

Student Handbook



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Centre for Hispanic
Studies**

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Contents

CONTENTS	2
1. WELCOME TO CASTILA	3
2. CASTILA 2024-2025	3
3. CASTILA, AN INTENSE LEARNING EXPERIENCE IN AND OUT OF THE CLASSROOM ...	3
3.1 OBJECTIVES, INSTRUMENTS AND ORGANISATION. STRENGTHS	3
3.2. Staff: departments and managers	5
3.3. FACILITIES AND OTHER DETAILS	6
3.4. Library service and online resources	8
3.5. Other services	8
4. ACCOMMODATION	9
5. INTROCURRICULAR ACTIVITIES	10
6. LEVELS, METHOD AND WEEKLY SCHEDULE	11
7. COURSES	15
8. ARRIVAL AND WELCOME	20
9. CASTILA ACCREDITATIONS	21
9. STUDENT SERVICES, COMPLAINTS AND PROCEDURES	22
10. GENERAL CONDITIONS	22
1. REGISTRATION, PAYMENTS AND CANCELLATION	23
2. COURSES	24
3. ACCOMMODATION	25
4 FAMILIES	25
11. LEGAL NOTICE AND PRIVACY POLICY	26



1. Welcome to CastiLa

Dear student:

Welcome to Granada!

As you know, all our work is focused on guaranteeing the satisfaction of our students in the three key aspects of your stay: classes, activities and accommodation.

This handbook is intended to be a useful tool for our students. We are counting on your suggestions to improve it.

We hope that you improve your Spanish, that you have a great cultural and learning experience and, in short, that you enjoy your stay in Granada.

The CastiLa team, Granada

2. CastiLa 2024 - 2025

CastiLa is moving towards its 40th anniversary in the Albaicín, San Nicolás area, with the optimisation of its facilities for classes, activities and accommodation in Casa San Nicolás.

The surroundings are completed with a public library, schools, cultural centres, cafés, terraces, street markets and first class public services (e.g. health centre). The area stands out for its genuine and cosmopolitan atmosphere, an unparalleled urban landscape and unrivalled views.

CastiLa's main office is located in the Casa de San Nicolás, a typical restored house with office, classrooms, courtyard and views of the Alhambra.

CastiLa also uses other classrooms in nearby partner centres, as well as various selected spaces for classes and activities, in order to fulfil the concept we call "outdoor classroom" essential to our didactic strategy: learning (and practising) inside and outside the classroom.

Our own flats and studios are located in Plaza de San Nicolás, Callejón de las Campanas, 1 and C/ Buensuceso, 21. The host families and other residences are also within walking distance to appreciate the values of such a unique environment. The Albaicín in Granada has a unique atmosphere, ideal for living and learning Spanish, a place that facilitates everyday cultural and social experiences.

In 2024 CastiLa has also boosted its online presence with a learning platform that will facilitate distance learning, language practice and self-learning. A real challenge for CastiLa in the coming years. <https://castila.es/es/clases-online/>

3. CastiLa, an intense learning inside and outside the classroom

3.1. OBJECTIVES, INSTRUMENTS AND ORGANISATION. POINTS STRONG

CastiLa's goal is the complete satisfaction of our students in the three main experiences of their stay: courses, accommodation and activities.

- To achieve this, our working instruments are translated into our strengths:



- Small classes (max. 6 students per group)
- Balanced combinations of classes and cultural activities
- High standard of accommodation in Granada.
- The location in the Albaicín, the old town in the heart of Granada, a UNESCO World Heritage Site since 1994.

In other words, we provide many and varied opportunities to Spanish and enjoy a fulfilling cultural experience. It is natural that 40% of students extend their course or return in the near future.

As one student said in 1999: "CastiLa, an intensive learning experience in and out of the classroom". Ally Ladha, USA "CastiLa is a world of its own". Agnès Christeler, Switzerland. Since then it is a challenge to maintain and improve it as much as possible.

We try to do so with a highly qualified team, accumulated over years of experience, who share the common goal and the enthusiasm to achieve it. Our intention is to facilitate your stay here so that the objectives you expected from this course are successfully achieved.



3.2. STAFF: DEPARTMENTS AND MANAGERS.



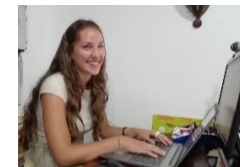
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ACCOMMODATION AND 24-HOUR EMERGENCY TELEPHONE

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COORDINATOR

Each group is assigned a coordinator, who is responsible for determining the level of the class, planning group activities, identifying goals, deciding and coordinating curricular activities, contacting other groups, etc. They also resolve any doubts, questions or problems within the group, and you can arrange tutorials to clarify the functioning of the group or develop your learning with new tools. He/she is the link between the students in the group and all the departments on which the well-being of the students depends.

The coordinator is always an experienced teacher.

TEACHERS

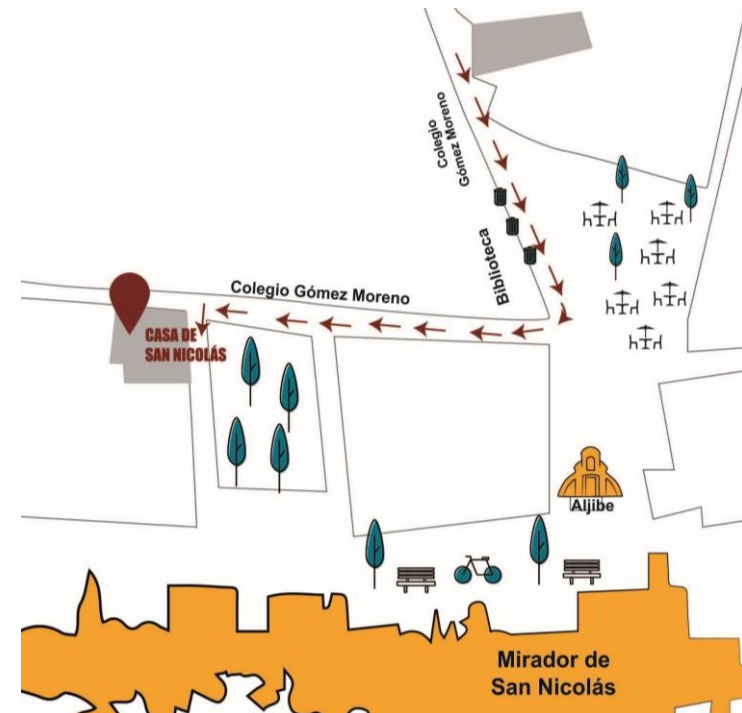
In the selection of teachers at CastiLa, our basic requirements include:

- **University degree.** In Spain, a minimum of 5 years of university;
- **Teaching certificate** (CAP or valid pedagogical qualification)
- A CastiLa **training seminar** with both academic and practical aspects where the style, teaching method and general work of CastiLa is taught.
- The candidate's **personality** and attitude are also fundamental.
- CastiLa teachers and staff attend training programmes with the support of the Centre.

3.3. FACILITIES AND OTHER DETAILS.

3.3.1 CASTILÁ

One of the strongest points that makes CastiLa different is its location in the Albaicín: the distinction of learning Spanish in one of the most unique neighbourhoods in the world (a UNESCO World Heritage Site since 1994), in a traditional Granadian house with a patio-garden and views of the Alhambra, makes CastiLa a special and unique option.



