

Privacy Policy

PROPERTYSCOUTS

Last updated: 21 July 2026

1. Introduction

PropertyScouts respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store and protect personal data when you:

- visit www.propertyscouts.com;
- contact us through the website, by email or through other communication channels;
- request information about our services;
- apply to become a PropertyScout, broker, agent, cooperation partner, franchise partner or member;
- register for training, certification, webinars or events;
- subscribe to newsletters or marketing communications; or
- otherwise interact with PropertyScouts. This Privacy Policy applies to the website www.propertyscouts.com and associated PropertyScouts services unless a separate privacy notice is provided.

2. Data Controller

The controller responsible for processing personal data through this website is:

AlphaNet Security OÜ

Juhkentali 8

10132 Tallinn

Estonia Website: www.alphanet.ee Email: info(at) alphanet.ee

Where a local PropertyScouts partner, broker, franchisee or independently operated office processes personal data for its own business purposes, that organisation may act as an independent data controller. Its own privacy information may therefore also apply.

3. Personal Data We Collect

Depending on how you use our website and services, we may collect the following categories of personal data.

3.1 Information you provide directly

This may include:

- your first and last name;
- email address;
- telephone or messaging contact details;

- country, city or region;
- company name and professional position;
- information about your property search or investment interests;
- preferred property type, location, price range and investment budget;
- information relating to a property you wish to sell, rent, purchase or evaluate;
- professional qualifications, licences and experience;
- information submitted in applications for membership, cooperation, certification, employment or franchise opportunities;
- correspondence and messages exchanged with us;
- documents or files voluntarily submitted to us; and
- any other information entered into a form or provided during communication with us. Please do not submit sensitive personal data unless it is necessary and we have specifically requested it.

3.2 Information collected automatically

When you visit the website, our server or hosting provider may automatically record technical information, including:

- IP address;
- date and time of access;
- requested page or file;
- referring website;
- browser type and version;
- operating system;
- device type;
- language settings;
- amount of data transferred;
- access status and error messages; and
- other technical connection information. This information is normally processed in server log files to provide the website, maintain security and diagnose technical problems.

3.3 Information obtained from third parties

Where permitted by law, we may receive information from:

- PropertyScouts cooperation partners;
- brokers, agents, developers and property owners;
- franchise or master-franchise partners;
- certification and training partners;
- professional or public registers;
- publicly available business sources;
- referral partners;
- social-media platforms; and
- service providers acting on our behalf. Where personal data has not been obtained directly from you, we will provide any information required by applicable law.

4. Purposes and Legal Bases

We process personal data only where we have a lawful basis to do so.

4.1 Operating and securing the website

We process technical and server data to:

- make the website available;
- ensure system and network security;
- prevent misuse, fraud and cyberattacks;
- identify and correct technical errors; and
- maintain the stability and functionality of the website. The legal basis is our legitimate interest in operating a secure and functional website.

4.2 Responding to enquiries

When you contact us, we process your contact details and the contents of your enquiry to:

- respond to your request;
- provide requested information;
- arrange a consultation or introductory meeting;
- refer your request to an appropriate PropertyScouts partner; and
- maintain records of our correspondence. The legal basis is taking steps at your request before entering into a contract, performing a contract or our legitimate interest in responding to business enquiries.

4.3 Property searches and real-estate services

Where you request property-related services, we may process your information to:

- understand your property and investment criteria;
- identify potentially suitable properties;
- communicate with property owners, developers, brokers and agents;
- arrange property viewings;
- prepare market or location information;
- coordinate due-diligence services;
- facilitate introductions to professional advisers or service providers; and
- manage the resulting business relationship. The legal basis is taking steps before entering into a contract, performing a contract and, where applicable, your consent.

PropertyScouts does not guarantee that a property, seller, broker, developer or other third party is suitable for a particular transaction. Separate due diligence and professional legal, tax, technical and financial advice may be required.

4.4 PropertyScout, agent, broker and partner applications

When you apply to become a PropertyScout, broker, agent, certified professional, cooperation partner, franchise partner or member, we may process your information to:

- review your application;
- assess professional experience and suitability;

- verify qualifications, licences and references;
- conduct compliance and integrity checks where appropriate;
- communicate with you about the application;
- manage training and certification;
- establish and administer a contractual relationship; and
- maintain our professional network. The legal basis is taking steps at your request before entering into a contract, performing a contract, compliance with legal obligations and our legitimate interest in maintaining professional standards.

4.5 Training, webinars and certification

We may process registration, participation and examination information to:

- administer training courses and webinars;
- provide learning materials;
- organise examinations and assessments;
- issue certificates;
- verify certification status;
- maintain certification records; and
- communicate information about renewals or continuing professional requirements. The legal basis is performance of a contract, compliance with certification rules and our legitimate interest in administering the PropertyScouts professional network.

