise if the option 'Block third-party and advertising cookies' is selected or not.
- . Click 'Save'.

Installation of cookies on Macs

If you are using a Mac and would like to allow the access of our cookies to your computer, please follow these instructions:

Microsoft Internet Explorer 5.0 for Mac OS X

- . Go to 'Explorer' and select 'Preferences' on the navigation bar.
- . Scroll down until you see 'Cookies' just below 'Receiving files'.
- . Select the 'Never ask' option.

Safari for Mac OS X

- . Go to 'Safari' and select 'Preferences' on the navigation bar.
- . Click the 'Security' tab and select the option 'Allow cookies'.
- . Select the option 'Only from site you navigate to'.

Mozilla and Netscape for Mac OS X

- . Click on 'Mozilla' or 'Netscape' at the top of your browser window and select the 'Preferences' option.
- . Scroll down until you see 'Cookies' just below 'Privacy and Security'.
- . Select 'Enable cookies for the originating web site only'.

Opera

- . Click on 'Menu' at the top of your 'Opera' browser window and select 'Settings' on the navigation bar.
- . Select 'Preferences' and click the 'Advanced' tab.
- . Select the 'Accept cookies' option. If you block the use of cookies in your browser, this may have the consequence that some of the services and functionalities of the website will not be available.

In order to get a more precise control on privacy, in some browsers specific rules can be set to manage cookies for determined websites. This means that cookies can be deactivated in all sites except for those that the user trusts.