CASA SAN NICOLÁS IN BRIEF

Building: 300 m ² .	Courtyard: 100 m ² . Relaxation area under the pergola.
Location in the city: Historic centre. One of the most emblematic and prestigious districts of city, declared a World Heritage Site in 1995.	View: Alhambra, Sierra Nevada and the rest of the Albaicín from the tower. From the other rooms: Arab wall, San Miguel Alto and Sacromonte.
Classrooms: equipped with computers, television and internet. Heating and air conditioning.	Library (See section 3.3.1.) 900 titles. Agreement with the Municipal Library of the Albaicín.
Student rooms: TV, Internet and reading and self-learning rooms.	Didactic material: Online resources, books, video and audio for all levels of Spanish.
Other services for students. WI-FI, telephone and garden.	Film library: 250 titles in Spanish and bilingual.
Garden, rooms and resources available for students: From 9:00 to 18:00.	Spanish music collection: 6500 titles
Swimming pool: Access to private swimming pools in families.	



3.4 LIBRARY SERVICE AND ONLINE RESOURCES

Library - With this service, CastiLa wants to offer students the opportunity to get closer to Spanish literature. We have selected a wide range of books that we will recommend according to your level.

-Beginners: stories in simple language.

-Intermediate: stories from authors contemporary Spanish and Latin American authors. Novels adapted for foreign students.

-Advanced: significant novels in Spanish literature, both contemporary and classic.

The recommended books can be found in the school library or in the municipal library of the Albaicín. Books can be borrowed with the student card: the opening hours of the municipal library are Monday to Friday, from 16:00 to 20:00 (8:00 p.m.). According to the library opening hours, the days available for borrowing and returning books are Tuesday, Wednesday and Thursday during the break. Bring books to the front desk. Before borrowing books, music or films, it is necessary to leave a deposit of 10,00 € which will be returned when you bring the borrowed item.

For more information, ask Miguel, Manuel or Natalia.

Online resources - From the academic area we aim to make available to students of Spanish different resources to practice Spanish in different formats, channels and levels. [On this page](#) you will find recommendations of our own activities and other websites.

<https://www.castila.es/espanol-granada/recursos-espanol.html>

3.5. OTHER SERVICES

AIRPORT PICK-UP: CastiLa has a transfer service that can help you enrich your accommodation in Granada. Students can book their transfers to and from Granada (GRX), Malaga (AGP) and Almeria (LEI). We also organise staff to take children to the airport as unaccompanied minors.

WORK PLACEMENTS:

Would you like to learn Spanish while having a work experience? We can organise an internship programme in one of the companies in Granada for you, from 4 to 24 weeks. For conditions and availability, please contact Antonio.

EXCHANGE: Once at the school, we can help you find Spanish people according to your preferences for an exchange, in order to have more opportunities to practice Spanish and get another perspective of Spanish/Granadian culture. You can spend free time together or invite the exchange person to participate in extracurricular activities organised by the school.

AU PAIR: CastiLa can help you find a family for an au pair programme.

RECEPTION AND LIBRARY: Open Monday and Thursday from 9:00 to 18:00 (6:00 p.m.), Tuesday, Wednesday and Friday from 9:00 to 15:00 (3 p.m.). You can request a tutorial with your coordinator or contact the head of studies at the school from 9:00 to 15:00 (3:00 p.m.) for any questions or concerns you may have about your course.



Free WIFI is available at all times for our students. If you need more information, please contact us.

4. Accommodation

At CastiLa, we consider accommodation fundamental to the complete satisfaction of a stay so far from home.

How do we measure quality in accommodation? We offer:

- Accommodation a maximum of 15 to 20 minutes walk from the school.
- Heating and air conditioning.
- Access to laundry

Who else could offer a restored 17th century building in the centre of Granada?



The main objective is to create the best conditions for our students. Our accommodation manager has a great experience in adapting the profile of the students to the Spanish host families or to the other students sharing the same accommodation. For this procedure, please refer to our General Conditions: points 3 (3.2., 3.6 and 3.7) and those concerning families (4.1. and 4.2). The change of accommodation is allowed only with the authorisation of the Administration.



TYPES OF ACCOMMODATION

1. *Single studio or flat* (with one or two bedrooms) in buildings managed by CastiLa. It is the most popular standard accommodation with guaranteed privacy in three categories

2. *In a flat shared with other CastiLa students.*

- With two rooms.
- Location: in the Albaicín or in the city centre. Never more than 20 minutes walk from the school.
- Facilities: bed linen, towels, kitchen, microwave, fridge, washing machine, TV, WIFI.

a. bis. *Shared flat with Spaniards.* For CastiLa students who prefer to live in an absolutely Spanish environment, we can offer the option of a room in a shared house with friends and acquaintances of the staff. This preference should be indicated on the application form. If available, the price is the same as in a shared flat with CastiLa students. Limited availability.

3. *In Spanish families.* For a complete immersion with one of our tried and trusted families. Close to the school (maximum 20 minutes walk). Due to the nature of this type of accommodation and to maximise family contact, we recommend full board.

4. *Living in the homes of Spanish-speaking CastiLa collaborators.* Without meals. Autonomy, use of kitchen. Opportunity for immersion, through the guidance of selected local partners.

5. Introcurricular Activities

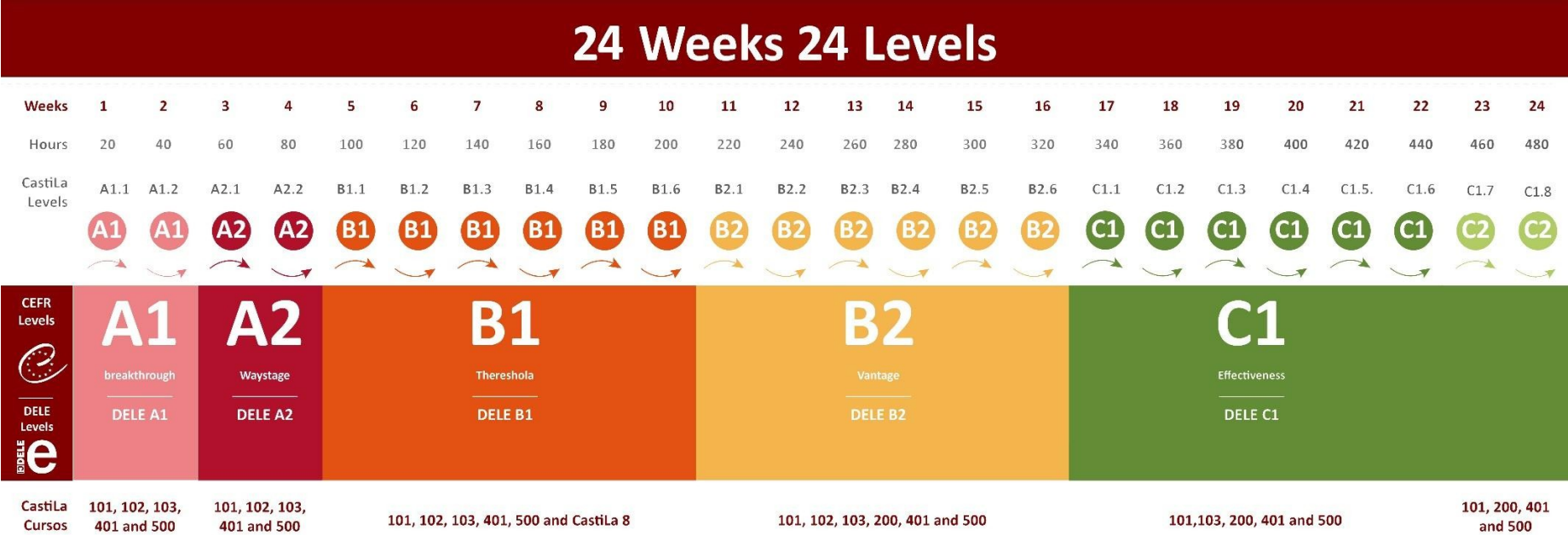
CastiLa has developed 54 extracurricular activities offered to students, not only to enhance their stay and provide opportunities, but also to immerse them in the culture through "pros and cons" behind a language, a key part of CastiLa's teaching method. The activities, designed and planned by the teachers, allow students to demonstrate, reinforce and enjoy what they have learnt in the classroom. To join them students have to go to reception and register on a list held by Natalia at least 2 days before the activity takes place. Many of the activities are free, such as films, theme evenings and musical evenings in the centre; for many others, students only have to pay for what they do: tapas tour, paella in the garden, dinner in a restaurant, entrance fees, skiing in Sierra Nevada... In addition, there are excursions such as beach days, Cordoba, Seville, Baeza, Mojácar. All this at a minimum price, thanks to the connections of CastiLa, bars, restaurants, hotels, car rental agencies and buses.

