

Privacy Statement FINCA & CABALLOS

We, Radna Jannink and Annemarie van Toorn, take your privacy seriously. This notice explains how we collect, use, and protect your personal data when you visit our website or contact us. We process personal data in accordance with the General Data Protection Regulation (GDPR).

1. What data we collect

We may collect the following personal data:

- Name and contact information: such as your first and last name, address, phone number, and email.
- Demographic information: such as age, gender, and family composition.
- Financial information: such as income category and information about your current property.
- Housing preferences: such as your search profile and specific property preferences.
- Technical information: such as IP address, browser information, and website usage data.

2. How we collect your data

We collect personal data in several ways:

- Directly from you: when you fill out a contact form, sign up for our newsletter, or use our services.
- Automatically: through cookies and similar technologies when you visit our website.
- From third parties: such as partners or public registers, if relevant to our services.

3. Why we use your data

We use your personal data for:

- Service provision: to help you buy or sell a property.
- Communication: to respond to your questions or inform you about our services.
- Marketing: to provide news, offers, or newsletters if you have given consent.
- Legal obligations: to comply with statutory and fiscal requirements.

4. Who we share your data with

We only share your personal data with third parties when necessary for our services or to comply with legal obligations. This may include:

- Partners: such as mortgage advisors, notaries, or other real estate agents.
- Service providers: such as IT suppliers or marketing agencies supporting our business.
- Authorities: when required by law.

We ensure that all third parties that process data on our behalf sign a data processing agreement to guarantee the same level of protection and confidentiality.

5. How long we keep your data

We retain personal data only as long as necessary for the purposes for which it was collected, generally:

- Transaction-related data: up to five years after our services end.
- Financial data: in accordance with the seven-year fiscal retention requirement.
- Marketing data: until you unsubscribe from our communications.

6. How we protect your data

We take appropriate technical and organizational measures to safeguard your data, including:

- Secure connections: using SSL certificates for secure data transfer.
- Access control: limiting access to authorized personnel only.
- Awareness: training our team about the importance of data protection.

7. Your rights

Under GDPR, you have the right to:

- Access: know which data we process about you.
- Correction: have inaccurate or incomplete data corrected.
- Deletion: request deletion of your data unless legally required to retain it.
- Restriction: restrict processing of your data.
- Objection: object to the processing of your data.
- Portability: receive your data in a structured, commonly used, machine-readable format.

You can exercise these rights by contacting us at:

Email: info@fincacaballos.com