

Privacy Policy

1. Introduction

FLUPOL is committed to protecting the privacy of its users and to ensure that personal data is processed in compliance with Regulation (EU) 2016/679 (GDPR). This policy explains how we collect, use, and protect personal data. It also explains the use of cookies on our website.

2. Data Controller

FLUPOL – Surface Engineering, S.A., headquartered at Rua da Central, 401, 4440-043 Campo, Valongo, with VAT number 501671749, is the data controller for personal data collected through this website. For any privacy-related questions, please contact us at ana.cabeda@flupol.pt.

3. Personal Data Collected and Purpose of Processing

We may collect personal data, including:

- Identification and contact data: name, email, phone number, address, and VAT number, for the purpose of responding to inquiries, provide information, or deliver contracted services.
- Browsing data: automatically collected through cookies to optimize your experience on our website.
- Purpose and Legal Basis: data is processed to fulfill and execute contracts or requests, based on consent or the legitimate interest of the data controller, in accordance with the GDPR.

4. Data Sharing with Third Parties

FLUPOL does not share personal data with third parties, except with subcontracted service providers supporting our activities (e.g., IT providers), and only with contractual guarantees for data protection. If legally required, data may be shared with competent authorities.

5. Data Security and Retention

We implement technical and organizational measures to protect personal data against unauthorized access, alteration, loss, or destruction, including:

- Strict control over mobile devices and data storage;
- Access control through protected and non-shared passwords;
- Specific safeguards for information in digital and physical formats.
- Destruction or anonymization of personal data that are no longer necessary for the purposes for which they were collected or to comply with the applicable legal obligations.

6. Data Subjects' Rights

Data subjects have the right to request access, rectification, erasure, restriction, and the right to object to data processing, as well as the right to data portability. They also have the right to file a complaint with the CNPD – Portuguese Data Protection Authority. These requests must be submitted via email to ana.cabeda@flupol.pt and will be handled in accordance with the applicable legal deadlines.

7. Cookies

We use cookies on our website to improve navigation and user experience. Cookies are small text files stored on the user's device that allow the website to recognize users on future visits and collect statistical data on site usage.

Users can manage their cookie preferences at any time through their browser settings. Disabling cookies may limit the functionality of certain areas of the website.

8. International Data Transfers

FLUPOL does not transfer personal data outside the European Economic Area. However, if such transfers become necessary, we will ensure that they comply with the EU's standard contractual clauses for data protection.

9. Security Incident Notification

In the event of a personal data breach that may compromise the rights of data subjects, we will notify the Portuguese Data Protection Authority (CNPD) in accordance with the GDPR.