Monday to Friday	Monday to Friday	Weekend
FREE	COST OF TICKETS, DRINKS, FOOD...	AGREED PRICE TO THE PROGRAMME
Films	Tapas route	Excursion to the beach
Welcome drink	Visit to the Alhambra	Visit to Cordoba
Themed evenings	Paella at school	Visit to Seville
Salsa night, tango night	Lunch, bath and walk in the park Sierra National	Route: Arab Granada

	Nevada	
Evening of music	Silk-screen printing workshop	Wine tasting
In the footsteps of Lorca	Environmental workshop	Visit to Guadix and La Calahorra
Flamenco party	Barbecue	Beach party
Theatre and concerts	Horse riding	Cabo de Gata
Visit to Baeza and Úbeda	Visit to the Science Park	Hiking in Granada
Detectives in the library	Cathedral and Chapel Royal	Cazorla
Football	Caminito del Rey	Spanish football league
Visit to the newspaper IDEAL	Beach: Nerja - Frigiliana	Skiing in Sierra Nevada
Events in Granada	Tropical Coast	Albaicín Route
Feast of Saint Anthony	Moraga on the beach	Flamenco workshop
Playful afternoon	Alpujarras	Activities at the lake
Day in the olive	Bullfighting	Billiards Championship
Exhibitions	Ceramics workshop	Horse riding route



6. Levels, method and weekly schedule



6.1. LEVELS AND SELF-EVACUATION GRID

		A1	A2	B1	B2	C1	C2
UNDERSTAND	Listening comprehension	I can recognise very basic, commonly used words and expressions relating to myself, my family and my immediate environment when spoken slowly and clearly.	I can understand sentences and the most common vocabulary on topics of personal interest (very basic personal and family information, shopping, place of residence, employment). I am able to grasp the main idea of short, clear and simple messages and announcements.	I can understand the main ideas clear, standard speech on familiar matters regularly encountered in work, school, leisure time, etc. I can understand the main points of many radio or TV programmes on current affairs or current events. I can understand the main idea of many radio or TV programmes dealing with current affairs or current events. matters of personal or professional interest, when articulation is relatively slow and clear.	I can understand long speeches and lectures and even follow complex lines of argument as long as the subject matter is relatively familiar. I understand almost all TV and current affairs programmes. I understand most of the films in which the language is spoken at a standard language level.	I can understand extended speech even when it is not clearly structured and when relationships are only implied and not explicitly stated. I can understand television programmes and films without much effort.	I have no difficulty understanding any kind of spoken language, whether in live conversation or in broadcast speech, even if is produced at native speaker speed, as long as I have time to familiarise myself with the accent.
	Reading comprehension	I can understand familiar words and names and very simple sentences, e.g. those on signs, posters and catalogues.	I can read very short, simple texts. I can find specific, predictable information in simple everyday writing such as advertisements, leaflets, menus and timetables and I can understand short, simple personal letters.	I can understand texts written in or language. I can understand the description of events, feelings and wishes in personal letters.	I can read articles and reports relating to contemporary issues in which the authors adopt specific positions or points of view. I understand contemporary literary prose.	I can understand long, complex texts of a literary or factual , appreciating distinctions of style. I understand specialised articles and long technical instructions, even if they do not relate to my speciality.	I can read with ease virtually all forms of written language, including abstract, structurally or linguistically complex texts such as manuals, specialist articles and literary works.
SPEAK UP	Oral interaction	I can participate in a conversation in a simple way provided the other person is willing to repeat what I have said or to say it in other words and at slower speed and help me to formulate what I am trying to say. I can ask and answer simple questions on topics of immediate need or very familiar matters.	I can communicate in simple and routine tasks requiring a simple and direct exchange of information on everyday matters and activities. I can carry on very short social exchanges, although I can't usually understand enough to keep the conversation going on my own.	I can deal with almost all situations when travelling where the language is spoken. I can participate spontaneously in conversation on everyday topics of personal interest or relevant to everyday life (e.g. family, hobbies, work, travel and current events).	I can participate in conversation with a degree of fluency and spontaneity that makes normal communication with native speakers possible. I can take an active part in discussions in everyday situations, explaining and defending my views.	I can express myself fluently and spontaneously without having to search very obviously for appropriate expressions. I can use language flexibly and effectively for social and professional purposes. I can formulate ideas and opinions with precision and relate my interventions skilfully to those of other speakers.	I take part effortlessly in any conversation or discussion and am familiar with idioms, set phrases and colloquial expressions. I express myself fluently and convey subtle shades of meaning with precision. If I have a problem, I get around it so unobtrusively that others hardly notice.
	Oral expression	I can use simple expressions and phrases to describe the place where I live and the people I meet.	I use a range of expressions and phrases to describe in simple terms my family and other people, my living conditions, my educational background and my current or last job.	I can put sentences together in a simple way in order to describe experiences and events, my dreams, hopes and ambitions. I can briefly explain and justify my opinions and projects. I can narrate a story, the plot of a book or film and I can describe my opinions and projects. reactions.	I present clear and detailed descriptions of a wide of topics related to my speciality. I can explain a point of view on an issue by outlining the advantages and disadvantages of various options.	I present clear and detailed descriptions of complex issues including other topics, developing concrete ideas and ending with an appropriate conclusion.	I present descriptions or arguments clearly and fluently and in a style that is appropriate to the context and with a logical and effective structure that helps the listener to notice and remember important ideas.



WRITE	Written expression	<p>I am able to write short and simple postcards, for example to send greetings.</p> <p>I know how to fill in forms with personal data, for example my name, my nationality and my address in a hotel registration form.</p>	<p>I am able to write short, simple notes and messages relating to my immediate needs.</p> <p>I can write very simple personal letters, for example thanking someone for something.</p>	<p>I can write simple connected text on topics which are familiar or of personal interest. I can write personal letters describing experiences and impressions.</p>	<p>I can write clear, detailed texts on a wide of subjects related to my interests. I can write essays or reports conveying information or proposing reasons to support or refute a particular point of view. I can write letters highlighting the importance I attach to particular facts and experience.</p>	<p>I can express myself in clear, well-structured texts at some length, making points of view.</p> <p>I can write about complex subjects in letters, essays or reports, highlighting what consider to be important aspects. I can select the appropriate style for my readership.</p>	<p>I can write clear, fluent texts in an appropriate style. I can write complex letters, reports or articles which present arguments in a logical and effective structure which helps the listener to focus on and remember important ideas.</p> <p>I write abstracts and ace summaries of professional or literary works.</p>
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6.2. METHODOLOGY

This is a learner-centred method, which sees the teacher as a facilitator and organiser of learning activities according to the levels, needs and personalities of the learner. Communicative, traditional and other modern classroom activities are selected according to the specific characteristics of the learner and his or her group. Each lesson is taught by a different teacher, carefully planned by the Coordinator and the Head of Studies.

