

Privacy Policy — CALLA Arquitetas

Last updated: 23 September 2026

CALLA Arquitetas, Lda. (“CALLA”), company number **516 943 677**, with its registered office at **Avenida de Sabóia, room 4, no. 737-A, Monte Estoril, 2765-581 Estoril, Portugal**, is the controller of the personal data described here. For privacy enquiries, email geral@calla.pt.

This policy covers website visitors, people who contact CALLA, prospective and current clients, and users of CALLA’s professional social media pages. Processing is governed by Regulation (EU) 2016/679 (GDPR) and Portuguese Law No. 58/2019.

1. Data, purposes, legal bases and retention

Situation and data	Purpose and legal basis	Retention
Website form, email, phone or social media: name, contact details, company, message and attachments	Reply and follow up: steps requested before entering a contract (Article 6(1)(b)) for prospective individual clients; legitimate interests in responding to other professional enquiries (Article 6(1)(f)).	Up to 12 months after the last interaction if no proposal or contract follows, unless longer retention is documented as necessary.
Quote requests: identity and contact details, property information, requirements and supplied documents	Prepare and negotiate proposals: pre-contractual steps (b), or legitimate interests for business relationships (f).	Up to 24 months after the last contact if no contract follows, unless needed to establish or defend claims.
Clients, representatives and project contacts: identity, contacts, tax number where needed, contracts, correspondence and project materials	Conclude and deliver architecture services: contract with an individual (b); legitimate interests in managing corporate contracts and professional contacts (f); applicable permitting and professional legal obligations (c).	During the project and generally for up to 30 years after closure for technical documentation. Final versions and records proving creation or ownership may be kept longer while CALLA’s economic copyright subsists and retention is necessary to exercise or defend it. The archive is reviewed at least every five years; unnecessary contacts, correspondence and other personal data are erased or de-identified earlier where possible. Specific obligations or disputes may justify limited further retention.
Invoices, receipts and accounting records	Tax and accounting compliance: legal obligation (c).	10 years or the period required by the law then in force.
IP address, security logs and technical data needed to run the website	Operate and secure the site, prevent abuse and investigate incidents: legitimate interests (f).	Technical logs for up to 90 days, unless an incident justifies limited longer retention. See the Cookie Policy for cookies.

Situation and data	Purpose and legal basis	Retention
Optional newsletter: name, email, preferences and evidence of consent	Send requested promotional messages: consent (a), subject to electronic marketing rules.	Until consent is withdrawn; subscription and withdrawal records for as long as reasonably needed to demonstrate compliance and honour the opt-out.
Images, testimonials or materials identifying people in the portfolio, site or social media	Showcase CALLA's work: specific consent (a) where required, or another appropriate documented basis. A client's contractual permission to display a project does not replace the rights of individuals pictured.	Until the purpose ends or consent is withdrawn where consent is the basis, subject to strictly necessary evidential records.

CALLA holds economic copyright in projects created before its incorporation. Keeping records that prove those rights does not justify retaining every item of personal data about former clients, collaborators or third parties, or permit the publication of identifiable photographs or information without an appropriate basis. Authors' moral rights remain protected by law.

Article 6(1)(b) applies to contracts with the data subject. For corporate clients, employees' and representatives' data may be processed under CALLA's legitimate interest in managing the relationship, balanced against their rights. You may ask about that assessment and object.

2. Required data and sources

CALLA receives data from you or the organisation you represent, and may obtain it from other project participants such as property owners, design consultants and public bodies where necessary for its services. Required contact-form fields are necessary to reply. Contracting, permits and invoicing may require further data; other information is optional. Please avoid sending sensitive information or ID documents through the general form unless specifically requested through an appropriate channel.

3. Recipients and service providers

Where necessary, data may be shared with specialist engineers and designers, contractors and project advisers, municipal and other permitting authorities, accountants, banks, competent authorities, and hosting, email, IT support and document storage providers. Each receives only what is needed for its role. Providers processing data on CALLA's behalf are bound by Article 28 GDPR agreements. CALLA does not give contacts to partners for their own marketing without a valid basis and specific notice.

4. International transfers

CALLA may use Microsoft 365/SharePoint and Google Drive. Depending on the contracted services, location, support and settings, data may be accessed or transferred outside the European Economic Area. Before a transfer, CALLA checks the applicable safeguard: a European Commission adequacy decision covering the recipient and transfer (including a valid EU-US framework certification where relevant), or standard contractual clauses and supplementary measures where needed. Ask **geral@calla.pt** for a copy of, or information about, the applicable safeguards. Actual providers and mechanisms must be checked against current contracts and settings.

5. Social media and external links

CALLA operates professional LinkedIn, Instagram and Facebook pages, replies to messages and comments, and may receive page insights. It handles enquiries under pre-contractual steps or its

legitimate interests in professional communications; portfolio publication follows section 1. Platforms process data under their own policies. Some page-insight operations may involve joint controllership under the platforms' published arrangements; this does not extend to every operation performed by a platform. Read the platform policies for details and to exercise rights with them. External sites apply their own notices when you visit them.

6. Security and incidents

CALLA limits access to authorised people, uses authentication controls, backups and technical and organisational safeguards proportionate to risk, and reviews access and providers. If a personal data breach occurs, CALLA assesses the risk and, where required, notifies the Portuguese supervisory authority and affected people under Articles 33 and 34 GDPR.

7. Your rights

You may request access, rectification, erasure, restriction and portability where applicable, and object to processing based on legitimate interests. You may withdraw consent at any time without affecting earlier lawful processing. Email **geral@calla.pt** or write to the address above. CALLA asks for additional identity information only if it has reasonable doubts. It replies without undue delay, normally within **one month** of receipt; in complex cases this may be extended by two months with notice. Requests are free, subject to legal exceptions.

You may complain to the **Portuguese Data Protection Authority (CNPD)** at www.cnpd.pt and seek a judicial remedy. CALLA does not make solely automated decisions with legal or similarly significant effects in the processing described here.

8. Updates

CALLA may update this policy as its practices or the law change. The published version will show its last update date. See the [Cookie Policy](#) for technologies stored on your device.