Effective Date: June 2, 2025

Last Updated: June 2, 2025

Welcome to F&A Agjensioni i Patundshmërisë. Your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal information when you use our services or visit our website.

1. Who We Are

F&A Agjensioni i Patundshmërisë

Address: Rr. Emin Duraku, Nr.10, Prishtina, Kosovo

Phone: +383 44 516 222

Email: info@realestate-fa.com

Website: www.realestate-fa.com

2. Information We Collect

We collect personal information that you voluntarily provide to us when you:

Contact us via phone, email, or through our website

Fill out property inquiry forms

Schedule a property viewing

Use our services to sell, rent, or buy real estate

This information may include:

Full name

Contact details (email, phone number, address)

Identification documents (when required by law)

Financial information (for rental or purchase agreements)

Property preferences or ownership details

We may also collect certain non-personal information such as IP addresses, browser type, and pages visited for analytics purposes.

3. How We Use Your Information

We use your information for the following purposes:

To provide and improve our real estate services

To contact you regarding your inquiries or transactions

To facilitate property showings, sales, rentals, or purchases

To meet legal and regulatory obligations

For internal record-keeping and analysis

We may use anonymized data for statistical analysis or marketing insights.

4. Sharing Your Information

We do not sell, rent, or lease your personal information. We may share your information with trusted third parties when necessary to:

Facilitate legal agreements and contracts

Cooperate with legal authorities when required by law

Collaborate with service providers (e.g., lawyers, notaries, inspectors) who support our operations

All third parties are obligated to maintain the confidentiality of your information.

5. Data Security

We are committed to protecting your personal data. We implement appropriate technical and organizational measures to safeguard your information from unauthorized access, disclosure, alteration, or destruction.

6. Your Rights

You have the right to:

Access the personal data we hold about you

Request correction of inaccurate or incomplete data

Request deletion of your data (subject to legal limitations)

Withdraw your consent at any time

Object to the processing of your personal data for direct marketing purposes

To exercise any of your rights, please contact us at the email provided above.

7. Cookies and Website Tracking

Our website may use cookies and similar tracking technologies to enhance your browsing experience. You can manage or disable cookies through your browser settings.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the content or privacy practices of those sites. Please review their privacy policies independently.

9. Updates to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with the revised date. We encourage you to review the policy regularly to stay informed.

10. Contact Us

If you have any questions or concerns about this Privacy Policy or how your data is handled, please contact us:

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