6.3. DISTRIBUTION OF HOURS AND CLASSES

Weekly lesson plan of the General (A) and (B) course

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	WEEKEND
8:35 - 9:25	1B	1B	1B	1B	1B	
9:30 - 10:20	1	1	1	1	1	
10:25 - 11:15	1	1	1	1	1	
11:15 - 11:50	Pause					3
11:50 - 12:40	2	2	2	2	2	
12:45 - 13:35	2	2	2	2	2	
13:40 - 14:30	2B	2B	2B	2B	2B	
Afternoon	3	3	3	3	3	

1. Grammar-based practice

Explanation of part of the grammar and immediate practice with exercises and activities set real communicative situations. Correction of homework.

2. Practice and conversation based on thematic units

Oral and written exercises; comprehension practice - audio-visual material and analysis of documents/magazines, books, television, radio - and conversation related to the specific topics covered.

3. Socio-cultural activities. Fortnightly programme.

Acquiring knowledge of a language requires cultural immersion. With this objective in mind, CastiLa has developed 54 activities that help students to integrate Spanish life and culture. These activities are of different kinds: Spanish films, thematic afternoons, musical evenings, excursions, visits, parties, sports, tapas, paellas.



7. COURSES

How is the quality of the courses measured? That learning Spanish well is an almost obsessive objective of CastiLa can be deduced from professionalism, accreditations and methodological principles of the school. When we say that in the distribution of the groups we consider the levels and specific needs of the student, we can explain with numbers: a maximum of 6 students per class in all courses, both in high and low season.



TIPO DE CURSO	Cód	CURSO
<p>100</p> <p>CURSO DE ESPAÑOL GENERAL</p> <p>Para progresar semana a semana en español ((de A1 a C2 en 22 semanas)</p>	101.	<p>GENERAL (A) -20 horas semana-</p> <p>Cursos intensivos de 4 horas diarias, orientados a mejorar el español desde el nivel inicial hasta los niveles más avanzados. (Niveles: A1 a C2)</p> <p>Más información</p> <p>Plazas disponibles y presupuesto</p> <p>Prueba de nivel</p>
	102.	<p>GENERAL (B) -30 horas semana-</p> <p>Cursos superintensivos de 6 horas diarias. (Niveles: A1 a C2)</p> <p>Más información</p> <p>Plazas disponibles y presupuesto</p> <p>Prueba de nivel</p>
	103.	<p>CURSO DE LARGA DURACIÓN (Trimestres o Semestres)</p> <p>Cursos de español orientados a quienes disponen de más tiempo y pueden adaptarse a las fechas establecidas para beneficiarse así de precios reducidos. (Niveles: A1 a C1)</p> <p>Más información</p> <p>Plazas disponibles y presupuesto</p> <p>Prueba de nivel</p>
	104.	<p>CURSOS Y PROGRAMAS PARA ESTUDIANTES UNIVERSITARIOS</p> <p>Cursos para quienes necesitan acreditar su estancia conforme a unos contenidos y un sistema de evaluación aceptado por su <i>College</i> o Universidad (Niveles: A1 a C2)</p> <p>Más información</p> <p>Plazas disponibles y presupuesto</p> <p>Prueba de nivel</p>
	105.	<p>CAMPUS DE VERANO PARA JUNIORS</p> <p>Padres y profesores pueden ofrecer a sus hijos o alumnos una experiencia formativa e intercultural de inmersión completa. Matrícula individual en verano (Niveles: A1 a B2)</p> <p>Más información</p> <p>Plazas disponibles y presupuesto</p> <p>Prueba de nivel</p>

<p>150</p> <p>Cursos de español No Intensivos</p>	106.	<p>PROGRAMA PARA FAMILIAS</p> <p>Cada vez son más las familias que deciden instalarse una temporada en Granada a fin de tener una experiencia intercultural y aprender español. El barrio del Albaicín de Granada es sin duda un entorno ideal para estos objetivos: Urbanismo singular, intensa actividad sociocultural, cosmopolitismo, servicios educativos, de salud, son factores inmejorables para la inmersión de cada día. Vida de pueblo en el centro de Granada. CastiLa aporta su experiencia y conocimientos de 30 años en el entorno, enseñando español, para ayudar a las familias a acomodarse en un barrio tan genuino.</p> <p>(Niveles: A1 to B2)</p> <p>Más Información</p> <p>Plazas disponibles y presupuesto</p>
	150.	<p>CURSO DE ESPAÑOL EXTENSIVO</p> <p>Curso de 2 horas 2 días a la semana, a elegir en horario de mañana o tarde. Este curso responde a las necesidades de residentes en Granada (estudiantes o expatriados). Todos los niveles. Se requiere prueba de nivel previa.</p> <p>Más Información</p> <p>Plazas disponibles y presupuesto</p>



CURSO DE FINES ESPECÍFICOS	201. ESPAÑOL DE LOS NEGOCIOS
	Para mejorar las capacidades comunicativas con aspectos técnicos y destrezas comunicativas en el terreno comercial y administrativo. (Nivel requerido: B2, C1, C2)
	<u>ESPAÑOL DE LOS NEGOCIOS</u>
	<u>Plazas disponibles y presupuesto</u>
	<u>Prueba de nivel</u>
	202. CULTURA Y SOCIEDAD
	Para mejorar las capacidades comunicativas revisando aspectos socioculturales, costumbres y otras áreas de conocimiento social del mundo en español. (Nivel requerido: B2, C1, C2)
	<u>Más información</u>
	<u>Plazas disponibles y presupuesto</u>
	<u>Prueba de nivel</u>
Nos centramos temas y áreas de conocimiento concretos	203. LITERATURA ESPAÑOLA
	Pretenden mejorar las capacidades comunicativas revisando aspectos socioculturales, históricos, filosóficos que ofrece la creación literaria en español (Nivel requerido: B2, C1, C2)
	<u>Más información</u>
	<u>Plazas disponibles y presupuesto</u>
	<u>Prueba de nivel</u>
	204. FORMACIÓN DE PROFESORES ELE
	Curso centrado en el análisis y la práctica de los recursos didácticos del profesor ELE. Es un foro de debate sobre las tendencias de la enseñanza de la lengua y culturas hispanas, amén de una práctica continua de español. (Nivel requerido: B2, C1, C2)
	<u>Más información</u>
	<u>Plazas disponibles y presupuesto</u>
	<u>Prueba de nivel</u>



CURSOS COMBINADOS Español y... Economía, Literatura, senderismo, esquí, caballos...	301.	<u>GENERAL (A) + CURSO DE FINES ESPECÍFICOS</u> (Nivel requerido: B2, C1, C2) Más información Plazas disponibles y presupuesto Prueba de nivel
	302.	<u>DOS O TRES CURSOS DE FINES ESPECÍFICOS</u> (Nivel requerido: B2, C1, C2) Más información Plazas disponibles y presupuesto Prueba de nivel
	303.	<u>CURSO DE ESPAÑOL (General A) + ESQUÍ</u> Para quienes pretenden progresar en español y aprovechar la estancia para esquiar con un profesor en Sierra Nevada. (Niveles: A1 a C2) Más información Plazas disponibles y presupuesto Prueba de nivel
	304.	<u>CURSO DE ESPAÑOL (General B) + ESQUÍ</u> El curso de español es de 30 horas / semana. (Niveles: A1 a C2) Más información Plazas disponibles y presupuesto Prueba de nivel
	305.	<u>CURSO DE ESPAÑOL (General A) + EQUITACIÓN</u> Para quienes pretenden progresar en español y aprovechar la estancia para aprender o, simplemente, montar a caballo en entornos naturales sin par. (Niveles: A1 a C2) Más información Plazas disponibles y presupuesto Prueba de nivel
	306.	<u>CURSO DE ESPAÑOL (General B) + EQUITACIÓN</u> Cursos de español de 30 horas semana. (Niveles: A1 a C2) Más información Plazas disponibles y presupuesto Prueba de nivel

