

Privacy Policy – Hi Montenegro

Effective date: 26 March 2025

1. Personal Data Controller

The controller of your personal data is Montenegro Property Group d.o.o., with its registered office in Montenegro (hereinafter referred to as the “Controller” or “we”), providing real estate brokerage services, rental management, concierge services and property furnishing services.

Contact:

- Email: hi@himontenegro.com
- Address: MONTENEGRO PROPERTY GROUP DOO., MOJDEŽ BB, HERCEG NOVI, Montenegro

2. What Personal Data Do We Collect?

We collect personal data that you voluntarily provide to us, for example through contact forms, qualification questionnaires, and communication by email or telephone. This may include:

- first and last name
- email address
- telephone number
- property preferences
- information about your budget, timing and purpose of purchase
- information about your visits to Montenegro

We use this data solely for purposes necessary to provide our services, communicate with you, and tailor our offer to your needs.

3. Purposes of Processing

We process your personal data for the following purposes:

- responding to enquiries submitted through contact forms
- presenting property offers tailored to your needs
- carrying out the client qualification process
- contacting you by telephone or email
- organising visits, stays and property viewings in Montenegro
- handling transactions and concluding agreements
- sending newsletters, if you have given your consent

4. Legal Basis for Processing

Your personal data is processed on the basis of:

- Article 6(1)(a) of the GDPR – the data subject’s consent
- Article 6(1)(b) of the GDPR – processing necessary for the performance of a contract
- Article 6(1)(f) of the GDPR – the Controller’s legitimate interests (e.g. direct marketing and client communication)

5. Data Sharing

Your personal data may be shared with entities supporting us in providing customer service, including translators, notaries, accountants, lawyers, real estate agents and sales offices, solely to the extent necessary to provide our services.

We do not transfer personal data outside the European Economic Area, except where this results from the location of our business activities, as Montenegro is outside the European Union.

6. Data Retention Period

Personal data is retained for as long as necessary to fulfil the purposes for which it was collected, but no longer than 5 years, unless a longer retention period is required by law.

7. Your Rights

You have the right to:

- access your personal data
- rectify your personal data
- request erasure of your personal data (the “right to be forgotten”)
- restrict the processing of your personal data
- object to the processing of your personal data
- data portability
- withdraw your consent at any time
- lodge a complaint with the competent supervisory authority

8. Cookies

Our website may use cookies for the following purposes:

- ensuring the proper operation of the website
- traffic analysis (Google Analytics)
- personalising content and offers

You can manage cookies through your browser settings.

9. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy. Any changes will be published on our website.