

This Privacy Policy is designed for **Sandal Real Estate Services**, an Ontario-based company. It is structured to comply with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and the **Trust in Real Estate Services Act, 2002 (TRESA)**.

For our international clients (e.g., from the EU, Mid East), this also includes elements of the **General Data Protection Regulation (GDPR)**.

Privacy Policy

Sandal Real Estate Services Effective Date: December 19, 2025

At Sandal Real Estate Services, your privacy is a cornerstone of our professional relationship. We are committed to protecting the personal information of our clients and website visitors in accordance with the laws of Ontario and Canada, as well as global privacy standards.

1. Information We Collect

We collect information only as necessary to provide professional real estate services. This includes:

- **Contact Information:** Name, address, phone number, and email.
- **Transaction Data:** Property preferences, financial information (for pre-approvals), and mortgage details.
- **Regulatory Data:** Identification required for FINTRAC compliance (e.g., Driver's License or Passport information).
- **Digital Data:** IP addresses, browser types, and website usage patterns via cookies to improve your user experience.

2. Purpose of Collection

We use your data strictly for:

- Facilitating the purchase, sale, or lease of real estate.
- Communicating property listings and market updates.
- Meeting legal and regulatory obligations (e.g., RECO and FINTRAC).
- Processing inquiries submitted through our website.

3. Consent

By using our website or engaging our services, you provide **implied consent** for the collection of your data. For sensitive financial or identity information, we will seek your **express written consent**.

- **Withdrawal:** You may withdraw your consent at any time (subject to legal or contractual restrictions) by contacting our Privacy Officer.

4. Data Sharing and Disclosure

We do not sell, rent, or trade your personal information. We only share data with:

- **Industry Professionals:** Lawyers, mortgage brokers, and home inspectors involved in your transaction (with your authorization).
- **Regulatory Bodies:** The Real Estate Council of Ontario (RECO) or law enforcement where required by law.
- **Service Providers:** Trusted third-party vendors (e.g., CRM or email hosting) who are contractually bound to maintain your data's confidentiality.

5. Security Measures

We employ high-level safeguards to protect your data:

- **Encryption:** Secure Socket Layer (SSL) technology for website data.
- **Access Control:** Access is limited to authorized personnel only.
- **Retention:** We retain records for **seven years** as required by Ontario real estate law, after which they are securely destroyed.

6. International Residents (GDPR)

If you are visiting from the European Union, you have additional rights:

- **Right to Erasure:** The "Right to be Forgotten" (unless data must be kept for legal real estate records).
- **Data Portability:** Requesting a copy of your data in a machine-readable format.
- **Right to Object:** Objecting to automated profiling or marketing.

7. Contact Our Privacy Officer

If you have questions about your data or wish to file a request for access/correction, please contact:

Privacy Officer Sandal Real Estate Services

Ontario, Canada

Email: [Insert Email Address]

Phone: [Insert Phone Number]