400 CURSOS Y CERTIFICADOS OFICIALES Dele, Siele, Cámara de Comercio...	307.	<u>CURSO DE ESPAÑOL + SENDERISMO</u> Curso de inmersión para interactuar con profesores, guías de montaña y senderistas locales. Más información Plazas disponibles y presupuesto Prueba de nivel
	401.	<u>DIPLOMA DE ESPAÑOL COMO LENGUA EXTRANJERA - DELE-</u> Para quienes quieren acreditar su conocimiento de español general con el título oficial del Ministerio de Educación y Ciencia (DELE) (Niveles: A2, B1; B2, C1 y C2) Más información Plazas disponibles y presupuesto Prueba de nivel
	402.	<u>CERTIFICADO DE ESPAÑOL DE LOS NEGOCIOS</u> Para quienes quieren acreditar su conocimiento de español comercial con el Certificado de la Cámara de Comercio de Madrid (Niveles: B2, C1 y C2) Más información Plazas disponibles y presupuesto Prueba de nivel
	403.	<u>CCSE-ACREDITACIÓN CONOCIMIENTOS CONSTITUCIONALES Y SOCIOCULTURALES PARA LA NACIONALIDAD ESPAÑOLA</u> Exámenes y cursos preparatorios para la prueba que acredita el conocimiento de la Constitución Española y de la realidad social y cultural españolas (CCSE) Más información Plazas disponibles y presupuesto



<p>500</p> <p>CLASES PRIVADAS O SEMIPRIVADAS</p> <p>A tu interés a tu ritmo</p>	<p>501. CLASES PRIVADAS (un estudiante)</p> <p>Permiten la máxima adaptación a las necesidades personales de aprendizaje. Los estudiantes los eligen como opción única o como complemento a otros cursos en grupo. (Niveles: A1 a C2)</p> <p style="text-align: right;">Más información</p> <p style="text-align: right;">Plazas disponibles y presupuesto</p> <p style="text-align: right;">Prueba de nivel</p>
	<p>502. CLASES SEMIPRIVADAS (dos estudiantes)</p> <p>Permiten la adaptación a las necesidades de dos personas con nivel y necesidades de aprendizaje compatibles. Pueden ser igualmente una opción única o complemento a otros cursos en grupo. (Niveles: A1 a C2)</p> <p style="text-align: right;">Más información</p> <p style="text-align: right;">Plazas disponibles y presupuesto</p> <p style="text-align: right;">Prueba de nivel</p>
	<p>503. CLASES PRIVADAS EN CASA DEL PROFESOR</p> <p>Además de la adaptación a las necesidades personales de aprendizaje, suponen una inmersión completa ya que el estudiante comparte actividades cotidianas y sociales con el profesor. (Niveles: A1 a C2)</p> <p style="text-align: right;">Más información</p> <p style="text-align: right;">Plazas disponibles y presupuesto</p> <p style="text-align: right;">Prueba de nivel</p>

<p>600</p> <p>CURSOS PARA GRUPOS ORGANIZADOS EN SUS PAÍSES</p> <p>Programas para grupos con objetivos comunes</p>	<p>601. PROGRAMA PARA GRUPOS ESCOLARES</p> <p>Padres y Profesores pueden ofrecer a sus hijos y alumnos una experiencia formativa e intercultural de inmersión completa con programas para grupos de jóvenes (hasta 17 años). Niveles: A1 a C2)</p> <p style="text-align: right;">Más información</p> <p style="text-align: right;">Plazas disponibles y presupuesto</p> <p style="text-align: right;">Prueba de nivel</p>
	<p>602. CURSOS Y PROGRAMAS PARA GRUPOS DE ESTUDIANTES UNIVERSITARIOS</p> <p>Para profesores que quieren ofrecer a sus estudiantes programas de inmersión diseñados conjuntamente con el personal de Castilla. (Niveles: A1 a C2)</p> <p style="text-align: right;">Más información</p> <p style="text-align: right;">Plazas disponibles y presupuesto</p> <p style="text-align: right;">Prueba de nivel</p>
	<p>603. PROGRAMA PARA GRUPOS DE PROFESORES DE ESPAÑOL</p> <p>Programa para grupos de profesores de español con objetivos de formación similares. (Nivel requerido: B1, B2, C1, C2)</p> <p style="text-align: right;">Más información</p> <p style="text-align: right;">Plazas disponibles y presupuesto</p> <p style="text-align: right;">Prueba de nivel</p>



8. Arrival and welcome

THE FIRST DAY IN CLASS

On the first day of class (usually Monday), the appointment is at Casa San Nicolás at **9:00 am** for all students starting a course.

A teacher welcomes you, interacts with the students to find out data relevant to learning (experience in Spanish, expectations), assesses the EIO in Spanish, explains the levels, gives directions for the written test if necessary. The written test ends at 10:20, just in time for your first lesson.

The timetable is then set out and once the written test has been completed, the centre is shown, the programme of activities for week is displayed and the students start classes at the most appropriate level a priori (**10.20**).

Once the placement test has been reviewed/corrected, the results are presented to the student, needs are analysed together, the appropriate level and group is assigned to each student (**11.50**) which **could** be different from the one initially assigned (10.20).

From 11:15 to 11:50 there is a break, you can have a coffee in Plaza Larga or rest in our courtyard or library, time to meet other students and learn more about the school and its organisation. The teachers have a meeting to confirm the levels of the new students. After the break, students continue with their lessons already in their assigned groups after the assessment of the two level tests and proposal to the student. The course books and learning materials (included in the course fee) will be given to the student at this time.

The timetable for the following days will be from 9:30 to 13:35 for the 101 General (A) course and from 8:35 to 14:30 for the 102 General (B) course (see "Method and levels" on page 10).

The programme of activities for these two weeks will be given to the student on their first day at the school, together with a welcome/information document.

AIRPORT PICK-UP

If requested, CastiLa can arrange for students to be met at Malaga or Granada airports and taken to their accommodation in Granada.

MEDICAL EMERGENCIES

If you have a medical emergency during class, please notify the staff as soon as possible; **the Albaicín Health Centre** is two minutes away and has an emergency service - it is closed at weekends and public holidays. Opening hours are Monday, Wednesday and Friday from 8:00 to 15:00, Tuesday and Thursday from 8:00 to 20:00. If you wish, someone from the school will accompany you. If you have an out-of-hours medical emergency and need help, please call our emergency number +34 626 90 51 58.

You can count on the emergency service any day of the week at any time, the Hospital Universitario Virgen de las Nieves in [Avenida de Fuerzas Armadas 2](#).



9. CastiLa Accreditations

In addition to experience and professionalism, our quality is endorsed by leading national and international quality control organisations and trade associations in language teaching.



