

Privacy Policy

1. Introduction

At Brazi Concierge Ltd (“we,” “our,” “us”), your privacy is important to us. This Privacy Policy explains how we collect, use, and protect your personal data when you use our website, services, or contact us. It also outlines your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By using our services, you consent to the collection and use of your information as described in this policy.

2. Who We Are

- **Company Name:** Brazi Concierge Ltd
- **Company Registration Number:** 14357470
- **Registered Address:** 86-90 Paul Street, London, England, EC2A 4NE
- **Contact Email:** Team@braziconcierge.com

Brazi Concierge Ltd is the data controller responsible for processing your personal data.

3. Information We Collect

3.1 Personal Data You Provide

We may collect the following personal data directly from you:

- Name
- Email address
- Phone number
- Address
- Payment details
- Any other information you provide when using our services.

3.2 Automatically Collected Data

When you use our website, we may automatically collect:

- IP address
- Browser type and version
- Device information
- Usage data (e.g., pages viewed, time spent on the site).

3.3 Sensitive Data

In limited cases, we may collect sensitive information, such as for visa or university application support. This will only occur with your explicit consent.

4. How We Use Your Information

We use your personal data for the following purposes:

- To provide and manage our services.
 - To communicate with you regarding inquiries, updates, and service delivery.
 - To process payments and issue invoices.
 - To comply with legal and regulatory obligations.
 - For marketing purposes (only with your explicit consent).
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5. Legal Basis for Processing

We process your personal data based on the following legal grounds:

- **Consent:** Where you have provided clear consent for us to process your data.
 - **Contractual Obligation:** To perform our services as agreed with you.
 - **Legal Obligation:** To comply with UK laws and regulations.
 - **Legitimate Interests:** To improve our services and ensure proper business functioning.
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6. Sharing Your Information

We do not sell or rent your personal data to third parties. However, we may share your data with:

- Service providers, such as payment processors or IT support, who assist in delivering our services.
- Legal authorities, if required by law.
- Third-party organizations, when necessary for specific services (e.g., universities or financial institutions).

All third-party partners are required to comply with data protection laws.

7. International Data Transfers

If your data needs to be transferred outside the UK or EEA, we will ensure it is protected in accordance with UK GDPR. This may include using:

- Standard Contractual Clauses (SCCs).
 - Other legally recognized transfer mechanisms.
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8. Data Retention

We retain your personal data only for as long as necessary to:

- Fulfill the purposes outlined in this policy.
- Comply with legal, regulatory, or contractual obligations.

For most services, data is retained for **6 years** following the conclusion of our relationship unless otherwise required by law.

9. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- **Access:** Request access to the personal data we hold about you.
- **Rectification:** Request corrections to inaccurate or incomplete data.
- **Erasur**e: Request the deletion of your personal data (“Right to be Forgotten”).
- **Restriction:** Request limits on how we process your data.
- **Data Portability:** Request a copy of your data in a portable format.
- **Objection:** Object to certain types of data processing, such as marketing.

To exercise your rights, contact us at:

Email: Team@braziconcierge.com

10. Security of Your Data

We implement robust security measures to protect your personal data from unauthorized access, loss, or disclosure. These measures include:

- Secure server hosting and encryption.
 - Regular software updates and vulnerability testing.
 - Limited access to personal data by authorized personnel only.
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11. Cookies

We use cookies to enhance your browsing experience and analyze website traffic. By using our website, you consent to the use of cookies.

11.1 Types of Cookies We Use

- **Necessary Cookies:** Required for the website to function properly.
- **Analytical Cookies:** Help us understand website performance and usage trends.

You can manage your cookie preferences in your browser settings.

12. Marketing Communications

We may send you marketing emails or updates about our services. You can opt out at any time by clicking “unsubscribe” in the email or contacting us directly.

13. Updates to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website, and the “Last Updated” date will be revised.

14. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, contact us at:

Email: Team@braziconcierge.com

Phone: +44 7447359195

Address: 86-90 Paul Street, London, England, EC2A 4NE