

Solar d'Azeiteira – Privacy & Cookies Policy

Solar d'Azeiteira – a company incorporated and registered in Portugal – is the entity responsible for the domain <https://www.solardazeiteira.com>.

By accessing our website, Solar d'Azeiteira collects, processes, and uses personal data of users as the data controller.

This Privacy & Cookies Policy explains how we process personal data, how we use cookies and similar technologies, and sets out the rights of data subjects, in accordance with Regulation (EU) 2016/679 (GDPR) and complementary legislation.

1. Data Controller and Contact Information

Solar d'Azeiteira
R. Comércio 36, 3200-227, Lousã, Portugal
Tel: (+351) 961 312 150
Email: reservas@solardazeiteira.com

2. Personal Data Collected

We may collect and process the following data provided by users through website access and forms:

- Name
- Email address
- Site access information (IP address, date and time of access, pages visited, browser used)
- Data provided when filling in contact or newsletter subscription forms

3. Purposes and Legal Basis for Processing

Personal data is processed in accordance with GDPR for the following purposes:

- To establish contact with the user, after a contact request
- To send newsletters, when expressly requested
- To send relevant news and updates related to our activities
- To manage and improve website performance

Legal basis:

- Consent of the data subject (Art. 6(1)(a) GDPR)
- Legitimate interests of both the data subject and Solar d'Azeiteira (Art. 6(1)(f) GDPR)

4. Recipients of Personal Data

We may use third-party service providers (e.g. hosting, booking systems, newsletter providers) which may require access to personal data. In such cases, written agreements ensure compliance with GDPR and guarantee adequate safeguards.

5. Data Subject Rights

Users have the following rights under GDPR:

- Right to information (Articles 13–14)
- Right of access (Article 15)
- Right to rectification (Article 16)
- Right to erasure (Article 17)
- Right to restrict processing (Article 18)
- Right to object (Article 21)
- Right not to be subject to automated decision-making (Article 22)
- Right to data portability (Article 20)
- Right to lodge a complaint with the supervisory authority (CNPd in Portugal – www.cnpd.pt)

Consent may be withdrawn at any time without affecting the lawfulness of processing based on consent before its withdrawal.

6. Data Retention

- Newsletter subscription data will be kept until consent is withdrawn.
- Contact and booking-related data will be retained as long as necessary to comply with legal or contractual obligations.

7. Security Measures

We adopt appropriate technical and organisational measures to protect personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access.

8. Use of Cookies

Cookies are small text files stored on your device when you access our website. They are used to ensure website functionality, improve user experience, and collect analytical information.

We use the following types of cookies:

- Essential cookies – required for the proper functioning of the site (e.g. security, login, booking system).
- Analytics cookies (Google Analytics) – help us understand how visitors interact with our website (pages visited, time spent, etc.). Data collected is aggregated and anonymised.
- Advertising/Tracking cookies (Meta/Facebook Pixel) – allow us to measure the effectiveness of campaigns and deliver relevant ads to users.
- Behavioural analysis cookies (Hotjar) – provide insights into user interaction (e.g. heatmaps, session recordings) to help us improve usability.

9. Managing Cookies

Upon your first visit to our website, you will be asked to provide consent for the use of non-essential cookies.

You may at any time manage or withdraw consent through your browser settings or by using the cookie management tool available on our website. Please note that disabling some cookies may affect the functionality and user experience.

10. Supervisory Authority

If you believe your data protection rights have been violated, you may lodge a complaint with the Portuguese National Data Protection Commission (CNPd):

Rua de São Bento, 148, 3º, 1200-821 Lisboa

Tel: +351 213 928 400

Email: geral@cnpd.pt

11. Changes to this Policy

Solar d'Azeiteira may update this Privacy & Cookies Policy at any time. Changes will be published on this website and, if relevant, notified to users by email or other appropriate means.