



INFORMATION NOTICE IN RELATION TO THE PROCESSING OF PERSONAL DATA

1. GENERAL

This Notice sets out how Sold on Espana (hereinafter referred to as “Sold on Espana” or “We”) processes data, whether on individuals (including personal data in respect of individuals who are clients, intermediaries or other third parties that Sold on Espana interacts with, or any individual who is connected to those parties) or otherwise. Where the data held are on individuals, this document also sets out the rights of those individuals in respect of that personal data.

This Notice has been prepared in accordance with the provisions of the EU Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (“General Data Protection Regulation” or “GDPR”).

Any questions relating to this Notice or requests in respect of personal data should be directed to info@soldonespana.com or contact-office@pittadjis.com

2. WHO WE ARE

We are an independent estate agent based in Spain

We are part of the Sold on Group and our main offices are located in Cyprus 360 Cape Greco Avenue, Protaras, 5296 Paralimni, Famagusta, Cyprus

We strive to protect personal data and apply high standards of conduct when it comes to privacy issues. We ensure that our employees are provided with the appropriate training in order to handle personal data promptly and in accordance with the laws. Furthermore, we endeavour to ensure that any parties with whom we co-operate apply the same high standards when it comes to data protection and privacy as we do.

3. YOUR PERSONAL DATA AND INFORMATION

When you visit one of our offices, our internet website(s), our social media pages, our online advertising channels or our representatives in various exhibitions (in Cyprus or abroad), or when you call / e-mail us we may ask you to provide us with certain information and personal data so that we can communicate with you about our products and services and provide you with our services. You are not obliged to provide us with such information, but if you choose not to or do not consent to the collection and process of your personal information and data so requested, you may

(Trading Name) Sold on Espana www.soldonespana.com

Sold on Spain Reg Number: 16173240 / Vat Number: B54982202 / Tel: 0034 633 429 716

Sold on Group - Head Office, Cape Greco Avenue 360, Protaras, 5296 Paralimni, Famagusta, Cyprus
00 357 2381 4474



miss out on information you require and we will be unable to provide you any of our services.

The personal information we will ask you to provide is the following in relation to Individuals buying or selling & Companies throughout the world

- a. Full Name & Position
- b. Address
- c. Country of Residence
- d. Contact Telephone Numbers
- e. Email Addresses
- f. Property Related Questions (Type of Property, Budget, Reason of Investment/Selling etc.)

4. HOW WE USE IT AND FOR WHAT PURPOSES

Here at Sold on Espana we take your privacy seriously and will only use your personal information in accordance with our Personal Data Protection Policy, in order to communicate with you about our services and to improve the quality of our services.

The purposes for which we collect your personal information are as follows: -

- a. To communicate with you about our services that may be of interest to you.
- b. To communicate with you about products and/or services of our affiliates that may be of interest to you.
- c. To match your inquiries and/or interests in property against an available property for sale or rent
- d. To match the type of your available property for sale or rent against the interest of prospective buyers in such type of property
- e. To conclude and/or perform a contract for providing our estate agent services in case you are interested in buying and/or selling an available property
- c. To inform you about promotional events, special offers, etc.
- d. To enable us to perform our obligations towards you.
- e. Any other purpose specifically requested and/or agreed by you.
- f. To investigate and follow up on any comments, inquiries and complaints you may have and to resolve any disputes and problems which may have arisen with respect to the use of our services.
- g. To obtain feedback from you that will help us to improve and/ or further the provision of our facilities and services.

Your personal data and information is processed and stored in our offices located in Spain along with the online cloud software programme which is accessed by Sold on Espana anywhere in the world - this is done only by authorised personnel and we

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follow the guidelines put in place by the software provider “Expert Agent Ltd” Vallis House, 57 Vallis Road, Frome, Somerset, BA11 3EG sales@expertagent.co.uk they will be able to provide any information relation to our website www.soldonespana.com & how the data is stored.

We use this third-party service providers (Expert Agent) to store and process personal data in certain ways which are useful for the purposes of our business.

Your personal data may be communicated and/or share to current or prospective landlords, tenants, vendors and buyers (and their respective representatives) in relation to any potential sale or rental and/or to our business partners, suppliers and subcontractors who are providing services to us in relation to the above purposes.

5. HOW LONG WE KEEP IT (DATA RETENTION POLICY)

Your information will be kept only for as long as required to fulfil the above purposes for which it was collected. After the applicable retention period, your personal data will be irreversibly destroyed unless destruction is prohibited for legal, regulatory or technical reasons.

Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information.

Sold on Espana shall erase your personal data if they are no longer necessary in relation to the above purposes for which they were collected or you have withdrawn in writing your consent on which the processing is based or you have a legitimate objection in processing your personal data in accordance to the GDPR.

Any requests for further information in relation to the continued processing of specific data and requests for destruction of data should be made to info@soldonespana.com or contact-office@pittadjis.com

6. CHANGES TO THIS NOTICE

Sold on Espana keeps this Notice under review in order to ensure that it is in line with any changes to the laws relating to privacy and personal data. Any updates will be communicated to you promptly

This Privacy Policy was last updated on 24 May 2018.

7. YOUR RIGHTS

You are hereby being informed that you have the right to request from us:

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- a. To access to your personal data.
- b. To withdraw your consent on which the processing is based by 30 days' notice.
- c. To receive a confirmation as to whether your data is processed and have access to your data, the purposes of its processing, the relevant categories of data, the recipients of the data, the information regarding the origin of the data and your profile.
- d. To rectify any wrong data in relation to your personal data.
- e. To erase your personal data when these are no longer necessary in relation to the above purposes or when there are no imperative and legal reasons for the processing or your data have undergone unlawful processing or we have such a legal obligation.
- f. To restrict the processing of your personal data when the data is inaccurate or the processing is unlawful or it is not necessary for the above purposes.
- g. To receive your personal data which have been processed by us in structured, commonly used, machine-readable format and transmit that data to another controller of personal data.

You can submit your request in writing by contacting us at info@soldonespana.com or contact-office@pittadjis.com

In the event that you wish to complain about how we have handled your personal data, please contact info@soldonespana.com or contact-office@pittadjis.com in writing at Sold on Espana 360 Cape Greco Avenue, Protaras, 5296 Paralimni, Famagusta, Cyprus. We will then look into your complaint and work with you to resolve the matter.

If you still feel that your personal data has not been handled appropriately according to the law, you can contact the Office of the Commissioner for Personal Data Protection.

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