

## GUIDELINES EXERCISE OF DATA PROTECTION RIGHTS

The purpose of this document is to define the procedure by means of which NH can attend to, process and manage requests for the exercise of rights established in the RGPD. The GDPR foresees the rights of access, rectification, erasure, limitation, objection, data portability and the right not to be subject to automated individual decisions.

The guidelines contained herein must always be respected by collaborators and employees of NH, particularly any whose functions relate to the fulfilment and management of requests from natural persons of whom data processed is processed by NH.

Whenever a request to exercise a right is received, the following actions must be taken:

1. Receipt of the application.

Any email that arrives at any of NH's email accounts and contains a request for data protection rights **must be immediately forwarded to the rights management email account specifically created for this purpose: [dataprotection@nh-hotels.com](mailto:dataprotection@nh-hotels.com)**, including all documentation that would have been sent by the customer sending the request.

If the request is made in person or by telephone, the interested party must be informed that NH has a rights management procedure and that he/she should send his/her request to the following e-mail account [dataprotection@nh-hotels.com](mailto:dataprotection@nh-hotels.com), from where the request will be processed.

It is advisable to inform the client that this information is available in the different privacy policies generated by NH.

If the application arrives by mail, the documentation provided by the interested party must be sent again to the e-mail account [dataprotection@nh-hotels.com](mailto:dataprotection@nh-hotels.com) indicating the date of entry and sealing the envelope.

2. Management of the application.

NH has designated the persons responsible for the management of these types of requests, that will be attended according to the established deadlines.

In any case, **collaborators or employees are not authorized to rectify or delete any personal data from the database** and must indicate to the interested party the above-mentioned means. This is because it is necessary to ensure traceability to identify the reason for the rectification or deletion of the data.