CERVANTES INSTITUTE



BILDUNGSURLAUB



CSN



INTERNATIONAL UNIVERSITY OF ANDALUSIA



Erasmus Plus



**Foreign &
Commonwealth Office**

HER MAJESTY'S DIPLOMATIC SERVICE

Numerous other institutions (universities, teachers' organisations, educational centres, companies...) find CastiLa the ideal destination for their students and staff.



9. Student services, complaints and procedures.

As you will have read earlier in this document, the whole team at e CastiLa is focused on ensuring the satisfaction of our students, apart from the administrative procedures, in the three main areas that make up their stay, course, activities and accommodation.

In order to achieve our mission, the following complaint and suggestion forms are offered to you. There are 3 options:

- 1 **Junta de Andalucía complaint form** (Regional Ministry of Employment and Industry, Directorate General for Trade).
- 2 **AEEA and FEDELE complaints register**, which monitors compliance with the commitments of the AEEA and FEDELE Quality Declaration.
- 3 **Complaints and suggestions box**, centre student service, anonymous or personal suggestions or complaints

Ask your teacher or coordinator for more details, procedures or forms, they will be very happy to help you.

The Centre's management assumes responsibility for the review of documents with the appropriate frequency, diagnosis and procedure required for each case. It also covers the recording of incidents and interventions, as well as the handling of external instances.

10. General terms and conditions

1. REGISTRATION, PAYMENTS AND CANCELLATIONS

1.1. REGISTRATION

1.2. PAYMENTS

1.3. CANCELLATIONS

2. COURSES

2.1. DISTRIBUTION OF LEVELS

2.2. CHANGE OF GROUP

2.3. COURSE EXTENSION

2.4. SCHOOL MATERIALS

2.5. DIPLOMAS AND CERTIFICATES

3. ACCOMMODATION

4. FAMILIES

DATA PROTECTION



1. REGISTRATION

1.1.1. Enrolment in the centre implies acceptance of the general rules. If you have any doubts, please consult the Management beforehand. The management reserves the right to make the final decision, and undertakes to inform of the decisions taken on the points in question sufficiently in advance.

1.1.2. To register for a course, it is necessary to send a registration form by e-mail, post or fax; you can also register by telephone. A deposit of 120 € is required to hold your booking. This deposit is not an additional cost.

1.1.3. We would appreciate receiving your enrolments as soon as possible, so that we can organise everything in relation to your booking. You will then receive a confirmation of your course and accommodation, detailed information and the invoice for your booking. Last minute enrolments are subject to availability.

1.2. PAYMENTS

1.2.1. Full payment for the course must be made before the course starts, or within the first three days of the course.

1.2.2. Deposit and full payment for the course can be made by:

- Bank transfer, indicating your name to Sociedad Andaluza de Estudios Hispánicos. BANCO SANTANDER, C/ Acera del Casino, 5. 18009 - Granada, Spain.

IBAN: ES64 0075 0010 0106 0628 2567;

swift code: BSCHESMMM

***All banking costs (including commissions of any party involved in the transaction) are for the account of the applicant and shall be paid by the applicant according to the amount received by CastiLa.

- Credit card (Visa and MasterCard), sending the number and expiry date by e-mail, telephone or at the school office. There is a bank commission of 2% to be paid by the applicant.

- Paypal, charges by the payer.

1.2.3. The invoice will be made at the prices published the current year. Any errors in the invoice, e-mail or letter will be corrected.

1.3. CANCELLATIONS

1.3.1. When cancellation is communicated at least 15 days before the course start date, the full course fee will be refunded, except for the 120€ deposit. The deposit can be used as payment for another course starting within the following two years.

1.3.2. When cancellation is communicated during the 15 days prior to the course start date, the student must pay for two weeks of course and accommodation. The two weeks course fees can be used as payment for another course in the future. There will be no refund of the two weeks' accommodation. The difference to the amount paid will be refunded.

1.3.3. Once the course has started, no full or partial cancellation of the course is allowed. If the course has not yet been paid for, the student must pay the full course fee. The management will give the student the possibility to postpone the course to another time, and to guarantee this, the student will receive a signed, stamped and transferable document. Regarding the accommodation, the student will have to pay for 2 weeks



2. COURSE S

2.1. DISTRIBUTION OF LEVELS

2.1.1. The distribution of courses and levels is the responsibility of the academic team, who, considering the initial placement test, interview and linguistic needs of the student, will make the final decision on placement. Levels and distribution will be established on the first Monday of the course after the interview and placement test - this means that the student will start at their appropriate level at 11:50 that morning.

2.1.2. The criteria justifying these decisions will be strictly academic. The maximum number of students is 6; exceptionally, upon request and with the unanimous consent of all participants, it may be increased.

2.1.3. As the aim of the academic team is to establish groups with the closest possible level, there is also a minimum number of students in a group. It could happen that a group consists of only 1 student; in that case, the student attending an intensive course will receive half of the lessons booked in private lessons, and the other half with the closest level group if it is possible to access it.

- The student attending a specific-purpose course will receive 70% of the course and the other 30% will attend an intensive course.

2.2. CHANGE OF GROUP

2.2.1. A student who considers a change of group to be appropriate should ask a teacher. The teachers and the Head of Studies will decide whether the change is appropriate and/or beneficial to the student.

2.2.2. A change of course from General (A) to General (B) is possible. A change of course from General (B) to General (A) is not possible because it is considered a case of cancellation.

2.3. COURSE EXTENSION

2.3.1. The extension of the course must be requested and approved by the management, who will formally communicate their decision within 24 hours. Please apply as soon as possible: the sooner the extension is requested, the better for the organisation of the stay.

2.3.2. If a course is extended, the price will be calculated taking account the total number of weeks; which will be cheaper than a new enrolment.

2.3.3. Course attendance runs from the first Monday to the Friday of the last week of the stay. Make-up days will be considered by the management and, if approved, will be free of charge. This is normally possible if the group remains open.

2.3.4. Starting and/or leaving on different dates must be accepted by the management, and if accepted the following proportional prices will apply according to the total number of weeks.

2.4. SCHOOL MATERIALS

2.4.1. The centre provides the necessary material, including a grammar book and exercises corresponding to the student's level. The book and all materials are included in the price.

2.4.2. Registration also includes the use of all materials available at the centre. These materials are the property of the school. If used, they must be returned before the end of the course.

2.4.3. The use of books and materials must be in accordance with the lending conditions: i.e. it is forbidden to mark or



written on them; they must also be returned in the same condition in which they were lent.

2.4.4. The school will, as far as possible, facilitate the acquisition of most of the materials.

2.5. DIPLOMAS AND CERTIFICATES

2.5.1 At the end of the course, each student will receive a certificate of attendance. In order to obtain this certificate, it is necessary to attend at least 90% of the classes. The right to receive the certificate will be lost if the number of unexcused absences exceeds 10%.

2.5.2. It is possible to obtain a level certificate. This will involve some specific exams organised by the school's academic management.

2.5.3. All certificates have an administrative cost of 5€.

3. ACCOMMODATION

3.1. The price of the accommodation includes sheets and blankets, but not towels. It also includes electricity, gas, water, heating, community fees and cleaning (at least once a week). Most flats also have television and telephone, but not all. All students have access to a swimming pool located in one of the school's accommodations. For arrivals and departures on different days, once availability has been confirmed, the "Extra Day" rates of the accommodation .prices will apply

3.2. The distribution of students is the responsibility of the school. The school will consider, in order to ensure the best

choice, criteria such as distance, number of people to share the flat, marital status, age, etc.

3.3. Accommodation runs from Sunday to Saturday of the last week of the stay. Arrivals before or departures after these dates must be requested.

