EXPATS PORTUGAL

Privacy policy

Last updated 2 October 2026

DRAFT — not yet in force. This text is being reviewed by a lawyer and may change. Blanks in [brackets] will be completed by Expats.

Effective date: [EFFECTIVE DATE]

1. Who we are

Expats Portugal ("Expats", "we") is operated by [LEGAL ENTITY NAME], [REGISTERED ADDRESS], NIPC [NIPC]. We are the controller of the personal data described here. Contact: [CONTACT EMAIL]. Privacy contact: [PRIVACY CONTACT / DPO].

2. Short version

- You can browse Expats without an account.
- We collect only what each feature needs. We don't sell personal data, and we don't use advertising trackers.
- Your requests, saved homes, tax workspace and documents are private to you. Staff access is limited by role, logged, and redacted where possible.
- You can download or delete your data from Settings at any time.

3. What we process, why, and on what basis

Giving us your email is needed to create an account. Your first name is used only to greet you, and you can change or remove it. Everything else is needed only for the feature you choose to use.

Data	When	Purpose	Legal basis
Email address, password (stored hashed by our authentication provider), sign-in records	When you create an account or sign in (including "Continue with Google")	Running your account and keeping it secure	Contract (GDPR Art. 6(1)(b)); security: legitimate interests (6(1)(f))
First name	You give it at sign-up, or your Google account shares it	Greeting you in your account. You can change or remove it in Settings	Contract (6(1)(b))
Name and profile picture shared by Google	If you use Google sign-in	As above	Contract (6(1)(b))
Quote requests: service, description, approximate area, timing, optional budget, the consent you gave, status history	When you send a request to a professional	Passing your request to the **one** professional you chose and letting you follow it	Contract (6(1)(b)) and your consent to share with that provider (6(1)(a))

Data	When	Purpose	Legal basis
Your account email, shared with the chosen professional	Only after you tick the sharing consent for that request	So the professional can reply to you	Consent (6(1)(a)), for that request only
Reviews: rating, text, public display name, month of service, first-hand declaration, moderation history	When you write a review of a completed request	Publishing genuine, moderated reviews	Legitimate interests (6(1)(f)) / contract — to confirm
Review reports: reason and details	When you report a review	Moderation	Legitimate interests (6(1)(f))
Saved homes (links you paste, your notes, status) and move-in tasks	When you use Saved homes	Your private workspace. We never open or copy the listings	Contract (6(1)(b))
Newsletter: email, consent version, confirmation status	When you sign up for the weekly briefing	Sending the briefing you asked for (double opt-in, one-click unsubscribe)	Consent (6(1)(a))
Tax workspace: answers, entered values, uploaded documents	When you use the IRS preparation tools	Preparing your declaration	Contract (6(1)(b)); consents for optional processing (see §4)
Season reminder sign-up: email	If you ask to be told when the filing season opens	Sending that one reminder	Consent (6(1)(a))
Professionals' business details, checks and private contact details	When a provider is listed	Operating the directory and passing requests	Contract / legitimate interests — see provider terms
Staff activity logs	When staff use admin tools	Accountability and security	Legal obligation / legitimate interests

We never ask for Portal das Finanças credentials and never submit anything to government portals on your behalf.

4. Optional consents in Settings

You can turn each of these on or off separately at any time: AI processing of uploaded tax documents; keeping your tax data from year to year; sharing your report with a partner accountant; marketing email. All are off unless you turn them on.

5. Who receives your data

- **Supabase** (database, authentication and file storage), hosted in the **EU (Ireland)** — processor.
- **** — serves the website — processor.
- **Google** — if you choose "Continue with Google" (sign-in), and because the website's font is loaded from Google Fonts, which shares your IP address with Google.
- **The professional you choose** — only the details of that request and your email, after your consent.

- **[EMAIL PROVIDER]** — to deliver account, request and newsletter emails, once chosen. Until then no emails are sent automatically.
- Authorities, where the law requires it.

We don't sell personal data or share it with advertisers.

6. International transfers

Our database is in the EU.

7. How long we keep data

- Account data: while your account exists; deleted when you delete it.
- Service requests and their history: [RETENTION PERIOD], or until you delete them.
- Reviews: while published, or until you delete them. Moderation records: [RETENTION PERIOD].
- Newsletter: until you unsubscribe or ask us to delete it.
- Staff audit logs: [RETENTION PERIOD].
- Tax workspace: as described in the tax workspace and your retention consent.

8. Stored on your device

We don't use advertising or analytics cookies. Portuguese law allows storing on your device only what's strictly necessary for a service you asked for; anything else needs your consent first. The website stores only these, in your browser:

- sign-in session (needed to keep you signed in);
- your theme (light/dark);
- your answers to the free tax check (until you choose to save them to an account);
- the area you picked on Home or Services.

9. Your rights

You can access, correct, export or delete your data, object to some processing, restrict it, and withdraw consent at any time. Most of this you can do yourself in **Settings** (export, delete, consents, name). For anything else, contact [CONTACT EMAIL]. You can also complain to the Portuguese data protection authority, the **CNPD** (www.cnpd.pt).

Deleting your data in Settings removes your tax cases and documents, consents, service requests and reviews, saved homes, move-in tasks and newsletter subscription. Reports you filed stay with the moderators without your identity. Removing the sign-in account itself is done by support.

10. Children

Expats accounts are for adults (18+). In Portugal, children can consent to online services from age 13; below that, a parent or guardian must consent. We don't knowingly create accounts for children.

11. Security

Every private record is protected by per-user access rules in the database. Staff access is role-based, logged, and redacted where possible. Documents are stored privately and opened only through short-lived links.

12. Changes

We'll show the date of the latest version here and tell account holders about significant changes.