



Gralha 360, Lda
geral@gralha.pt

PRIVACY POLICY

The protection of your personal data is a priority for **CASA DO PILAR**. Below we describe who we are, for what purposes we can use your data, how we treat it, with whom we share it, how long we keep it, as well as ways to contact us and exercise your rights.

Who we are?

Your data will be processed by **GRALHA 360, Lda.**, legal person n.º 516 095 943 (hereinafter referred to as **Casa do Pilar**).

CASA DO PILAR is responsible for processing your personal data within the meaning of the General Data Protection Regulation (hereinafter referred to as GDPR).

Why do we process your information?

Your personal data may be collected and processed by CASA DO PILAR for the following purposes:

- a) For the fulfillment of legal obligations to which CASA DO PILAR is subject, namely communications to the Foreigners and Borders and Invoicing Services, General Directorate of Taxation.
- b) For the purposes of executing the Temporary Accommodation Agreement for Tourists or the Local Accommodation Management Agreement entered into with CASA DO PILAR, namely payment transactions, management of entries and exits, guest management, security deposits, provision of services complementary to the stay such as cleaning, transfers and breakfast or grocery service, management of contractual obligations or for the purposes of pre-contractual diligence.
- c) For the purposes of contact via email, mobile communications, digital platforms, within the scope of CASA DO PILAR's marketing strategies, information and commercial and contractual communications, as well as for information requests.
- d) For the purposes of protecting property owned or in the custody of CASA DO PILAR, as well as for the purposes of statistical analysis.

Failure to provide personal data for the purposes set out in paragraphs a) and b), implies that CASA DO PILAR is in breach of legal obligations imposed on it and, consequently, the possibility of terminating the Temporary Accommodation Contract for Tourists or the Management Contract of Local accommodation concluded, without the right to any compensation, as well as a deficient supply of services by CASA DO PILAR that cannot be attributed to it.

What kind of personal data do we collect?

Within the scope of its activity, CASA DO PILAR will collect and process the personal data necessary for the provision of the contracted services, requests for information or pre-contractual management, namely identification, contact, bank or payment card data.



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What do we process your information for?

The processing of your personal data will be carried out on the basis of the performance of the Temporary Accommodation Agreement for Tourists, the Local Accommodation Management Agreement and the fulfillment of legal obligations imposed on CASA DO PILAR, namely by legislation on matters of Entry, Permanence and Departure of Foreigners in the National Territory and tax legislation (article 6, n.º 1, b) and c) of the RGPD).

Additionally, the personal data collected for the purposes set out in subparagraph c) of the previous point, are based on the consent given by you to CASA DO PILAR for the respective treatment (Article 6, paragraph 1, subparagraph a) of the GDPR).

For the purposes set out in subparagraph d) of the previous point, CASA DO PILAR will process personal data, based on the legitimate interest pursued by it (Article 6(1)(f) of the GDPR).

How long do we keep your information?

Without prejudice to legal provisions, regulations or judicial determination to the contrary, the personal data collected will only be kept for the minimum period necessary for the purposes that motivated their collection or subsequent processing.

To whom may we transmit your personal data?

CASA DO PILAR may have to share some of your personal data with other recipients. These recipients include:

- a) Public Entities to which CASA DO PILAR is legally obliged to provide information, namely, the Foreigners and Borders Services and the DGCI – General Directorate of Taxation.
- b) Subcontractors who provide certain services related to your personal data under the cover of a subcontract and for the sole purpose of providing technical assistance to CASA DO PILAR. These include, inter alia, website hosting providers, email marketing service providers, cleaning service companies, law firms, accounting firms and insurance companies.
- c) The competent authorities to which CASA DO PILAR is legally obliged to disclose information in the course of legal proceedings or to detect technical and/or security problems, such as Judicial Entities or competent Control Authorities.

Note: It should be noted that CASA DO PILAR does not use it for commercial purposes (marketing), sell or transfer the data to third parties.

My data is transferred to countries outside the Uni not European?

Your personal data, collected by CASA DO PILAR, will not be transferred to any entity established outside the territory of the European Union.

Exceptionally and under certain conditions, CASA DO PILAR may transfer your personal data to countries outside the territory of the European Union, in accordance with applicable legislation, namely for the purposes of data hosting or storage, technical processing subcontracting, back-up and recovery of hosted data, service development.

CASA DO PILAR assures you that it will not transfer your personal data to countries that do not guarantee an adequate level of protection, in accordance with the provisions of the GDPR.



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What are my rights?

At any time, pursuant to the provisions of the GDPR, you may request access to your personal data, as well as its rectification or erasure, limitation of the treatment carried out, right of opposition and right to data portability.

If the requests made are manifestly unfounded or excessive, namely due to their repetitive nature, CASA DO PILAR may demand the payment of a reasonable fee, taking into account the administrative costs of providing the information or communications, or of taking the requested measures, or refuse to follow up on the request.

Regarding personal data whose processing by CASA DO PILAR is legitimized in the consent, you are granted the right to withdraw consent, without the exercise of such right being able to compromise the lawfulness of the treatment carried out on the basis of the consent previously given, nor the treatment subsequent use of the same data, based on another legal basis, such as compliance with the contract or legal obligation to which CASA DO PILAR is subject.

You also have the right to file a complaint with the National Data Protection Commission.

Security and Confidentiality

We are committed to keeping your data safe, so we apply appropriate technical and organizational measures to ensure a level of security appropriate to the risk of keeping your personal data on file. However, the transmission of information via the Internet is not completely secure, and we cannot absolutely guarantee the security of the information transmitted through our website.

We also respect the confidentiality of your information. As such, we do not sell, distribute or otherwise make your information commercially available to third parties. CASA DO PILAR is committed to keeping your information confidential in accordance with this Privacy Policy and applicable legislation.

Do you have any doubt?

If you have any doubts regarding the processing of your personal data, or if you wish to exercise any of your rights, please contact us:

Email:

CASADOPILAR@GRALHA.PT