

Privacy Policy

Last updated: 26 August 2026

At **Saunística**, we respect your privacy and are committed to protecting your personal data. This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, request information or a quotation, purchase products or otherwise interact with us.

We process personal data in accordance with the **General Data Protection Regulation (EU) 2016/679 (GDPR)**, the Spanish **Organic Law 3/2018 on the Protection of Personal Data and Guarantee of Digital Rights (LOPDGDD)** and other applicable data protection legislation.

1. Data Controller

The controller responsible for the processing of personal data through this website is:

Saunística / M.Proyecto M.Linnonmaa

CIF/NIF: **Y8736135J**

Registered address: C. Miguel Hernandez 3, 29120 Alhaurin el Grande, Malaga, Spain

Email: toni@saunistica.com

Website: www.saunistica.com

For any questions concerning this Privacy Policy or the processing of your personal data, please contact us using the details above.

2. Personal Data We May Collect

Depending on how you interact with us, we may collect the following types of personal data:

Information you provide directly

This may include:

- Name and surname
- Company name and position
- Email address
- Telephone number
- Billing and delivery information
- Country or location
- Information provided through contact or quotation request forms

- Information included in emails, messages or other communications with us
- Information necessary to process an order, provide customer support or respond to a technical enquiry

Please do not provide sensitive personal information unless it is strictly necessary.

Information collected automatically

When you visit our website, certain technical information may be collected automatically, such as:

- IP address
- Browser type and version
- Device type
- Operating system
- Pages visited
- Date and time of access
- Referring website
- General website usage and interaction information

Some of this information may be collected through cookies or similar technologies.

For more information, please see our **Cookie Policy**.

3. How We Use Your Personal Data

We may process your personal data for the following purposes:

Responding to enquiries

We use the information you provide to answer questions, respond to contact requests, provide technical support and communicate with you.

The legal basis for this processing is our legitimate interest in responding to enquiries and, where the enquiry relates to a potential purchase or agreement, taking steps at your request prior to entering into a contract.

Preparing quotations and processing orders

We may process your personal data to:

- Prepare quotations
- Process orders
- Arrange deliveries
- Issue invoices

- Manage payments
- Provide warranty and after-sales services
- Handle customer service and technical support

The legal basis for this processing is the performance of a contract or taking steps prior to entering into a contract.

Compliance with legal obligations

We may process and retain certain personal data where necessary to comply with accounting, tax, commercial, consumer protection, product safety or other legal obligations.

The legal basis for this processing is compliance with applicable legal obligations.

Marketing communications

If you have given us permission to do so, we may use your contact information to send you information about Saunística, FinSteam products, sauna products, new products, offers, events or other relevant news.

Where consent is required, the legal basis for such processing is your consent.

You may withdraw your consent and unsubscribe from marketing communications at any time by using the unsubscribe link provided in the communication or by contacting us.

Where permitted by applicable law, we may also communicate with existing customers about products or services that are similar to those they have previously purchased or shown an interest in.

Website operation, security and improvement

We may process technical and usage information to:

- Operate and maintain our website
- Protect our website against misuse, fraud and security threats
- Identify technical problems
- Improve website functionality and user experience
- Understand how visitors use our website

Where necessary cookies or security technologies are involved, processing may be based on our legitimate interests or legal obligations.

Non-essential analytics, advertising or tracking technologies are used only where permitted under applicable law and, where required, with your consent.

4. Cookies

Our website may use cookies and similar technologies.

Some cookies are technically necessary for the website to function correctly. Other cookies, such as analytics, advertising or third-party cookies, may require your consent before they are activated.

Where consent is required, you can accept, reject or manage your cookie preferences through the cookie settings available on our website.

More detailed information about the cookies used on this website is available in our **Cookie Policy**.

5. Who We Share Personal Data With

We do **not sell your personal data**.

We may share personal data with trusted third parties where necessary for the operation of our business or the provision of services to you.

These may include:

- Website hosting and IT service providers
- Email and communication service providers
- Customer relationship management and marketing service providers
- Payment service providers
- Accounting and administrative service providers
- Logistics and delivery companies
- Product manufacturers, distributors or service partners where necessary to handle your request
- Professional advisers such as accountants, lawyers or consultants
- Public authorities where disclosure is required by law

These service providers may process personal data only to the extent necessary to perform their services and must provide appropriate protection for personal data where required by applicable law.

6. FinSteam Enquiries and Distributor Network

Saunística works with **FinSteam gas sauna heaters** and may cooperate with FinSteam, authorised distributors, retailers and other business partners in different countries.