Where certification results are made publicly verifiable, you will be informed separately about the information displayed and the legal basis for publication.

4.6 Compliance, fraud prevention and legal claims

We may process personal data to:

- comply with legal, tax, accounting, regulatory and reporting obligations;
- prevent fraud, misrepresentation and abuse;
- conduct sanctions or compliance checks where legally required;
- protect our rights, property and legitimate interests;
- establish, exercise or defend legal claims; and
- cooperate with courts, regulators and competent authorities. The legal basis is compliance with legal obligations and our legitimate interests in protecting our organisation and users.

4.7 Newsletters and marketing

Where you have subscribed to a newsletter or agreed to receive marketing communications, we may use your name, email address and preferences to send:

- PropertyScouts news;
- market information;
- property opportunities;
- invitations to webinars and events;
- training and certification information; and
- information about related services. The legal basis is your consent, where consent is required.

You may withdraw your consent at any time by using the unsubscribe link in the relevant email or contacting us. Withdrawal does not affect the lawfulness of processing carried out before withdrawal.

We may send limited communications to existing business contacts concerning similar services where permitted by applicable law. You may object to such communications at any time.

5. Contact Forms

When you use a contact or application form, the information entered into the form is transmitted to us and processed for the purposes described in this Privacy Policy.

Mandatory fields are identified as such because they are necessary for us to process your request. Other information is voluntary.

Information submitted through a form may be delivered or stored through our website provider, email provider, customer relationship management system or another contracted service provider.

6. Cookies and Similar Technologies

Cookies are small files stored on your device when you visit a website.

6.1 Essential cookies

The website may use cookies that are necessary to:

- provide essential website functions;
- maintain security;
- remember privacy or cookie preferences;
- enable forms or user sessions; and
- balance server traffic. Essential cookies do not require consent where they are strictly necessary to provide a service requested by the user.

6.2 Analytics, preference and marketing cookies

Subject to your consent, the website may also use cookies or similar technologies to:

- measure website traffic and performance;
- understand how visitors use the website;
- remember optional preferences;
- evaluate marketing campaigns;
- display embedded third-party content; or
- provide personalised advertising. These technologies will not be activated before consent where consent is required by law.

You can accept, refuse or manage optional cookies through the cookie banner or cookie-settings function provided on the website. You may withdraw your consent at any time.

7. Website Analytics

Include this section only if an analytics service is used.

Subject to your consent, we may use [Google Analytics / Matomo / other provider] to understand how visitors interact with the website.

Depending on the configuration, the analytics provider may process:

- truncated or full IP address;
- device and browser information;
- visited pages;
- session duration;
- approximate location;
- referral source;
- interaction events; and
- cookie or device identifiers.

Provider:

Google, Gordon House, 4 Barrow St, Grand Canal Dock, Dublin 4, D04 V4X7, Ireland

Further information: <https://www.google.com/analytics/terms/>

Where available, we use privacy-oriented settings such as IP-address reduction, limited retention periods and restricted data sharing.

Analytics will be activated only on the basis of your consent where required. You can withdraw consent through the website's cookie settings.

8. for Newsletter Policy, when used.

9. Embedded Content and External Platforms

The website may contain embedded maps, videos, social-media functions, booking tools or other third-party content.

Such providers may receive your IP address and technical information when their content is loaded. Some providers may also use cookies or associate your visit with an existing user account.

Where required, third-party content will not be loaded until you have provided consent.

Potential providers may include:

- Google Maps;
- YouTube;
- Vimeo;
- LinkedIn;
- Facebook or Instagram;
- webinar or video-conferencing providers;
- appointment-booking providers; and
- real-estate listing or mapping platforms. The specific providers used should be listed in the website's cookie settings and, where appropriate, in this Privacy Policy.

10. Recipients of Personal Data

We may disclose personal data, where necessary, to:

- employees and authorised representatives;
 - companies or associations within the PropertyScouts organisational structure;
 - local PropertyScouts partners and independently operated offices;
 - brokers, agents, property owners and developers;
 - franchise and cooperation partners;
 - training, assessment and certification providers;
 - website, hosting and IT providers;
 - email, communication and customer-management providers;
 - marketing and analytics providers where consent has been given;
 - payment and accounting providers;
 - translators and administrative service providers;
 - lawyers, tax advisers, auditors and other professional advisers;
 - insurers;
 - courts, public authorities and regulators; and
 - potential purchasers or investors in connection with a legitimate corporate transaction.
- Personal data is shared only where this is necessary for the relevant purpose and legally permitted.

Where a recipient processes information on our behalf, we require appropriate contractual data-protection safeguards.

11. International Data Transfers

PropertyScouts may operate internationally and may cooperate with organisations located inside and outside the European Economic Area.

