

Privacy Policy (English)

Last updated: May 4, 2026

Casa del sol y Reforma (hereinafter “the Company”, “we”, “our”, “us”) operates the website <https://casasolreforma.es/>. We are committed to protecting your privacy. This Privacy Policy explains what personal data we collect, how we use it, and your rights as a user.

1. Information we collect

Through our website we may collect the following personal information:

- Full name
- Email address
- Phone number
- Message or inquiry you send via our contact form
- IP address and browsing data (via cookies – see section 5)

We may also obtain information when you contact us via WhatsApp, phone or email.

2. Purpose of processing

We use your data to:

- Respond to your quote requests, inquiries or technical questions
- Manage communication with you (by email, phone or WhatsApp)
- Send you, if you have given consent, information about our services or events (no spam)
- Improve our website and user experience through anonymous analytics

3. Legal basis

The processing of your data is based on:

- **Your consent** when you tick the appropriate box in the form or voluntarily contact us.
- **Pre-contractual measures** (when you request a quote or information about our services).
- **Legitimate interest** of the Company to respond to inquiries and improve its services.

4. Data retention

We will keep your personal data for as long as necessary to fulfil the purposes for which it was collected, and thereafter for applicable legal limitation periods (usually 5 years from the last interaction, unless a longer legal obligation applies).

5. Cookies

Our website uses first-party and third-party cookies to:

- Analyse traffic and user behaviour (e.g. Google Analytics)
- Remember language preferences (if we implement a language switcher)

You can configure your browser to reject all cookies or to alert you when cookies are sent. However, some parts of the site may not function properly.

6. Data sharing with third parties

We do not sell, rent or share your personal data with unauthorised third parties. We may share data with:

- Technical service providers (hosting, email platform, form plugins) who act as data processors and are bound by confidentiality agreements.
- Competent authorities when required by law.

7. Your rights

As a user in the European Union (including Spain), you have the right to:

- **Access** your personal data
- **Rectify** inaccurate data
- **Request erasure** (“right to be forgotten”)
- Restrict or object to processing
- **Data portability** (receive your data in a structured format)
- **Withdraw consent** at any time without affecting the lawfulness of previous processing

To exercise these rights, write to us at info@casasolreforma.es with the subject “Data Protection” and attach a copy of your ID or equivalent document.

8. Security

We implement reasonable technical and organisational measures to protect your data against loss, unauthorised access or disclosure.

9. Links to other websites

Our site may contain links to social networks or other external websites. We are not responsible for the privacy policies of those third parties.

10. Contact for privacy matters

Casa del sol y Reforma

Email: info@casasolreforma.es

Phone: +34 627 66 68 55

Address (for notifications): Marbella, Spain (physical address can be provided if required).

If you believe your rights have not been respected, you may lodge a complaint with the **Spanish Data Protection Agency (AEPD)** – www.aepd.es.