

PRIVACY POLICY

Last updated: 12 / 06 / 2026

At Azahar Property Care, we respect your privacy and are committed to protecting your personal information.

Personal data is processed confidentially, discreetly, and in accordance with the General Data Protection Regulation (GDPR) (EU Regulation 2016/679) and applicable Spanish data protection laws.

This Privacy Policy explains how we collect, use, store, and protect personal information when you use our website or services.

1. Data Controller

Azahar Property Care

Owner: Vilma Landauskiene

Benicàssim / Castellón, Spain

Email: info@azaharpropertycare.com

2. What Information We Collect

When you visit our website, we do not actively request personal data through contact forms, booking forms, customer accounts, or online registration forms. However, technical data may be processed by our website provider Wix for website operation, security, performance, and functionality. This may include IP address, browser information, device information, date and time of access, and cookie-related data.

If you contact us by email, telephone, WhatsApp, Messenger, or another communication channel, we may process the information you voluntarily provide to us. If you request or conclude a service agreement with us, we may process additional information necessary to provide the agreed property care and management services.

Personal Information

- Full name
- Email address
- Telephone number
- WhatsApp and/or Messenger contact details
- Billing information
- Property address
- Emergency contact information

Property Information

- Property access information necessary for the provision of agreed services
- Property condition reports
- Photographs and video documentation of the property
- Maintenance and repair records
- Service visit documentation

Guest Information (where applicable)

For guest and holiday management services, we may process:

- Guest names
 - Arrival and departure information
 - Contact details where necessary
 - Guest identification data only where legally required under applicable Spanish regulations
-

3. Purpose of Data Processing

We process personal information for the following purposes:

- To provide agreed property care and management services
 - To perform scheduled property visits and inspections
 - To coordinate guest arrivals, departures, and key handovers
 - To organize repairs, maintenance, cleaning, and contractor coordination
 - To communicate urgent property-related matters
 - To prepare visit reports and photo/video documentation
 - To issue invoices and manage payments
 - To comply with legal obligations under Spanish law
 - To respond to enquiries submitted through email, or messaging services
-

4. Legal Basis for Processing

We process personal data based on one or more of the following legal grounds:

Contractual Necessity

Processing is necessary to provide services agreed between Azahar Property Care and the client.

Legitimate Interest

Processing may be necessary to ensure property supervision, efficient communication, maintenance coordination, service quality, and property security.

Legal Obligation

Where Spanish law requires processing or retention of information, including guest registration obligations where applicable.

Consent

Where consent is required, it may be withdrawn at any time.

5. Confidentiality

All information provided as part of an enquiry or service agreement will be treated confidentially and discreetly.

Azahar Property Care does not sell, rent, or unlawfully share personal information with third parties.

Personal information is processed only to the extent necessary for the provision of agreed services.

6. Sharing of Personal Data

Personal information may be shared only where necessary and only for the purpose of providing agreed services.

This may include:

- Cleaning companies
- Maintenance companies and contractors
- Electricians, plumbers, locksmiths, and emergency repair providers
- Property-related service providers
- Accountants, tax advisors, legal advisors, or insurance providers
- Public authorities where legally required

Only the minimum necessary information will be shared.

7. Data Retention

Personal information is retained only for as long as necessary to:

- Provide agreed services
- Maintain business, contractual, and accounting records
- Fulfil legal obligations
- Resolve disputes or legal claims

Guest identification information will only be retained where legally required.

Where legally required, accounting and contractual data may be retained for statutory periods under Spanish law.

8. Data Security

Azahar Property Care takes appropriate technical and organizational measures to protect personal information against unauthorized access, loss, misuse, disclosure, alteration, or destruction.

Property access information, visit reports, photographs, and personal data are handled securely and confidentially. Photographs and videos are used only for property documentation, visit reports, damage documentation, and communication with the client. They will not be published or used for marketing purposes without separate consent.

9. International Service Providers

Certain digital communication and website service providers used by Azahar Property Care (such as website hosting, email services, messaging platforms, or cloud-based systems) may process personal data outside the European Economic Area (EEA).

Where applicable, appropriate safeguards required under GDPR are applied to ensure an adequate level of data protection.

10. Your Rights Under GDPR

You have the right to:

- Request access to your personal data
- Request correction of inaccurate information
- Request deletion of your personal data where legally possible
- Restrict or object to certain processing activities
- Request data portability where applicable

- Withdraw consent where processing is based on consent
- Submit a complaint to the Spanish Data Protection Agency (AEPD) or another supervisory authority.

To exercise any of these rights, please contact:

Email: info@azaharpropertycare.com

11. Cookies & Website Data

Our website is hosted and operated through Wix. Wix may process technical website data on our behalf for hosting, security, functionality, performance, and essential website operation.

Additional cookies, including analytics or marketing cookies, may only be used where applicable and, where legally required, after obtaining user consent.

More information about cookies used on this website is provided in our cookie banner and cookie settings.

12. Changes to This Privacy Policy

Azahar Property Care reserves the right to update this Privacy Policy where necessary to reflect legal, operational, or website-related changes.

The latest version will always be published on this website.

13. Contact

If you have any questions regarding this Privacy Policy or how your personal data is processed, please contact:

Azahar Property Care

Owner: Vilma Landauskiene

Benicàssim / Castellón, Spain

Email: info@azaharpropertycare.com