

Privacy Policy

Seville Gate | Callan Road, Kilkenny, Ireland

Last updated: 13 October 2026

1. Introduction

At Seville Gate, we value your privacy and are committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect your personal data when you visit our website, www.sevillegate.ie, register your interest in a property or contact us regarding our development.

We aim to handle all personal information responsibly and in accordance with the General Data Protection Regulation (GDPR), the Irish Data Protection Act 2018 and applicable Irish privacy legislation.

For this policy, "Seville Gate", "we", "us" and "our" refer to Donohoe Town and Country, and RE/MAX New Homes.

2. Information We Collect

When you interact with our website, we may collect the following information:

Personal information

- First and last name
- Email address
- Telephone number
- Details submitted through our contact or registration forms
- Property preferences or specific enquiries
- Any additional information you voluntarily provide

Website usage information

When you visit our website, certain technical information may be collected, including:

- IP address
- Browser type and device information
- Pages visited and website interactions
- Cookies and similar technologies
- General website performance and usage data

We only collect information that is relevant and necessary for the purposes described in this policy.

3. How We Use Your Information

We may use your personal information to:

- Respond to enquiries about Seville Gate.
- Provide information about available properties, floor plans, pricing and development details.
- Contact you following a registration of interest.
- Arrange property viewings or follow-up discussions where requested.
- Provide updates about Seville Gate where you have requested them or where we have another lawful basis to do so.
- Improve the functionality, performance and user experience of our website.
- Maintain accurate records of enquiries and communications.
- Comply with applicable legal and regulatory obligations.

We will not sell your personal information to third parties.

4. Legal Basis for Processing Your Information

Under GDPR, we must have a lawful basis for processing your personal information.

Depending on the circumstances, we may rely on:

Consent: Where you have specifically agreed to receive marketing communications or where consent is required for cookies and tracking technologies.

Legitimate interests: Where necessary to respond to enquiries, manage requests and operate our website, provided these interests do not override your rights and freedoms.

Pre-contractual steps: Where processing is necessary to take steps at your request before entering into a property-related agreement.

Legal obligations: Where we are required to retain or disclose certain information under applicable law.

You may withdraw your consent at any time where consent is our legal basis for processing.

5. Property Enquiries and Registrations of Interest

When you complete an enquiry or registration form on our website, your information may be used to contact you regarding your interest in Seville Gate.

This may include providing details about available homes, property specifications, pricing, viewing opportunities and responding to questions you have submitted.

Your enquiry information may be shared with the appointed selling agents or authorised representatives responsible for managing property enquiries and sales at Seville Gate.

We will only share information necessary to manage your enquiry and will require appropriate data protection safeguards.

Submitting an enquiry does not automatically mean you have agreed to receive unrelated promotional or marketing communications.

6. Marketing Communications

If you choose to receive marketing communications from us, we may contact you with relevant information about Seville Gate, including:

- Property availability and development updates
- New releases or sales opportunities
- Viewing opportunities and relevant announcements

Where required by law, we will obtain your consent before sending electronic marketing communications.

You can withdraw your consent or unsubscribe from marketing communications at any time by following the unsubscribe instructions in our communications or contacting us directly.

You have the right to object to the processing of your personal data for direct marketing at any time.

7. Sharing Your Personal Information

We may share your personal information with trusted third parties where necessary to provide our services.

These may include:

- Appointed estate agents and property sales representatives
- Website hosting and technical service providers
- Customer relationship management and enquiry management platforms
- Email and communications service providers
- Professional advisers or regulatory authorities where legally required

Our website is hosted using Wix, which may process certain website and form information on our behalf.

We require third-party service providers acting on our behalf to handle personal information securely and in accordance with applicable data protection requirements.

We do not sell or rent your personal information to third parties.

8. Cookies and Website Analytics

Our website may use cookies and similar technologies to support website functionality, remember preferences and understand how visitors interact with our website.

Cookies may include:

Essential cookies: Required for the website to operate correctly and securely.

Analytics cookies: Used to understand website traffic and improve performance, where enabled.

Marketing cookies: Used to measure or support advertising activity, where enabled.

Where legally required, we will request your consent before placing non-essential cookies on your device.

You can manage or withdraw your cookie preferences through the cookie settings available on our website, where applicable.

Further information can be found in our Cookie Policy.

9. How We Store and Protect Your Information

We take reasonable technical and organisational measures to protect your personal information against unauthorised access, loss, misuse, alteration or disclosure.

These measures may include:

- Secure website hosting
- Restricted access to personal information
- Appropriate password and account security
- Use of reputable third-party service providers
- Secure storage and handling of enquiry records

Although we take appropriate precautions, no method of transmitting or storing information online can be guaranteed to be completely secure.

10. How Long We Keep Your Information

We retain personal information only for as long as reasonably necessary to fulfil the purposes for which it was collected, including responding to enquiries, managing property-related communications and meeting legal obligations.

Retention periods depend on the nature of the information and the purpose for which it is held.

Where information is no longer required, it will be securely deleted or anonymised, unless continued retention is required by law.

Where you withdraw consent to marketing, we may retain limited information necessary to ensure your preference is respected.

11. Your Data Protection Rights

Under GDPR, you have certain rights regarding your personal information, subject to applicable legal conditions and exemptions.

These include:

- **Right of access:** Request a copy of the personal information we hold about you.
- **Right to rectification:** Request correction of inaccurate or incomplete information.
- **Right to erasure:** Request deletion of your information in certain circumstances.
- **Right to restrict processing:** Request that we limit how your information is used.
- **Right to data portability:** Request transfer of certain personal information in a structured, commonly used format.
- **Right to object:** Object to certain types of processing, including direct marketing.
- **Right to withdraw consent:** Withdraw consent at any time where processing relies on your consent.
- **Rights relating to automated decision-making:** Exercise applicable rights concerning solely automated decisions that produce legal or similarly significant effects.

To exercise any of these rights, please contact us using the details below.

We will respond to requests within the timeframes required by applicable data protection law.

12. International Data Transfers

Some of our website and technology service providers may process or store personal information outside Ireland or the European Economic Area (EEA).

Where personal information is transferred internationally, we will take appropriate measures to ensure it remains protected in accordance with GDPR.

These may include European Commission adequacy decisions, Standard Contractual Clauses or other legally recognised safeguards.

13. Third-Party Websites

Our website may contain links to external websites, including social media platforms, property-related services and other third-party resources.

We are not responsible for the privacy practices, security or content of external websites.

We recommend reviewing the privacy policies of any third-party websites you visit.

14. Children's Privacy

Our website is intended for individuals interested in residential property and is not directed towards children.

We do not knowingly collect personal information from children through our website.

If we become aware that personal information has been collected from a child without an appropriate lawful basis, we will take reasonable steps to address the matter.

15. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, our website or how we handle personal information.

Any updates will be published on this page, together with the revised date.

We encourage visitors to review this policy periodically.

16. Contact Us

If you have any questions about this Privacy Policy, how your personal information is handled or wish to exercise your data protection rights, please contact:

Seville Gate

Callan Road, Kilkenny, Ireland

Email: hello@sevillegate.ie

Website: www.sevillegate.ie

17. Complaints

If you have concerns about how your personal information has been handled, we encourage you to contact us so that we can address your concerns.

You also have the right to lodge a complaint with the Irish Data Protection Commission.

Data Protection Commission

Website: www.dataprotection.ie

The Data Protection Commission is the independent authority responsible for overseeing compliance with data protection legislation in Ireland.