

Cookies policy

At **HOTEL PAMPLONA ELTORO** we comply with the provisions of the Law on Information Society Services, a regulation gathered in the transposition of Directive 2009/136/CE.

What is a cookie?

A cookie is a small text file which is stored on a computer, tablet, mobile telephone or, ultimately, on the device used to browse the Internet. This file can store information related to the frequency with which you visit websites, your browsing preferences, the information you are most interested in, usernames, product registration, etc. Depending on the information they contain and the way in which the device is used, they may be used to recognise the user.

Cookie types

Depending on their nature, cookies can be classified into:

'Session cookies' or 'Persistent cookies': The former are deleted when the browser is closed, whilst the latter remain on the computer device.

'First-party cookies' or 'Third-party cookies': depending on whether they belong to the website's owner or to a third party. Depending on their purpose, they can be:

'Technical cookies': Those which allow the user to browse on a website, platform or application and the use of the different options and services which exist within, such as, for example, controlling web traffic and data communication, identifying the session, accessing restricted areas, registering the elements which make up an order, carrying out the purchasing process of an order, carrying out a registration or event-participation request, using security elements during browsing, storing contents to disseminate videos or sound files or sharing contents through social networks.

'Personalisation cookies': Those which allow the user to access the service with some predefined general characteristics according to a series of criteria from the user's terminal equipment, such as language, browser type through which the service is accessed, regional settings from where the service is accessed, etc..

'Analysis cookies': Those which allow the cookie's responsible party to track and analyse the behaviour of users on the websites they are linked to. The information collected with these cookies is used to measure activity on websites, applications and platforms and to elaborate user browsing profiles for these websites, applications and platforms, with the purpose of introducing improvements according to the data analysis derived from the users' use of the service.

'Advertising cookies': Those which allow to process, in the most efficient manner, the advertising spaces which, where appropriate, the editor has included on a website, application or platform from where the requested service is provided, based on criteria such as edited content or the frequency in which they are shown.

'Behavioural advertising cookies': Those which allow to process, in the most efficient manner, the advertising spaces which, where appropriate, the editor has included on a website, application or platform from where the requested service is provided. These cookies store information on the user's behaviour obtained through continuous observation of his browsing habits, which allows to develop a specific profile and show advertising to him on that basis.

Which cookies do we use and which is their purpose?

First-party cookies

Domain	Name / Example	Duration	Purpose	Type
WWW.HOTELPAMPLONAELTORO.COM	utm_source, utm_medium, utm_campaign, utm_content, utm_params	Persistent	Cookies set for tracking the origin of the visitor that makes a reservation from the web	Analysis cookies
WWW.HOTELPAMPLONAELTORO.COM	BOOKINGVALUES, BOOKING_VALUE, CART_ROOMS_COOKIE_v2, CART_EXTRAS_COOKIE_v2, CART_COOKIE	Persistent	Depending on the version of the reservation engine, these cookies are necessary for the proper operation of it	Strictly necessary
WWW.HOTELPAMPLONAELTORO.COM	mi_cookies_ok	Persistent	Set to show the Cookies Policy	Strictly necessary
WWW.HOTELPAMPLONAELTORO.COM	qtrans_front_language	Persistent	Set to manage the visitor language	Strictly necessary
WWW.HOTELPAMPLONAELTORO.COM	__cfduid	Persistent	Cookie associated with sites that use Cloudflare, used to accelerate page loading times.	Strictly necessary
WWW.HOTELPAMPLONAELTORO.COM	hjIncludedInSample	Sesión	This cookie is associated with the functionality and web analytics services of Hotjar, a EMPRESA with its headquarters in Malta. It unequivocally identifies a visitor during a single browsing session and indicates its inclusion in an	Analysis cookies

			audience sample.	
WWW.HOTELPAMPLONAELTORO.COM	TawkConnectionTime	Sesión	Cookie associated with Twak.com for management and support through the chat service	Strictly necessary
WWW.HOTELPAMPLONAELTORO.COM	ft-user-id, ft-client-id	5 years	Cookie associated with Flip.to for user identification	Strictly necessary
WWW.HOTELPAMPLONAELTORO.COM	triptease-identity-data	Session	Cookie associated with Triptease.com for user identification	Strictly necessary

Third-party cookies

Domain	Name / Example	Duration	Purpose	Type
hotjar.com	_hjIncludedInSample	Persistent	This session cookie is set to let Hotjar know whether that visitor is included in the sample which is used to generate funnels.	Analysis cookies
hotjar.com	__hs*, hubspotutk, hsPagesViewedThisSession, hsfirstvisit	Persistent	Cookies set by HubSpot to keep track of visitors on hotjar.com	Analysis cookies
hotjar.com	mp_*	Persistent	Cookies set by Mixpanel to run track usage on hotjar.com.	Analysis cookies
google.com/analytics/	_ga	Persistent	Used to identify users.	Analysis cookies

google.com/analytics/	_gid	Persistent	Used to distinguish users.	Analysis cookies
google.com/analytics/	_gat, _dc_gtm_<property-id>	Persistent	Used to throttle request rate. If Google Analytics is deployed via Google Tag Manager, this cookie will be named _dc_gtm_<property-id>.	Analysis cookies
google.com/analytics/	_gac_<property-id>	Persistent	Contains campaign related information for the user. If you have linked your Google Analytics and AdWords accounts, AdWords website conversion tags will read this cookie unless you opt-out	Behavioural advertising
google.com/analytics/	__utma	Persistent	Used to distinguish users and sessions. The cookie is created when the JavaScript library executes and no existing __utma cookies exists. The cookie is updated every time data is sent to Google Analytics.	Functionality
google.com/analytics/	__utmb	Persistent	Used to determine new sessions/visits. The cookie is created when the JavaScript library executes and no existing __utmb cookies exists. The cookie is updated every time data is sent to Google Analytics.	Analysis cookies
google.com/analytics/	__utmc	Persistent	Not used in ga.js. Set for interoperability with urchin.js. Historically, this cookie operated in conjunction with the __utmb cookie to determine whether the user was in a new session/visit.	Functionality
google.com/analytics/	__utmt	Persistent	Used to throttle request rate.	Analysis cookies
google.com/analytics/	__utmz	Persistent	Stores the traffic source or campaign that explains how the user reached your site. The cookie is created when the JavaScript library executes and is updated every time data is sent to Google Analytics.	Analysis cookies
aws.amazon.com	AWSALB		Set by the use of an Amazon ELB Application Load Balancer	
veinteractive.com	__ssid		Used by VeInteractive (VE.com) for targeting advertising	

thehotelsnetwork.com	Phpsessid	Cookie set by thehotelsnetwork.com for the management and optimization of visits to this web	
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Google has developed an add-on which disables the cookies from Google Analytics for the most popular browsers: Microsoft Internet Explorer, Google Chrome, Mozilla Firefox, Apple Safari and Opera, thus facilitating opting out from installing cookies. For more information, please visit this external link: <https://tools.google.com/dlpage/gaoptout?hl=es>

How to reject cookies or revoke the consent given?

You can set your browser to accept or reject the installation of all or some cookies or to request to be notified every time a cookie appears.

Each browser has specific settings instructions. Below are the links with this information for the most popular browsers:

- [Google Chrome](#)
- [Mozilla Firefox](#)
- [Internet Explorer](#)
- [Safari](#)