

## RETENTION POLICY

### SVENSK FASTIGHETSFÖRMEDLING SPAIN

We retain your personal data only for the time necessary for us to be able to fulfil the purposes of our processing of your personal data. Below we state how long we store your personal data for each purpose.

#### Seller

When you engage Svensk Fastighetsförmedling to sell your property, we save your personal data as follows.

| Purpose  | Information category  | Storage time | Time  |
|--|---|--------------|---|
| <i>Management of sale of residential property or service, including communication regarding the assignment, publication of information and photos on our own and partners' websites and administration of down-payment, as well as administration of customer database</i> | <ul style="list-style-type: none"> <li>Name</li> <li>Personal identity number</li> <li>Address</li> <li>Email</li> <li>Phone number</li> <li>Account number</li> <li>Purchase contract, including prospectus</li> <li>Information about the property, such as photos and sales price</li> </ul> | 10 years     | From signing the purchase contract.   |
| <i>Communication of offers, e.g. via email, SMS text message and other channels, for housing-related services and products</i>   | <ul style="list-style-type: none"> <li>Email</li> <li>Phone number</li> <li>Address</li> <li>Name</li> <li>Visitor statistics</li> </ul>  | 1 year       | From the time the estate agent's assignment for the seller ends.                  |
| <i>Communication of sales prices and addresses in various channels, e.g. through mailings, publication on our own and partners' websites, and on social media in order to market Svensk Fastighetsförmedling</i>   | <ul style="list-style-type: none"> <li>Information about the property, such as photos and sales price</li> </ul>  | 1 year       | From the time the estate agent's assignment for the sale ends.                    |
| <i>Implementation of controls to prevent money laundering and terrorist financing</i>  | <ul style="list-style-type: none"> <li>Name</li> <li>Account number</li> <li>Personal identity number</li> <li>Contact details (e.g. address, email address and phone number)</li> <li>Copy of ID document</li> </ul>   | 5 years      | From when measures have been taken to achieve customer due diligence.             |
| <i>Fulfil legal obligations, e.g. accounting rules</i>   | <ul style="list-style-type: none"> <li>Account number</li> <li>Name</li> <li>Estate agent fee</li> </ul>  | 7 years      | From the end of the calendar year in which the relevant financial year has ended. |

**Potential seller**

If you contact Svensk Fastighetsförmedling to request a valuation of a property or for us to be able to submit offers to you, we will save your personal information as follows.

| Purpose  | Information category   | Storage time | Time  |
|--|--|--------------|---|
| <i>Handling a request for valuation assignment</i>   | <ul style="list-style-type: none"> <li>• Name</li> <li>• Personal identity number</li> <li>• Contact details (e.g. address, email address and phone number)</li> <li>• Information about the property, e.g. type of property</li> <li>• Message</li> </ul> | 12 months    | From the time of the request.   |
| <i>Performance of valuation assignment</i>   | <ul style="list-style-type: none"> <li>• Name</li> <li>• Personal identity number</li> <li>• Contact details (e.g. address, email address and phone number)</li> <li>• Information about the property, e.g. type of property</li> <li>• Message</li> </ul> | 10 years     | From when the valuation was carried out.  |
| <i>Communication of offers of services in various channels, e.g. via email, SMS text message and social media</i>            | <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details (e.g. address, email address and phone number)</li> <li>• Visitor statistics</li> </ul>   | 2 years      | From collection of the data.  |
| <i>Fulfil legal obligations, e.g. accounting rules where the valuation assignment has been performed in return for a fee</i> | <ul style="list-style-type: none"> <li>• Account number</li> <li>• Name</li> <li>• Estate agent fee</li> </ul>   | 7 years      | From the end of the calendar year in which the relevant financial year has ended. |

**Buyer**

When you buy a property with Svensk Fastighetsförmedling as the estate agent, we save your personal data as follows.

