

Privacy Policy UrHome Group

PERSONAL DATA

1. The UrHome Group is responsible for the collection and processing of personal data in relation to complaints submitted under this Regulation. In this regard, the UrHome Group undertakes to respect and comply with all personal data protection legislation, in particular Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (General Data Protection Regulation) and Law No. 58/2019 of 8 August, and to protect the confidentiality of all information relating to personal data subjects.
2. Personal data is collected and processed exclusively within the scope of complaints submitted under this Regulation.
3. Personal data is intended for the following purposes:
 - a. To confirm the identity and legitimacy of the complainant, or their legal representative, and to use necessary contact detail for receiving, analysing and responding to complaints and requests for information;
 - b. To improve products and services and to guarantee adequate levels of satisfaction for Customers and all parties interacting with the UrHome Group.
4. The legal bases for the processing of personal data is compliance with a legal obligation to which the controller is subject and the legitimate interest of the UrHome Group.
5. The data subject has the rights provided for in the General Data Protection Regulation, namely the right to request from the UrHome Group access to their personal data its rectification and, where permitted by law, the right to object to processing, to restriction of processing and to erasure. These rights may be exercised with the data controller using the contact details indicated in section 8. Personal data is retained for a period of three years.
6. Data subjects also have the right to lodge a complaint regarding non-compliance with these obligations with the National Data Protection Commission (www.cnpd.pt).
7. For any questions related to this matter, you can consult the Privacy Policy at www.urhome.pt, or contact the UrHome Group through the following channels:
 - a. By email to the Data Protection Officer's email address: gdp@uhp.pt;
 - b. By letter to Rua Duque de Palmela, no 27 1o Dto 1250-097 Lisboa.