If you contact us regarding the purchase, installation, servicing or availability of a FinSteam product, we may, where necessary, forward your enquiry and relevant contact information to the appropriate FinSteam distributor, retailer, manufacturer or service partner responsible for your country or region.

We only share information that is reasonably necessary to respond to your request or provide the requested service.

7. International Data Transfers

Some of our service providers or business partners may be located outside the European Economic Area (EEA).

Where personal data is transferred outside the EEA, we take appropriate measures to ensure that the transfer complies with applicable data protection legislation.

Depending on the destination and service provider, these safeguards may include:

- A European Commission adequacy decision
- Standard Contractual Clauses approved by the European Commission
- Other legally recognised safeguards

You may contact us if you would like further information about the safeguards used for international transfers of your personal data.

8. How Long We Keep Your Personal Data

We retain personal data only for as long as necessary for the purpose for which it was collected.

The appropriate retention period depends on the nature of the information and the reason for processing it.

For example:

- Enquiry and correspondence data is retained for as long as reasonably necessary to respond to and follow up on the enquiry.
- Customer, order, invoice and transaction information may be retained for the periods required by applicable accounting, tax, commercial and other legislation.
- Warranty and technical support information may be retained for as long as necessary to provide support and manage potential claims.
- Marketing information is retained until you withdraw your consent, unsubscribe or we otherwise determine that the information is no longer necessary.
- Technical and security logs are retained only for an appropriate period necessary for website operation, troubleshooting and security.

When personal data is no longer required, it will be deleted, anonymised or securely archived where continued retention is required by law.

9. Your Data Protection Rights

Under applicable data protection legislation, you may have the right to:

- **Access** the personal data we hold about you.
- **Rectify** inaccurate or incomplete personal data.
- **Request erasure** of your personal data where legally applicable.
- **Request restriction of processing** in certain circumstances.
- **Object to processing** based on legitimate interests.
- **Object to direct marketing** at any time.
- **Request data portability** where applicable.
- **Withdraw your consent** at any time where processing is based on consent.
- **Lodge a complaint** with the competent data protection authority.

Withdrawing consent does not affect the lawfulness of processing carried out before the withdrawal.

To exercise your rights, please contact us at:

[PRIVACY OR GENERAL EMAIL ADDRESS]

We may request additional information where reasonably necessary to verify your identity before responding to a request.

10. Right to Lodge a Complaint

If you believe that your personal data has been processed in violation of applicable data protection legislation, you have the right to lodge a complaint with the competent supervisory authority.

In Spain, the supervisory authority is:

Agencia Española de Protección de Datos (AEPD)

C/ Jorge Juan, 6
28001 Madrid
Spain

You may also contact the data protection authority in your country of residence where applicable.

We encourage you to contact us first so that we have an opportunity to address your concern directly.

11. Security

We take appropriate technical and organisational measures designed to protect personal data against:

- Unauthorised access
- Accidental loss
- Unlawful disclosure
- Alteration
- Destruction
- Misuse

Access to personal data is limited to persons and service providers who reasonably require access for legitimate business purposes.

However, no internet-based service or electronic transmission can be guaranteed to be completely secure.

12. Third-Party Websites

Our website may contain links to websites operated by third parties, including manufacturers, distributors, social media platforms or other external services.

We are not responsible for the privacy practices or content of third-party websites.

We recommend reviewing the privacy policy of each external website before providing personal information.

13. Social Media

Saunística may maintain profiles on social media platforms.

If you interact with us through a social media platform, the platform may independently collect and process information about you according to its own privacy policy.

We recommend reviewing the privacy settings and privacy policies of the social media services you use.

14. Children

Our website, products and services are not specifically directed at children.

We do not knowingly collect personal data from children through this website for marketing purposes.

If we become aware that personal information relating to a child has been collected without an appropriate legal basis, we will take reasonable steps to delete it.

15. Automated Decision-Making

We do not use personal data collected through this website to make decisions based solely on automated processing that produce legal effects or similarly significant effects on individuals, unless otherwise specifically disclosed.

16. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our website, services, business operations or applicable legislation.

The latest version will always be published on this page together with the date of the most recent update.

We recommend reviewing this Privacy Policy periodically.

17. Contact Us

If you have any questions about this Privacy Policy, the processing of your personal data or your data protection rights, please contact:

Saunística / M.Proyecto M.Linnonmaa

Email: toni@saunistica.com

Telephone: +34 656 97 20 87

Address: C. Miguel Hernandez 3, 29120 Alhaurin el Grande, Malaga, Spain