3.4. Double room and booking: The double room is guaranteed for students who book a room in advance for two people. In the event that you book a double room for one person and there is no other person to occupy the same room in the same period, your room will be changed to a single room, and the single room rate will be applied.

3.5. A change of accommodation will be possible with the approval of the Centre's Management.

4 FAMILIES

4.2. As far as the Spanish homestay is concerned, all responsibility lies with CastiLa. This must be taken into for possible complaints, extensions or other issues related to homestay requested through CastiLa.

4.3. Payments must be made through the administration. Any extension must be requested and accepted by the management.

These rules have been approved by the CastiLa Directorate and are valid until December 2024.



11. Legal Notice and Privacy Policy

DATA PROTECTION AND PRIVACY POLICY

At CastiLa we take the protection of your data very seriously.

CastiLa knows how important the use and protection of your personal data is to you and we appreciate your trust that we will do so responsibly.

In compliance with the provisions of Organic Law 15/1999 on the Protection of Personal Data, we inform you that the personal data collected voluntarily through the forms will be incorporated into an automated file named

"Students", which is duly registered with Spanish Data Protection Agency, in order to provide the services you request, comply with the tax and legal obligations arising from the provision of this service, registration as a student and the sending of informative communications about our activities.

Sociedad Andaluza de Estudios Hispánicos has implemented the necessary technical and organisational measures to guarantee the security, confidentiality and integrity of the personal data it processes. To this end, and in accordance with Royal Decree 1720/2007, of 21 December, Sociedad Andaluza de Estudios Hispánicos will adopt the appropriate security measures for the personal data provided by users and we will implement the technical means and measures to prevent the loss, misuse, alteration, unauthorised access and theft of the same.

By submitting your request through the website www.castila.es you consent to Sociedad Andaluza de Estudios Hispánicos using personal data about you, communicated by you or collected through the operation of the website. These data (names, e-mail address, postal address, credit card number with expiry date, bank account number, etc.) are necessary for us to process your request.

Likewise, you authorise Sociedad Andaluza de Estudios Hispánicos to use your data internally (to channel offers, subsidies and grants that may be of interest to the user),

but shall not transfer them to third parties without your express permission.

Requests are made through a secure server. The security software (SSL) encrypts all information you type before it is sent to us. In addition, message transmissions are protected against unauthorised access by third parties. Users may at any time exercise their rights of access, rectification, cancellation and opposition of their personal data, in accordance with the provisions of current legislation on personal data protection and implementing regulations, by writing to our company by post (Sociedad Andaluza de Estudios Hispánicos, Plaza de San Nicolás, 3 18010 - Granada) or by e-mail: info@castila.es attaching a photocopy of your ID card or equivalent supporting document.

For what purposes do we process your personal data?

SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) Reply to your enquiry and to contact you by any means, including electronic means, to send you information about CASTILA courses and activities, if you have chosen this option. To use the photographic and audiovisual material of the activities, website, blog and social networks, documents and printed graphic materials such as posters, brochures and manuals in the case of taking a course with CastiLa and having chosen this option.

How long will we keep your personal data?

Your data will be kept for the minimum time necessary for the correct provision of the service offered as well as to meet the responsibilities that may arise from the same and any other legal requirement.

What is the legitimacy for the processing of your data?

The legal basis for processing your personal data may be the performance of a potential and/or subscribed contractual relationship, legitimate interest, legal authorisation and/or the consent of the data subject. The data we request from you are adequate, relevant and strictly necessary and you are under no obligation to provide them, but failure to provide them may affect the purpose of the service or the impossibility of providing it.



To which recipients will your data be communicated?

SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) will not communicate your data to any third party, unless expressly informed of this. No international data transfers are foreseen.

What are your rights when you provide us with your data?

The data protection held by data subjects are:

- Right to request access to personal data relating to the data subject
- Right of rectification or erasure
- Right to object
- Right to request the restriction of processing
- Right to data portability

The owners of the personal data obtained may exercise their personal data protection rights by sending a written communication to the registered office of SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) or to the e-mail address provided for this purpose, admon@castila.es including in both cases a photocopy of their ID card or other equivalent identification document. Models, forms and more information about your rights are available on the website of the national supervisory authority, Agencia Española de Protección de Datos, hereinafter AEPD, www.agpd.es.

Can I withdraw consent?

You have the possibility and the right to withdraw your consent for any specific purpose granted at the time, without affecting the lawfulness of the processing based on the consent prior to its withdrawal.

Where can I complain if I consider that my data is not being treated correctly? If any interested party considers that their data are not being treated correctly by Web y Contenidos SL, they can send their complaints to SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) or to the corresponding data protection authority, being the AEPD the one indicated in the national territory, www.agpd.es

Security and updating of your personal data

In order to safeguard the security of your personal data, we would like to inform you that

SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) has adopted all the technical and organisational measures necessary to guarantee the security of the personal data supplied. All this to avoid their alteration, loss, and/or unauthorised processing or access, as required by law, although absolute security does not exist.

In order for us to keep your personal data up to date, it is important that you inform us whenever there is a change in your personal data.

Confidentiality

SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) informs you that your data will be treated with the utmost care and confidentiality by all the staff involved in any of the processing stages. We will not transfer or communicate your data to any third party, except in the cases provided for by law, or unless the interested party has expressly authorised us to do so.

Commitments and obligations of users

The user is informed and accepts that access to this website does not imply, in any way, the beginning of a business relationship with SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA). In this way, the user undertakes to use the website, its services and contents without contravening current legislation, good faith and public order.

It is forbidden to use the website for illicit or harmful purposes, or in any way that may cause damage or impede the normal operation of the website. With respect to the contents of this website, it is prohibited:

- Reproduction, distribution or modification, in whole or in part, without my permission, is prohibited. authorisation as the legitimate holder;
- Any infringement of the rights of the provider or of me as the legitimate owner;
- Their use for commercial or advertising purposes.

In using the website, <https://castila.es> the user undertakes not to carry out any conduct that could damage the image, interests and rights of SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) or third parties or that could damage, render useless or overload the portal <https://castila.es> or that could prevent, in any way, the normal use of the website.

However, the user should be aware that the security measures of the systems



The computer systems on the Internet are not entirely reliable and therefore <https://castila.es> cannot guarantee the non-existence of malware or other elements that may cause alterations in the user's computer systems (software and hardware) or in their electronic documents and files contained therein, although all the necessary means and appropriate security measures have been taken to avoid the presence of these harmful elements.

Sponsored ads, affiliate links and advertising

This website offers users sponsored content, advertisements and/or affiliate links. Among the links provided, there is the possibility of informing and referencing products and/or services and/or infoproducts. In the latter cases, this request will be forwarded to third parties, as they are: The information appearing in these affiliate links or the advertisements inserted, are provided by the advertisers themselves, so SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) is not responsible for any inaccuracies or errors that may contain the ads, nor does it guarantee in any way the experience, integrity or responsibility of the advertisers or the quality of their products.

The advertisements will remain published on the portal until they are eliminated or suspended by the advertiser or SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA), which logically will not be responsible if, once they have been removed from its databases, the advertisements continue to be indexed in search engines outside this portal.

Any contractual or extra-contractual relationship that the user enters into with advertisers, affiliates or third parties contacted through this portal is understood to be solely and exclusively between the user and the advertiser and/or third party. The user knows and accepts that <https://castila.es> only acts as a channel or advertising medium and therefore has no liability whatsoever for damages of any kind caused by reason of their negotiations, conversations and/or contractual or extra-contractual relations with advertisers or third parties contacted through this portal.

