
PRIVACY POLICY

BRAZI CONCIERGE LTD

A clear statement of how we collect, use, share and protect personal data.

EFFECTIVE DATE	COMPANY NUMBER
5 October 2026	14357470
PRIVACY CONTACT	BUSINESS ADDRESS
info@braziconcierge.com	4th Floor, Silverstream House Fitzroy Street, London, W1T 6EB

01 Introduction

Brazi Concierge Ltd ("Brazi Concierge", "we", "us" or "our") respects your privacy and is committed to handling personal data lawfully, fairly and transparently.

This Privacy Policy explains what personal data we collect, how and why we use it, the lawful bases we rely on, who we may share it with, how long we keep it, how we protect it, and the rights available to you.

This Policy is intended to reflect our obligations under applicable UK data protection law, including the UK GDPR and the Data Protection Act 2018. Where another data protection law applies to a particular service or individual, we will handle personal data in accordance with the applicable requirements.

02 Who We Are and How to Contact Us

Brazi Concierge Ltd is the data controller where we determine why and how personal data is processed.

COMPANY	Brazi Concierge Ltd
COMPANY NUMBER	14357470
REGISTERED IN	England and Wales
REGISTERED OFFICE	167-169 Great Portland Street, 5th Floor, London, England, W1W 5PF
BUSINESS & CORRESPONDENCE	4th Floor, Silverstream House, Fitzroy Street, London, W1T 6EB
PRIVACY CONTACT	info@braziconcierge.com

ADDRESS DISTINCTION

The Registered Office is the company's statutory registered address. General business and correspondence enquiries should be directed to our Business & Correspondence Address or by email.

03 Scope of This Privacy Policy

This Policy applies when you visit our website, contact us, request information, become a client, use our concierge or administrative services, ask us to introduce you to a third-party provider, submit documents or information to us, or otherwise interact with Brazi Concierge.

Where an independent third-party provider supplies a service directly to you, that provider may act as a separate data controller and its own privacy notice will apply to its processing.

04 What We Do

Brazi Concierge provides services including:

- Concierge assistance
- Administrative and virtual assistance
- Digital business support
- Translation and document support
- Customer liaison and communication support
- Student and academic application support
- Property and real-estate related administrative support and introductions

- Professional introducer services, connecting clients with independent third-party providers such as financial brokers, education providers or consultants, translators, wellness or clinic providers, housing specialists and other professional partners

Where we support a client through a third-party service journey, our role may include administrative coordination, communication and follow-up. The independent provider remains responsible for the professional service it provides.

05 Personal Data We May Collect

5.1 Information you provide to us

Depending on the service you request, we may collect:

- Identity and contact information, such as your name, email address, telephone number and postal address
- Information contained in enquiries, correspondence and messages
- Information necessary to administer or support a service you have requested
- Documents or information that you choose to provide for an application, introduction, translation, administrative or support service
- Education or application information where relevant to student or academic support
- Property or housing-related information where relevant to the service requested
- Transaction, payment or billing information where necessary for our business records and administration
- Records of your instructions, preferences, consent and communications with us

We aim to collect only the information reasonably necessary for the relevant service.

5.2 Information obtained from third parties

Where relevant to a service, we may receive personal data from a partner, service provider, education provider, professional adviser, publicly available source, or another person acting with your authority. Where required, we will provide appropriate privacy information about the source and use of that data.

5.3 Information collected through our website

Our website is hosted using Wix. When you visit the website, technical information may be processed for website operation, security and functionality, such as IP address, device and browser information, session identifiers, security logs and website activity associated with essential functionality.

For more information about cookies and similar technologies used on our website, please see our Cookie Policy and the cookie/consent information displayed on the website.

5.4 Special category or highly sensitive information

Some services may involve documents that contain sensitive or special category personal data. We do not ask for such information unless it is relevant and necessary for the requested service. Where special category data is processed, we will only do so where an appropriate lawful basis and additional legal condition applies.

06 Why We Use Personal Data and Our Lawful Bases

The lawful basis depends on the purpose and circumstances of the processing.

PURPOSE	TYPICAL LAWFUL BASIS	HOW WE USE IT
Responding to enquiries	Legitimate interests; steps before a contract	To answer questions, provide information and manage communications.
Providing requested services	Contract; steps before a contract	To administer and deliver agreed concierge, administrative, translation, application or support services.
Introductions and partner coordination	Contract; legitimate interests; consent where appropriate	To make introductions, facilitate communication and provide requested follow-up support.

PURPOSE	TYPICAL LAWFUL BASIS	HOW WE USE IT
Business administration and records	Contract; legitimate interests; legal obligation	To manage payments, invoices, records and compliance obligations.
Website security and functionality	Legitimate interests; legal obligation where applicable	To keep our website and systems secure and functioning.
Service communications	Legitimate interests; consent where required	To communicate about services or matters connected with your relationship with us.
Legal and regulatory compliance	Legal obligation	To meet applicable legal, tax, accounting, regulatory or law-enforcement requirements.

Where we rely on legitimate interests, those interests may include operating and improving our services, responding to clients, maintaining appropriate business records, protecting our systems and supporting clients through services they have requested. We consider whether those interests are balanced against your rights and interests.

07 When Providing Information Is Required

Some personal data is necessary for us to enter into or perform a contract, comply with a legal obligation, or provide a service you request. If you do not provide information that is necessary for those purposes, we may be unable to provide or complete the relevant service. We will tell you where particular information is required.

