Privacy and cookies

Personal data protection notice
Article 13 of Regulation (EU) 2016/679 (GDPR)

This notice covers browsing www.losparviero.it and contacting the agency using the contact details published on the website.

01 Controller and contact details

IMMOBILIARE LO SPARVIERO s.n.c. di Doro Mara e Santini Alessio e Diego
Piastra Servizi 8, c/o Centro Commerciale Il Gualdo
58043 Punta Ala, Castiglione della Pescaia (GR), Italy
VAT number: IT01050550530

Email: info@losparviero.it · Certified email (PEC): losparviero@legalmail.it
Telephone: +39 0564 922520 · Mobile/WhatsApp: +39 348 6063521
Use these contact details for privacy enquiries and to exercise your rights.

02 Data we process

Browsing data. IP address, date and time, requested resource, request status, browser and device information and, if transmitted, the referring page. These technical data are generated when your browser contacts the server.

Voluntary communications. Name, contact details, information about the property or service requested, correspondence and any attachments sent by email, certified email, telephone or WhatsApp. You provide these data directly; please do not send unnecessary sensitive data or information about other people.

03 Purposes and legal bases

Website operation and security: delivering pages and galleries, diagnosing errors and preventing misuse. The legal basis is the controller's legitimate interest in a reliable and secure service (Article 6(1)(f) GDPR), with due regard for users' rights.

Answering enquiries and arranging requested property services: steps taken at your request before entering into a contract or performing a contract (Article 6(1)(b)). For general communications unrelated to a contract: the legitimate interest in handling correspondence (Article 6(1)(f)).

Legal obligations and legal claims: compliance with applicable duties and lawful requests from authorities (Article 6(1)(c)); establishing, exercising or defending legal claims (Article 6(1)(f)). **Optional Google map:** consent (Article 6(1)(a) GDPR and Article 122 of the Italian Privacy Code), as explained in section 04.

Website services and retention

04 Cookies, browser storage and Google Maps

The website does not integrate audience analytics, advertising pixels or its own profiling cookies. Photos, galleries and fonts are served from the website. Technical components may use browser storage to operate: the “modernizr” compatibility test creates and immediately removes an entry in localStorage and sessionStorage, without tracking users.

Google Maps is disabled when you open a page. Only by selecting “I consent and load the map” do you authorise loading content from Google and any use of its cookies and identifiers. Google receives your IP address, browser/device data and interaction information; if you are signed in to Google, the provider may associate these data with your account, depending on your settings.

Consent applies only to the open page and is not saved as a permanent preference. You can withdraw it using “Disable the map”, which removes the embedded content and stops its use on that page. Withdrawal does not affect earlier processing or delete data already received by Google. Use your browser settings and Google’s controls to remove cookies already stored. You can always read the address and contact us without activating the map.

For users in the European Economic Area, the service is provided by **Google Ireland Limited**. Purposes, cookie types and lifetimes, and data management are explained in the Google Privacy Policy and Google cookie information.

05 External links and WhatsApp contact

Links to Google Maps, Facebook, WhatsApp and other websites are activated when you open them. The presence of a link alone does not load their embedded services. Destination websites process data under their own notices. WhatsApp is optional: you can use email or telephone instead. If you use WhatsApp, WhatsApp Ireland Limited also processes service data as a separate controller; the agency uses the conversation to respond to your enquiry.

06 Retention criteria

Technical data and logs: for as long as needed to deliver the service, investigate errors and protect systems, taking into account the purpose of each log and the time needed to identify and resolve events. Incident-related data are kept for as long as needed to handle the incident or protect a legal right.

Enquiries and correspondence: until the enquiry and related follow-up are concluded. If a contractual relationship results, relevant records are subject to applicable statutory retention periods and periods needed to protect legal rights. The need to retain data is reviewed periodically; data no longer needed are deleted or anonymised. External services apply the criteria described in their own notices.

Recipients, safeguards and rights

07 Who may receive the data

Authorised agency staff may access data, as may hosting, email, IT support and maintenance providers, advisers and professionals involved in the enquiry, and public authorities where required by law, to the extent necessary. Providers processing data on the controller's behalf act as processors under Article 28 GDPR; other parties act according to their respective roles. Enquiry data are not published or sold for advertising purposes.

08 Transfers outside the EEA

External services you choose to use may involve processing outside the European Economic Area. The notices of Google, WhatsApp and Meta describe countries, safeguards and how to obtain more information. Any transfers arranged by the controller must comply with Articles 44 onwards GDPR, through an applicable adequacy decision or appropriate safeguards, such as standard contractual clauses and supplementary measures where needed. You may ask the controller about the safeguards that actually apply and how to obtain a copy.

09 Your rights

In the circumstances and subject to the conditions in Articles 15-22 GDPR, you may request access to and a copy of your data, rectification, erasure and restriction of processing. You may request portability of data you provided where automated processing is based on consent or a contract.

You may object to processing based on legitimate interests on grounds relating to your particular situation. You may withdraw consent at any time, without affecting the lawfulness of processing before withdrawal.

Write to info@losparviero.it or use the other contact details in section 01. We normally respond within one month; for complex requests this may be extended by two further months, with notice within the first month. Exercising your rights is normally free of charge; only information needed to verify your identity may be requested.

You may lodge a complaint with the Italian **Garante per la protezione dei dati personali** (www.garanteprivacy.it), or with the supervisory authority where you habitually reside, work or where the alleged infringement took place. You may also seek a judicial remedy.

10 Your choices and the scope of this notice

Necessary technical data are essential to deliver the pages. Contacting us and activating the map are optional; without essential contact details or information, we may be unable to answer your enquiry. The website does not make automated decisions producing legal or similarly significant effects and does not automatically subscribe you to promotional communications. Any handling of agency instructions, contracts or specific statutory duties is accompanied by the information relevant to that service.

Legal references: Regulation (EU) 2016/679; Italian Legislative Decree 196/2003, as amended; Italian supervisory authority Guidelines on cookies and other tracking tools of 10 June 2021.
External services: WhatsApp privacy · Meta/Facebook privacy.