As a result, personal data may be transferred to or accessed from a country outside the European Economic Area.

Where such a transfer is made, we will use an appropriate legal mechanism, such as:

- an adequacy decision adopted by the European Commission;
- standard contractual clauses approved by the European Commission;
- binding corporate rules;
- another legally recognised safeguard; or
- an applicable legal exception. Where appropriate, we also assess whether supplementary technical, contractual or organisational measures are required.

You may contact us for further information about the safeguards applicable to a particular transfer.

12. Storage Periods

We retain personal data only for as long as necessary for the purpose for which it was collected or for as long as required by law.

The following general criteria apply:

- Server logs: normally deleted or anonymised within 30 days, unless longer retention is necessary to investigate a security incident.
- General enquiries: normally retained for up to 12 months after the last communication.
- Contract and transaction records: retained for the duration of the relationship and applicable statutory limitation, accounting and tax periods.
- Unsuccessful applications: normally deleted within six months, unless consent has been given for longer retention.
- Training and certification records: retained for the validity of the certification and for any required verification, audit or limitation period.
- Newsletter information: retained until consent is withdrawn, subject to limited suppression records necessary to respect the withdrawal.
- Consent records: retained for as long as needed to demonstrate lawful consent.
- Legal claims: retained until the claim and relevant limitation periods have expired.
Information may be retained for longer where necessary to comply with a legal obligation, investigate suspected misconduct or establish, exercise or defend legal claims.

13. Data Security

We use appropriate technical and organisational measures designed to protect personal data against:

- unauthorised access;
- unlawful disclosure;
- accidental loss;
- alteration;
- destruction; and
- misuse.

These measures may include encrypted data transmission, access controls, secure hosting, backups, system updates, contractual confidentiality obligations and security monitoring.

No internet transmission or storage system can be guaranteed to be completely secure. You should therefore avoid sending highly confidential information through an ordinary contact form or unencrypted email unless specifically requested.

14. Your Data-Protection Rights

Subject to applicable law, you may have the right to:

- request access to your personal data;
- request correction of inaccurate or incomplete data;
- request deletion of your personal data;
- request restriction of processing;
- object to processing based on legitimate interests;
- object at any time to direct marketing;
- receive certain information in a structured, commonly used and machine-readable format;

- request transmission of eligible data to another controller;
- withdraw consent at any time;
- request information about international-transfer safeguards; and
- lodge a complaint with a competent supervisory authority. Where processing is based on our legitimate interests, you may object on grounds relating to your particular situation. We will stop the relevant processing unless we demonstrate compelling legitimate grounds or the processing is necessary for legal claims.

Where personal data is processed for direct marketing, you have an unconditional right to object at any time.

To exercise your rights, contact:

Use form on <https://www.alphanet.ee/contact>

We may request appropriate information to verify your identity before responding.

15. Complaints

You have the right to lodge a complaint with a data-protection supervisory authority, particularly in the country of your habitual residence, place of work or the place of the alleged infringement.

Where the controller is established in Estonia, the competent supervisory authority may be:

Estonian Data Protection Inspectorate Andmekaitse Inspektsioon

Tatari 39 10134 Tallinn Estonia

Website: www.aki.ee

You may also contact another supervisory authority that is competent under applicable data-protection law.

16. Automated Decision-Making

We do not currently make decisions producing legal or similarly significant effects solely through automated processing.

Where automated decision-making or profiling of this kind is introduced, we will provide the additional information required by law, including information about the logic involved and the expected consequences for affected individuals.

17. Children's Privacy

The website and services are intended primarily for adults and business users.

We do not knowingly collect personal data from children through the website. A parent or legal guardian who believes that a child has submitted personal data may contact us so that the matter can be reviewed and, where appropriate, the information deleted.

18. External Links

The website may contain links to third-party websites.

We are not responsible for the privacy, security or content practices of independent third-party websites. You should review the privacy information of any external website before submitting personal data.

19. Obligation to Provide Information

Certain information may be necessary for us to:

- respond to your request;
- provide a requested service;
- assess an application;
- enter into or perform a contract; or
- comply with legal requirements.

Where required information is not provided, we may be unable to process the request or provide the relevant service.

20. Changes to This Privacy Policy

We may update this Privacy Policy when our website, services, data-processing activities or legal obligations change.

The current version will be published on this page. The “Last updated” date at the beginning of the policy shows when it was most recently revised.

Material changes may also be communicated through the website or by another appropriate method.

21. Contact

Questions, requests or complaints concerning privacy and personal-data processing may be sent to:

AlphaNet Security OÜ Juhkentali 8 10132 Tallinn Estonia

Email: [info \(at\) alphanet.ee](mailto:info@alphanet.ee) Website: www.alphanet.ee