08 How We Share Personal Data

OUR COMMITMENT

We do not sell personal data.

We may share personal data only where reasonably necessary and lawful, including with:

- Independent third-party service providers or professional partners involved in a service or introduction you request
- Website, hosting, communications, IT, cloud, document-management or other technology providers that support our operations
- Payment, accounting, tax or professional advisers where necessary
- Education, property, financial, translation, wellness, clinic or other service providers where relevant to the service you have requested
- Public authorities, regulators, courts, law-enforcement bodies or other parties where disclosure is required or permitted by law

When we introduce you to an independent provider, that provider may become a separate data controller for the personal data it receives and will be responsible for its own processing. We share only information that is relevant to the purpose of the introduction or service, subject to the appropriate lawful basis.

09 International Data Transfers

Some technology and service providers we use may process or store personal data outside the United Kingdom. Where a restricted international transfer takes place, we take steps designed to ensure that an appropriate transfer mechanism or safeguard applies, such as applicable UK adequacy regulations, the UK International Data Transfer Agreement or UK Addendum to approved standard contractual clauses, as appropriate.

The specific locations and safeguards can depend on the provider and service in use. You may contact us if you would like further information about safeguards relevant to your personal data.

10 How We Protect Personal Data

We use proportionate technical and organisational measures designed to protect personal data against unauthorised access, alteration, disclosure, accidental loss or destruction. These may include access controls, authentication, secure hosted systems, encryption where supported and appropriate, data minimisation, and limiting access to those who need the information for a legitimate business purpose.

No internet or electronic storage system can be guaranteed to be completely secure. We therefore review our practices and take reasonable steps appropriate to the nature of the information we process.

11 How Long We Keep Personal Data

We keep personal data only for as long as reasonably necessary for the purposes for which it was collected, including legal, accounting, tax, contractual and dispute-resolution requirements.

CATEGORY	TYPICAL RETENTION APPROACH
General enquiries	Normally up to 12 months after the enquiry is concluded, unless a longer period is needed for a legitimate reason.
Client / service records	Normally for the duration of the service and an appropriate period afterwards, taking account of contractual, legal, accounting and dispute requirements.
Documents supplied for a service	Kept only as long as necessary to provide the service and meet applicable record-keeping obligations; unnecessary copies may be deleted earlier.
Invoices, payments and accounting records	Kept for the period required by applicable tax, accounting and company-law obligations.
Website / security records	Retained according to the operational and security settings of the relevant website or technology provider.

Actual retention may be shorter or longer where necessary because of the nature of the service, a legal requirement, a dispute, or a request to preserve relevant records.

12 Cookies and Website Technologies

Our website may use cookies or similar technologies required for security, session management, language preferences and core website functionality. Where non-essential cookies or similar technologies are used, we will provide appropriate information and obtain consent where required.

Cookie choices can be managed through the consent tools made available on our website. Please see our Cookie Policy for further information.

13 Your Data Protection Rights

Depending on the circumstances and applicable law, you may have rights including:

- The right to be informed about how your personal data is used
- The right to request access to your personal data
- The right to request correction of inaccurate or incomplete personal data
- The right to request erasure of personal data in certain circumstances
- The right to request restriction of processing in certain circumstances
- The right to object to processing based on legitimate interests or to certain direct marketing
- The right to data portability in certain circumstances
- The right to withdraw consent at any time where processing is based on consent, without affecting processing carried out before withdrawal
- Rights relating to solely automated decision-making and profiling where applicable

RIGHT TO OBJECT

Where we rely on legitimate interests, you may have the right to object to that processing in certain circumstances. You also have the right to object to direct marketing.

These rights are not absolute and may be subject to legal conditions or exemptions. To exercise a right, contact us at info@braziconcierge.com. We may need to verify your identity before responding.

14 Automated Decision-Making

Brazi Concierge does not currently make decisions about individuals based solely on automated processing, including profiling, that produce legal or similarly significant effects. If this changes, we will update this Policy and provide the information required by applicable data protection law.

15 Complaints

If you have concerns about how we use your personal data, please contact us first at info@braziconcierge.com so that we can try to resolve the matter.

You also have the right to complain to the UK Information Commissioner's Office (ICO), the UK supervisory authority for data protection. Current contact and complaint information is available at ico.org.uk.

16 Third-Party Websites and Services

Our website or communications may contain links to third-party websites or services. We are not responsible for the privacy practices of independent third parties. You should review the relevant provider's privacy information before providing personal data directly to them.

17 Changes to This Privacy Policy

We may update this Privacy Policy when our services, technology, legal obligations or data-processing practices change. The current version will be published on our website with an updated "Last Updated" date. Where a material change affects how we use personal data, we will take reasonable steps to bring that change to the attention of affected individuals where required.

18 Contact Us

PRIVACY QUESTIONS, REQUESTS OR CONCERNS

Brazi Concierge Ltd
Email: info@braziconcierge.com

Business & Correspondence Address
4th Floor, Silverstream House
Fitzroy Street, London, W1T 6EB

Registered Office (statutory address)
167-169 Great Portland Street, 5th Floor, London, England, W1W 5PF.

This Privacy Policy should be read together with any specific privacy information or notices provided when particular personal data is collected.