

Privacy Policy | Eternal Estates

At Eternal Estates Ibiza, we highly value your privacy and the protection of your personal data. This privacy policy explains how we collect and process your information, with whom this data is shared, and what rights you have regarding your personal data.

CONTACT DETAILS

- Eternal Estates Ibiza
- KVK number: 85601217
- VAT number: NL004118866B90
- Address: Langswater 508, 1069ED, Amsterdam
- Owner: Daniël Gino Barczak
- ID number: 241243853
- Email: info@eternal-estates.com
- Phone: +31644350907

PERSONAL DATA WE PROCESS

We collect and process the following types of personal data:

- Name
- Address
- Email address
- Phone number
- Copy of passport, ID, or driver's license (if required for agreements or legal obligations)
- Financial data, such as bank account number and payment details (if applicable)
- Other data actively provided by you, such as through correspondence or telephone contact.

PURPOSES OF DATA PROCESSING

We process your personal data for the following purposes:

- Providing our services as a real estate agency, such as mediation in sales, rentals, and holiday rentals.
- Drafting and processing rental and purchase agreements.
- Communicating with you about our services.
- Billing and financial processing.
- Processing bookings and reservations.
- Legal obligations, such as identity verification.
- Marketing purposes (only with explicit consent, such as when subscribing to our newsletter).



LEGAL BASIS FOR PROCESSING

We process your personal data based on the following legal grounds:

- Consent: For specific processing activities, such as receiving marketing messages.
- Contractual obligations: To fulfill agreements related to real estate transactions and rentals.
- Legal obligations: Such as the requirement to retain certain data for tax or identity purposes.
- Legitimate interest: For administrative purposes and to improve our services.

SHARING DATA WITH THIRD PARTIES

Your personal data may be shared with third parties if necessary, including:

- Other real estate agents or mediation partners for collaboration.
- Banks and financial institutions for mortgage applications.
- Insurance companies related to real estate transactions.
- Government authorities if legally required.
- IT and hosting partners maintaining our systems and website (under strict confidentiality agreements).

We do not sell your data to third parties.

INTERNATIONAL DATA TRANSFERS

If we transfer your personal data to countries outside the European Economic Area (EEA), we ensure that such transfers are carried out with appropriate safeguards, such as standard contractual clauses or other legally approved mechanisms.

DATA RETENTION PERIOD

We do not retain your personal data longer than necessary for the purposes for which it was collected or as legally required. Generally, we apply the following retention periods:

- Contract and invoice data: 7 years (in accordance with tax legislation).
- Identification data: 5 years after termination of service unless legally required otherwise.
- Marketing data: Until consent is withdrawn by the individual.

RIGHTS OF DATA SUBJECTS

You have the right to:

- Request access to your personal data.
- Request correction or supplementation if your data is incorrect or incomplete.
- Request the deletion of your personal data (right to be forgotten), provided this does not conflict with legal obligations.



- Object to processing based on our legitimate interest.
- Request the transfer of your data (data portability).
- Withdraw consent when processing is based on consent.

Requests can be submitted via info@eternal-estates.com. We will respond within one month.

SECURITY OF PERSONAL DATA

We take appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, or destruction. This includes:

- Encrypted storage of sensitive data.
- Restricted access to data based on authorization.
- Regular security checks and updates.
- Strict confidentiality agreements with external parties processing data.

COOKIES AND TRACKING TECHNOLOGIES

Our website uses cookies and similar technologies to enhance the user experience and collect statistical data. You can manage your cookie settings via your browser. For more information, please refer to our cookie policy.

CHANGES TO THE PRIVACY POLICY

We reserve the right to modify this privacy policy at any time. Important changes will be communicated via our website or email. The latest version is always available on our website.

COMPLAINT PROCEDURE

If you have any complaints about how we handle your personal data, you can contact us at info@eternal-estates.com. You also have the right to file a complaint with the Dutch Data Protection Authority via www.autoriteitpersoonsgegevens.nl.

