

Privacy Policy

Effective Date: 2026

1. Introduction Welcome to Green Coast Surf House, a brand operated by **Nómada Apogeu** ("we," "our," or "us"). We are committed to protecting your personal data and respecting your privacy in accordance with the General Data Protection Regulation (GDPR / RGPD) and applicable Portuguese data protection laws.

This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, communicate with us, or book a stay at Green Coast Surf House.

2. Information We Collect We may collect personal data that you voluntarily provide to us when booking a room, requesting information, or using our services. This includes:

- **Identity Data:** First name, last name, and identification document details (Passport/ID card numbers are required by Portuguese law for foreign guests).
- **Contact Data:** Email address, phone number, and billing address.
- **Financial Data:** Payment card details and billing information (processed securely through our third-party payment providers).
- **Transaction Data:** Details about payments to and from you, and other details of stays or services you have purchased from us.
- **Communication Data:** Any messages, inquiries, or feedback you send to us via email, contact forms, or phone.

3. How We Use Your Information We use the personal data we collect for the following purposes:

- **To manage your booking:** To process reservations, handle payments, and provide the accommodation and services you requested (Contractual necessity).
- **To communicate with you:** To send booking confirmations, pre-arrival instructions (like your remote check-in code), and respond to your inquiries (Legitimate interest / Contractual necessity).
- **To comply with legal obligations:** To issue mandatory tax invoices and to report foreign guest arrivals to the Portuguese Immigration and Borders Service (SEF), as required by Portuguese law (Legal obligation).
- **To improve our services:** To request feedback after your stay so we can improve the Green Coast Surf House experience (Legitimate interest).

4. Data Sharing and Disclosure We do not sell, trade, or rent your personal data to third parties. We may share your information only in the following situations:

- **Service Providers:** We may share data with trusted third-party vendors who assist us in operating our business, such as payment processors, booking management software, and email hosting services. These parties are contractually obligated to keep your data secure and use it only for the purposes we specify.

- **Legal Authorities:** We will disclose your information where required by law, such as to Portuguese tax authorities (AT) or immigration authorities (SEF).

5. Data Retention We will retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy. For example, Portuguese tax law requires us to keep billing and invoice records for 10 years. Guest registration data required by SEF is kept for the legally mandated period. Once the retention period expires, your data will be securely deleted or anonymized.

6. Your Data Protection Rights (GDPR) Under the GDPR, you have the following rights regarding your personal data:

- **Right of Access:** You can request copies of your personal data.
- **Right to Rectification:** You can request that we correct any information you believe is inaccurate or incomplete.
- **Right to Erasure ("Right to be Forgotten"):** You can request that we erase your personal data, under certain legally permitted conditions.
- **Right to Restrict Processing:** You can request that we restrict the processing of your personal data, under certain conditions.
- **Right to Object:** You can object to our processing of your personal data, under certain conditions.
- **Right to Data Portability:** You can request that we transfer the data we have collected to another organization, or directly to you, under certain conditions.

7. Data Security We implement appropriate technical and organizational security measures to protect your personal data from unauthorized access, accidental loss, disclosure, or destruction. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure.

8. Changes to This Privacy Policy We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We encourage you to review this page periodically for the latest information on our privacy practices.

9. Contact Us If you have any questions about this Privacy Policy, the data we hold on you, or if you would like to exercise one of your data protection rights, please do not hesitate to contact us.

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