

Privacy Policy

Effective Date: 1st January 2025

Connect Concierge ("we", "us", or "our") is committed to safeguarding the privacy of our clients and website visitors. This Privacy Policy outlines how we collect, use, and protect your personal information when you visit www.connectconcierge.co.uk (the "Website") or interact with us in any way.

By using our Website, you agree to the terms of this Privacy Policy.

1. Who We Are

Connect Concierge is a London-based luxury lifestyle management and concierge service. We offer tailored personal assistance to clients both locally and globally, focusing on bespoke experiences and premium service.

2. Information We Collect

a. Personal Information

We collect personal information you voluntarily provide to us, including:

- Full name
- Email address
- Phone number (including WhatsApp numbers)
- Payment information (via Stripe)
- Preferences or service-related requests

b. Automatically Collected Information

When you browse our Website, we may collect:

- IP address
- Browser type and version

- Time zone setting
- Device type
- Browsing behavior on our site (pages visited, time spent)

We do not use cookies for tracking beyond basic website performance analytics.

3. How We Use Your Information

We use your information to:

- Communicate with you about our services via email, phone, or WhatsApp
- Provide requested concierge services and support
- Process payments and manage bookings
- Improve and personalize your experience on our Website
- Send WhatsApp broadcasts for important updates, curated offers, and member notifications (opt-out available)
- Comply with legal and regulatory requirements

4. Legal Basis for Processing (GDPR)

We process your personal data under the following legal bases:

- Contractual necessity - to fulfill a service you've requested
- Legitimate interests - such as improving services, responding to inquiries, or marketing relevant offerings
- Consent - for receiving WhatsApp or promotional communications
- Legal obligation - where applicable by law

5. Payment Processing

All payment transactions are securely handled through Stripe. We do not store any of your card details on our servers. Stripe's privacy policy can be viewed at <https://stripe.com/privacy>.

6. How We Share Your Information

We do not sell or rent your information. We may share data with:

- Trusted service providers (e.g., Stripe for payment processing)
- Communication platforms (e.g., WhatsApp, email tools)
- Legal or regulatory authorities if required by law

7. International Transfers

While we are based in the UK, we serve a global clientele. Some of our partners or tools may process data outside the UK or EEA. In such cases, we ensure appropriate safeguards are in place (e.g., Standard Contractual Clauses).

8. Your Rights Under GDPR

As a data subject, you have the right to:

- Access your data
- Request correction or deletion
- Withdraw consent at any time (e.g., unsubscribe or opt-out of WhatsApp messages)
- Object to processing or request restriction
- Data portability in some cases
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise any of these rights, contact us at: info@connectconcierge.co.uk

9. Data Retention

We retain your data only as long as necessary for the purposes outlined above or as required by law.

10. Security

We use appropriate technical and organizational measures to protect your data, including SSL encryption,

access controls, and secure payment gateways.

11. WhatsApp Messaging

By providing your phone number, you consent to receive relevant updates, promotions, and messages via WhatsApp. You can opt-out at any time by replying "STOP" or contacting us directly.

12. Links to Other Websites

Our Website may contain links to third-party websites. We are not responsible for their privacy practices. Please review their policies before submitting any personal information.

13. Age Restriction

Our services are intended for individuals aged 18 and over. We do not knowingly collect personal data from individuals under 18. If you believe we have inadvertently collected such data, please contact us at info@connectconcierge.co.uk and we will delete it promptly.

14. Disclosure of Fees and Commissions

Connect Concierge may receive a commission or referral fee from third-party service providers we recommend or book on your behalf. We may also charge a concierge fee or administrative fee for the planning, arrangement, or execution of services. These costs will be disclosed transparently where applicable and included in your final quote or invoice.

15. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted here with a new effective date. Continued use of our Website or services means you accept any revisions.

16. Contact Us

If you have any questions, concerns, or data-related requests, please contact:

Connect Concierge

Email: info@connectconcierge.co.uk

Website: www.connectconcierge.co.uk

17. Data Storage Location

Your data is stored securely on servers located within the United Kingdom and the European Economic Area (EEA), unless otherwise required for international service delivery. Any international data transfers are conducted in accordance with GDPR safeguards.

18. Marketing Preferences and Opt-Out

You may opt out of marketing communications at any time by:

- Replying "STOP" on WhatsApp
- Clicking "unsubscribe" in our emails
- Contacting us directly at info@connectconcierge.co.uk

We will honor your request promptly and in accordance with applicable data protection laws.

19. Data Subject Request Procedure

To request access, correction, deletion, or restriction of your personal data, email us at info@connectconcierge.co.uk with the subject line "Data Request - [Your Name]".

We aim to respond to all requests within 30 days.

20. Role as Data Controller

For the purposes of the General Data Protection Regulation (GDPR), Connect Concierge is the Data Controller of your personal information.