Security measures

The personal data communicated by the user to SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) may be stored in automated or non-automated databases, whose ownership corresponds exclusively to SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL.

(CASTILA), assuming all the technical, organisational and security measures that guarantee the confidentiality, integrity and quality of the information contained therein in accordance with the provisions of current data protection legislation.

Conflict resolution platform

I also make available to users the dispute resolution platform provided by the European Commission, which is available at the following link: <http://ec.europa.eu/consumers/odr/>.

Intellectual and industrial property rights

Pursuant to the provisions of Articles 8 and 32.1, second paragraph, of the Intellectual Property Law, the reproduction, distribution and public communication, including making , of all or part of the contents of this website, for commercial purposes, in any medium and by any technical means, without the authorisation of SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA), are expressly prohibited. The user undertakes to respect the Intellectual and Industrial Property rights owned by SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA).

The user knows and accepts that entire website, including but not limited to text, software, content (including structure, selection, arrangement and presentation), podcasts, text, logos, photographs, audiovisual material and graphics, is protected by trademarks, copyright and other legitimate rights, in accordance with international treaties to which Spain is a party and other property rights and laws of Spain.

In the event that a user or third party considers that there has been a violation of their legitimate intellectual property rights by the introduction of certain content on the website, they must notify this circumstance to SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) indicating:

- Personal details of the data subject who is the holder of the allegedly infringed rights, or indicate the representation under which he/she is acting in the event that the complaint is submitted by a third party other than the data subject.
- Identify the content protected by intellectual property rights and its location in the website, the accreditation of the intellectual property rights indicated and express declaration



in which the person concerned accepts responsibility for the accuracy of the information provided in the notification.

Disclaimer of warranties and liability

SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) does not grant any guarantee nor it responsible, in any case, for damages of any kind that may be caused by:

- The lack of availability, maintenance and effective operation of the website, or of its services and content;
- The existence of malware, malicious or harmful programmes in the contents;
- Illegal, negligent, fraudulent use or use contrary to this Legal Notice;
- The lack of legality, quality, reliability, usefulness and availability of the services provided by third parties and made available to users on the website.
- The Provider shall not be liable under any circumstances for any damage that may result from illegal or improper use of this website.

Applicable law and jurisdiction

In general, relations between SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) and the users of its telematic services on this website are subject to Spanish legislation and jurisdiction and to the courts of Granada.

Contact

Should any user have any questions about these Terms and Conditions or any comments about the <https://castila.es> portal, please contact admon@castila.es. The legal notice was last updated on 21-10-2018.

Principles I will apply to your personal information

In processing your personal data, I will apply the following principles that comply with the requirements of the new European data protection regulation:

- Principle of lawfulness, fairness and transparency: I will always require your consent to the processing of your personal data for one or more specific purposes that I will inform you of in advance with absolute transparency.
- Data minimisation principle: I will only request data that are strictly necessary in relation to the purposes for which I require them. As little as possible.

- Principle of limitation of the storage period: the data will be kept for no longer than is necessary for the purposes of the processing, depending on the purpose, I will inform you of the corresponding storage period, in the case of subscriptions, I will periodically review my lists and delete those records inactive for a considerable time.

- Principle of integrity and confidentiality: Your data will be treated in a way that ensures adequate security of personal data and guarantees confidentiality. You should be aware that I take all necessary precautions to prevent unauthorised access or misuse of my users' data by third parties.

How did I get your details?

The personal data that I process at SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) comes from:

- Contact form
- Enrolment form
- Level test form
- Comments in blog

For what purpose do I process your personal data?

When a user connects to this website, for example to comment on a post, send an email to the owner, subscribe or make a contract, they are providing personal information for which SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) is responsible. This information may include personal data such as your IP address, name, physical address, email address, telephone number, and other information. By providing this information, you consent to the collection, use, management and storage of your information by <https://castila.es>, only as described in the Legal Notice and in this Privacy Policy.

At SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) there are different systems for capturing personal information and I process the information provided by interested parties for the following purposes for each capture system (forms): - Contact form, registration and level test: I request the following personal data: Name, Email, to respond to the requirements of the users of <https://castila.es>. For example, I may use this data to respond to your request and to respond to any doubts, complaints, comments or questions you may have.



concerns you may have regarding the information included on the website, the services provided through the website, the processing of your personal data, questions concerning the legal texts included on the website, as well as any other queries you may have are not subject to the terms and conditions of contract.

- Registration form for blog comments: To comment on the publications of the blog <https://castila.es> the user is required to register through this form. In this case, I request the following personal data: Name, Email, Once registered, the user can make as many comments as he/she wishes and reply to the previous ones. I inform you that the data you provide will be located on arsys servers.

There are other purposes for which I process your personal data:

- To ensure compliance with the terms of use and applicable law. This may include the development of tools and algorithms that help this website to ensure the confidentiality of the personal data it collects.
- To support and improve the services offered by this website.
- Other non-identifying data are also collected and obtained through some cookies that are downloaded to the user's computer when browsing this website, which are detailed in the cookies policy.
- To manage social networks. SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) may have a presence on social networks. The processing of data that is carried out of the people who become followers in social networks of the official pages of <https://castila.es>, shall be governed by this section. As well as those conditions of use, privacy policies and access regulations belonging to the social network that apply in each case and previously accepted by SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) will treat your data for the purposes of properly managing its presence on the social network, reporting activities, products or services of SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) as well as for any other purpose that the regulations of social networks allow. Under no circumstances will I use the profiles of followers in social networks to send advertising individually.

In accordance with the provisions of the European General Data Protection Regulation (GDPR) 2016/679, SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA), registered office at

Calle Aljibe del Gato, 1. 18010 Granada, Spain. will be responsible for the processing of data corresponding to web users and subscribers.

SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA), does not sell, rent or transfer personal data that may identify the user, nor will it do so in the future, to third parties without prior consent. However, in some cases collaborations with other professionals may be carried out, in such cases, consent will be required from users, informing them of the identity of the collaborator and the purpose of the collaboration. This will always be carried out with the strictest security standards.

Accuracy and veracity of the data

As a user, you are solely responsible for the veracity and correctness of the data you send to <https://castila.es> exonerating SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA), of any responsibility in this regard.

Users guarantee and are responsible, in any case, for the accuracy, validity and authenticity of the personal data provided, and undertake to keep them duly updated. The user agrees to provide complete and correct information in the contact or subscription form.

Acceptance and consent

The user declares to have been informed of the conditions on the protection of personal data, accepting and consenting to the processing of the same by SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) in the manner and for the purposes indicated in this privacy policy.

Revocability

The consent given, both for the processing and for the transfer of the data of the interested parties, may be revoked at any time by notifying SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) in the terms established in this Policy for the exercise of ARCO rights. This revocation shall in no case be retroactive.

Changes to the privacy policy

SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) reserves the right to modify this policy in order to adapt it to new legislation or jurisprudence, as well as to practices of



industry. In such cases, SOCIEDAD ANDALUZA DE ESTUDIOS HISPANICOS SL (CASTILA) will announce on this page the changes introduced reasonably in advance of their implementation. **Commercial mailings**

In accordance with the LSSICE, <https://castila.es> does not engage in SPAM practices, and therefore does not send commercial e-mails by electronic means that have not been previously requested or authorised by the user. Consequently, in each of the forms on the website, the user has the possibility of giving their express consent to receive the newsletter, regardless of the commercial information specifically requested.

In accordance with the provisions of Law 34/2002 on Information Society Services and Electronic Commerce, <https://castila.es> undertakes not to send commercial communications without duly identifying them.

Document revised on 20-10-2018.

