

PRIVACY POLICY

Last updated: January 2026

This Privacy Policy explains how Desarrollo Bahia Papagayo BP S.A. collects, uses, discloses, and protects your personal information when you visit <https://bahiapapagayo.com/> or <https://live.bahiapapagayo.com/> or interact with our digital platforms.

This website promotes Bahía Papagayo and is operated by Desarrollo Bahia Papagayo BP S.A.

1. Data Controller

The data controller responsible for the processing of your personal data is:

Desarrollo Bahia Papagayo BP S.A.
11th Avenue, 13th and 15th Street
San José
Costa Rica

Email: sales@bahiapapagayo.com

Desarrollo Bahia Papagayo BP S.A. is the developer and seller of Bahía Papagayo

Until authorized sales agents are appointed, all enquiries are handled directly by Desarrollo Bahia Papagayo BP S.A. through the email address above.

2. Information We Collect

Information You Provide Directly

We collect personal information that you voluntarily provide, including:

- Name
- Email address
- Phone number
- Country of residence
- Investment preferences
- Enquiry details submitted through forms
- Newsletter subscription details

This information is collected when you:

- Submit an enquiry

- Request brochures or pricing
 - Subscribe to communications
 - Contact us by email or phone
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Information We Collect Automatically

When you visit our website, we may automatically collect:

- IP address
- Device type and browser
- Pages visited
- Referral source
- Time spent on pages
- Interaction behaviour

This data is collected through cookies and analytics technologies. Please refer to our Cookie Policy for full details.

Information From Third Parties

We may receive personal information from:

- Real estate brokers and agents
- Marketing partners
- Lead generation platforms
- Advertising platforms
- CRM systems

This may include contact details and property enquiry-related interest data.

3. Legal Basis for Processing

We process your personal data on the following legal bases:

- Consent, including explicit consent for SMS communications when you provide your phone number and opt in through our forms.
- Legitimate interest, for business operations and marketing, including responding to enquiries, promoting our developments, improving our services, and maintaining the security of our digital platforms

- Contractual necessity, when responding to property enquiries
- Legal obligation, when required by law

You may withdraw consent at any time.

4. How We Use Your Information

Your personal information is used for:

- Responding to enquiries
- Providing property information
- Sending requested communications
- Marketing and advertising campaigns
- Website performance analysis
- Security and fraud prevention
- Legal and regulatory compliance

We do not sell personal data.

4.1 SMS Communications

If you provide your phone number and opt in to receive SMS communications, we may use your phone number to send you text messages related to your enquiry, including property updates, appointment reminders, and customer support communications.

SMS consent is not shared with third parties or affiliates for marketing purposes.

Message frequency varies based on your interaction with our services.

You may opt out at any time by replying STOP or contacting us directly at: sales@bahiapapagayo.com

5. Disclosure of Information

We may share your information with:

- Real estate sales partners and brokers
- CRM and marketing platforms
- Email service providers
- Website hosting providers
- Analytics and advertising partners

- Legal and professional advisors

All third parties are contractually required to process data securely and lawfully.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All categories above exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

6. International Data Transfers

Your personal data may be transferred and stored outside your country of residence, including in:

- Canada
- United States

Where required, appropriate safeguards are in place, including standard contractual clauses and equivalent protections.

7. Cookies and Tracking Technologies

We use cookies and similar technologies for:

- Website functionality
- Analytics and performance
- Marketing and advertising

We operate a consent-based cookie system. Non-essential cookies are only placed after opt-in consent.

For full details, please refer to our Cookie Policy.

8. Embedded Content and Third-Party Services

Our website may contain embedded content from third-party providers, including:

- YouTube
- Vimeo
- Google services
- Social media platforms

These services may collect data independently. Their processing is governed by their own privacy policies.

9. Data Retention

We retain personal data only for as long as necessary.

Typical retention periods:

- Enquiry data: up to 7 years, unless a shorter period is appropriate or required by law
- Marketing data: until consent is withdrawn
- Analytics data: up to 26 months
- Legal and compliance records: as required by law

Retention periods are reviewed regularly.

10. Data Security

We implement appropriate technical and organizational measures, including:

- Secure hosting environments
- SSL encryption
- Access controls
- Role-based permissions
- Data minimization practices

While no system is completely secure, we take all reasonable steps to protect your data.

11. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion
- Restrict processing
- Object to processing
- Withdraw consent
- Data portability
- Opt out of marketing
- Opt out of sale or sharing under CPRA

To exercise your rights, contact:

sales@bahiapapagayo.com

12. Complaints

If you believe your rights have been violated, you may lodge a complaint with your local supervisory authority.

EU users may contact their national data protection authority.

UK users may contact the Information Commissioner's Office.

California residents may contact the California Privacy Protection Agency.

13. Children's Privacy

This website is not intended for individuals under the age of 16. We do not knowingly collect personal data from children.

14. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be published on this page with an updated revision date.

15. Governing Law

This Privacy Policy is governed by the laws of Costa Rica, without prejudice to the application of the laws of other jurisdictions where required, and without prejudice to mandatory consumer protections in your jurisdiction.

16. Contact

For privacy enquiries, contact:

Desarrollo Bahia Papagayo BP S.A.

11th Avenue, 13th and 15th Street

San José

Costa Rica

Email: sales@bahiapapagayo.com

Website: <https://bahiapapagayo.com>