



Privacy Policy

This policy explains how and why we use personal information. It should be read in conjunction with our Cookies Policy, which provides details of how we use cookies and similar technologies to enable you to browse our website effectively.

About us

We are Elegant Homes Marbella SL a real estate service provider in Spain with its office at Urb Alcuzeuz, Res La Azalia Blq 4 Apt 2A, 29679 Benahavis, Malaga.

What information we collect

If you request information about a property on our web site or landing pages, purchase services from us, communicate with us, or do business with us, this will result in us collecting personal data about you (for example, we collect the name, address, email, fax and telephone number of private or business contacts).

We also collect information provided if you fill in a form, complete a survey, etc., which may include contact information that we decide to use for marketing purposes (please see 'Marketing' below). We do not normally collect sensitive personal data. In the event you provide us with any sensitive personal data, we will take extra care to ensure your rights are protected.

Third party sources

We sometimes collect additional information about actual or prospective customers from third party sources. Most of the time this won't be personal data (for example, we might obtain information about a company's business and performance), though on occasion we may receive personal data (such as a person's email or telephone number, or details of their role within a business).

How we use your information

We only ever use your personal data with your consent, or to the extent necessary to:

- enter into, or perform, a contract with you;
- comply with a legal duty;

- remember your preferences e.g. if you ask not to receive marketing material, we will keep a record of this, or for our own (or a third party's) lawful interests (such as marketing, internal record keeping, market research or to improve our products) provided your rights don't override these.

We will only use your information for the purpose it was collected (or for similar/related purposes). For our clients, this includes using personal data to the extent necessary to perform our contractual obligations (such as administering their accounts and providing them with services).

We will never sell your personal data or share it with third parties who might use it for their own purposes.

Marketing

We use personal information (such as email addresses and telephone numbers) to market and promote our services to our clients.

You can choose to 'opt out' of Elegant Homes Marbella SL marketing communications by clicking the 'unsubscribe' link at the bottom of our emails. If you wish to change your contact details or preferences please email us at info@eleganthomesmarbella.com

Complaints/spam

We provide real estate service in the region of Costa del Sol Spain. If you have received an email or other communication sent by Elegant Homes Marbella SL that you believe is spam or in violation of our acceptable use policies, please contact our abuse team at info@eleganthomesmarbella.com

Security

We employ a variety of technical and organizational measures to keep personal data safe and to prevent unauthorized access to, or use or disclosure of it.

Data Retention

We keep the information provided to us by our clients until our service is complete, we have found the product that you were looking for and afterwards for client care and aftersales purposes. We store logs of outbound emails after the email is sent for the purposes handling abuse complaints and compliance monitoring.

We will continue to store limited information about the client for up to 6 years for accounting, record keeping and administrative purposes. If we consider there is a need to store records for longer (for example, the service has been the subject of a dispute or claim) then we will retain the data for as long as is necessary.

Your rights

We want to ensure you remain in control of your personal data. Part of this is making sure you understand your legal rights, which (for individuals) are as follows:

Under the GDPR, you have:

- the right to request access to, deletion of or correction of, your personal data held by Us;
- the right to complain to a supervisory authority;
- be informed of what data processing is taking place;
- the right to restrict processing;
- the right to data portability;
- object to processing of your personal data;
- rights with respect to automated decision-making and profiling.

If you would like further information on your rights or wish to exercise them, please write to: The Data Protection Officer at info@eleganthomesmarbella.com

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so. If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you should contact us at: info@eleganthomesmarbella.com

Changes to Our Privacy Policy

We may change this Privacy Policy as we may deem necessary from time to time, or as may be required by law. Any changes will be immediately posted on www.eleganthomesmarbella.com and you will be deemed to have accepted the terms of the Privacy Policy on your first use of www.eleganthomesmarbella.com following the alterations. We recommend that you check this page regularly to keep up-to-date.