
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.

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
BUSINESS & CORRESPONDENCE	4th Floor, Silverstream House, Fitzroy Street, London, W1T 6EB
PRIVACY CONTACT	info@braziconcierge.com

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

- 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

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

Information you provide to us. Depending on the service requested, we may collect identity and contact information; enquiry and correspondence records; information necessary to administer a requested service; documents supplied for applications, introductions, translation or support; education or property-related information; transaction, payment

or billing information; and records of instructions, preferences, consent and communications.

Information obtained from third parties. Where relevant, we may receive personal data from a partner, service provider, education provider, professional adviser, publicly available source, or another person acting with your authority.

Website information. Our website is hosted using Wix. Technical information may be processed for website operation, security and functionality, including IP address, device and browser information, session identifiers, security logs and website activity associated with essential functionality.

Special category data. Some services may involve documents containing sensitive or special category personal data. We only process such information where relevant and necessary and where an appropriate lawful basis and additional legal condition applies.

06 Why We Use Personal Data and Our Lawful Bases

PURPOSE	POSSIBLE LAWFUL BASIS
Responding to enquiries	Legitimate interests; steps before a contract
Providing requested services	Contract; steps before a contract
Introductions and partner coordination	Contract; legitimate interests; consent where appropriate
Business administration and records	Contract; legitimate interests; legal obligation
Website security and functionality	Legitimate interests; legal obligation where applicable
Service communications	Legitimate interests; consent where required
Legal and regulatory compliance	Legal obligation

Where we rely on legitimate interests, 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 necessary information, we may be unable to provide or complete the relevant service.

08 How We Share Personal Data

OUR COMMITMENT
We do not sell personal data.

- 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
- Payment, accounting, tax or professional advisers where necessary
- Education, property, financial, translation, wellness, clinic or other service providers where relevant
- Public authorities, regulators, courts or law-enforcement bodies 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.

09 International Data Transfers

Some technology and service providers 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.

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.

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.

- 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: for the duration of the service and an appropriate period afterwards.
- Documents supplied for a service: only as long as necessary for the service and applicable record-keeping obligations.
- Invoices, payments and accounting records: for the period required by applicable tax, accounting and company-law obligations.
- Website/security records: according to the operational and security settings of the relevant provider.

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. Please see our Cookie Policy for further information.

13 Your Data Protection Rights

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure in certain circumstances
- The right to restriction in certain circumstances
- The right to object in certain circumstances
- The right to data portability in certain circumstances
- The right to withdraw consent where processing is based on consent
- 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.

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.

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.

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.

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

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