| Purpose  | Information category  | Storage time | Time  |
|--|---|--------------|---|
| <i>Administration of sale of property</i>  | <ul style="list-style-type: none"> <li>• Name</li> <li>• Personal identity number</li> <li>• Account number</li> <li>• Address</li> <li>• Email</li> <li>• Phone number</li> </ul>  | 10 years     | From signing the purchase contract.   |
| <i>Communication of offers in various channels, e.g. via email, SMS text message and social media, for our own and partners' housing-related services and products.</i>  | <ul style="list-style-type: none"> <li>• Email</li> <li>• Phone number</li> <li>• Address</li> <li>• Name</li> <li>• Visitor statistics</li> </ul>  | 12 months    | From date of taking possession.   |
| <i>Implementation of controls to prevent money laundering and terrorist financing</i>  | <ul style="list-style-type: none"> <li>• Name</li> <li>• Personal identity number</li> <li>• Account number</li> <li>• Contact details (e.g. address, email address and phone number)</li> <li>• Copy of ID document</li> </ul> | 5 years      | From when measures have been taken to achieve customer due diligence.             |
| <i>Communication of sales prices and addresses in various channels, e.g. through mailings, publication on our own and partners' websites, and on social media in order to market Svensk Fastighetsförmedling</i> | <ul style="list-style-type: none"> <li>• Information about the property, such as photos and sales price</li> </ul>  | 1 year       | From date of taking possession  |
| <i>Fulfil legal obligations, e.g. accounting rules</i>   | <ul style="list-style-type: none"> <li>• Account number</li> <li>• Name</li> <li>• Estate agent fee</li> </ul>  | 7 years      | From the end of the calendar year in which the relevant financial year has ended. |

**Prospective buyers**

When you contact Svensk Fastighetsförmedling regarding a property you are interested in, we save your personal data as follows.

| Purpose   | Information category  | Storage time | Time  |
|---|---|--------------|---|
| <i>Handling of expressions of interest for a specific property, including communication regarding the property, e.g. interest shown in other prospective buyers and bids received</i> | <ul style="list-style-type: none"> <li>Name</li> <li>Contact details (e.g. address, email address and phone number)</li> <li>Offer</li> <li>Personal identity number</li> </ul> | None         | From the time we received the assignment to sell the property.  |
| <i>Communication regarding other property types based on previously shown interest</i>  | <ul style="list-style-type: none"> <li>Name</li> <li>Contact details (e.g. address, email address and phone number)</li> </ul>  | 2 years      | From the latest contact, e.g. attending a viewing               |
| <i>Performing a satisfaction survey regarding an attended viewing</i>   | <ul style="list-style-type: none"> <li>Name</li> <li>Contact details (e.g. address, email address and phone number)</li> </ul>  | 3 months     | From the time of the completed survey to compile the responses. |
| <i>Communication of offers in various channels, e.g. via email, SMS text message and social media, for our own and partners' housing-related services and products.</i>               | <ul style="list-style-type: none"> <li>Name</li> <li>Contact details (e.g. address, email address and phone number)</li> <li>Visitor statistics</li> </ul>                      | 2 years      | From the latest contact, e.g. attending a viewing               |

**Users of the website**

When you visit Svensk Fastighetsförmedling's website, we save your personal data as follows.

| Purpose   | Information category  | Storage time  | Time   |
|---|---|---|--|
| <i>Processing of property and valuation monitoring, as well as newsletters and My Pages</i>                         | <ul style="list-style-type: none"> <li>Name</li> <li>Contact details (e.g. address, email address and phone number)</li> <li>Information about registered monitoring</li> </ul> | Until you unsubscribe from the service, or after 12 months of inactivity on My Pages. | From registration of the service                     |
| <i>Communication of properties and services in digital channels, e.g. social media, based on use of the website</i> | <ul style="list-style-type: none"> <li>User-generated data, e.g. visitor and click history</li> <li>User ID</li> </ul>  | 26 months   | From visiting the website or logging in to My Pages. |

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| Purpose   | Information category   | Storage time | Time   |
|---|--|--------------|--|
| <i>Evaluate and follow up use of our digital channels</i> | <ul style="list-style-type: none"> <li>• User-generated data, e.g. visitor and click history</li> <li>• User ID</li> </ul> | 26 months    | From visiting the website or logging in to My Pages. |

### Other processing

| Purpose  | Information category  | Storage time                        | Time  |
|--|---|-------------------------------------|---|
| <i>Performance of follow-up and evaluation of completed assignments, services provided, etc.</i>                           | <ul style="list-style-type: none"> <li>• Information on completed assignments, e.g. sales prices, area etc.</li> </ul>  | 3 months                            | From the time of the completed survey for compilation of the responses. |
| <i>Replying to requests</i>  | <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details (e.g. address, email address and phone number)</li> </ul>  | 12 months                           | From the time of the request.   |
| <i>Establish, assert and defend legal claims, e.g. in order to manage complaints and in connection with legal disputes</i> | <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details</li> <li>• Information on performed assignment</li> </ul>  | During applicable limitation period |   |
| <i>Management, protection and development of our systems and services</i>  | <ul style="list-style-type: none"> <li>• Name</li> <li>• Contact details (e.g. address, email address and phone number)</li> <li>• Personal identity number</li> <li>• Log information</li> </ul> | 13 months                           | From the time of the log event.   |