

PRIVACY POLICY – BRAZI CONCIERGE LTD

Last Updated: 08/12/25

1. Introduction

Brazi Concierge LTD (“Brazi Concierge”, “we”, “us”, “our”) is committed to protecting your privacy and handling personal data transparently and responsibly.

This Privacy Policy explains:

- what personal data we collect
- how we use it
- with whom we share it
- how we protect it
- your rights under data protection laws

This Policy complies with:

- UK-GDPR
- EU GDPR
- Brazil LGPD
- Data Protection Act 2018

By using our website or services, you acknowledge that you have read and understood this Privacy Policy.

2. Data Controller

Brazi Concierge LTD

Company number: **14357470**

Registered office:

167–169 Great Portland Street, 5th Floor, London, England, W1W 5PF

Privacy contact email: info@braziconcierge.com

3. What We Do

Brazi Concierge LTD provides:

- Concierge assistance
- Administrative support
- Digital business support (non-SEO)
- Translation and document support
- Customer liaison services
- Student and academic application support
- Real estate support (introductions, administrative assistance)
- Professional Introducer Services — connecting clients with independent third-party providers such as financial brokers, wellness clinics, translators, education consultants, housing specialists, and other professional partners

Additionally, our differential is that we support the client throughout the service journey until completion, offering administrative and communication assistance while the partner delivers the final service.

We process personal data strictly as necessary to deliver these services.

4. Personal Data We Collect

4.1 Data You Provide

When providing concierge or introducer support, we may collect personal data necessary to:

- Introduce you to a third-party service provider

- Facilitate communication between you and the provider
- Provide organisational or administrative guidance
- **Support you throughout the service until completion**, as part of our follow-up assistance

We only collect the minimum information required to perform this support effectively and responsibly.

4.2 Data Collected Automatically

Our website is hosted on Wix.com, which automatically collects essential technical data such as:

- IP address (anonymized when applicable)
- Device information
- Browsing activity on our site
- Security and access logs
- Session identifiers

These are essential for website functionality and security.

5. Legal Basis for Processing

We process personal data under the following legal bases, depending on context:

Purpose	Legal Basis
To provide concierge and introducer services	Contract performance / Legitimate interest
To support the client throughout the service until completion	Legitimate interest / Contract
To respond to inquiries	Legitimate interest

To share information with third-party providers at your instruction	Consent / Contract
To maintain website functionality and security	Legitimate interest / Essential cookies
To comply with legal obligations	Legal compliance
To communicate service updates	Legitimate interest / Consent

We only collect data that is necessary, proportionate, and relevant to the service you request.

6. Professional Introducer Services – How Your Data Is Shared

As part of our introducer services, we may share limited and relevant personal data with third-party service providers (“Partners”) in order to:

- Facilitate the introduction
- Enable communication
- Assist with required documentation
- Provide follow-up support
- **Accompany you throughout the full service process until completion**

However:

- We share only the minimum data required
- We share data **only at your request or with your explicit consent**
- Each provider becomes an **independent Data Controller**
- The provider’s own privacy policy applies when you engage them
- We **do not accept liability** for decisions, actions, or results of third-party providers

We do **not** sell or trade personal data.

7. How We Store and Protect Your Data

We use industry-standard safeguards, including:

- SSL encryption
- Secure hosting on GDPR-compliant servers
- Access control and authentication
- Data minimization
- Infrastructure certified under ISO 27001 & SOC 2 standards (via Wix)

We retain data only for as long as necessary for the purposes collected.

8. Data Retention

Retention varies depending on the service type:

Type of Data	Retention Period
General inquiries	12 months
Service-related data	12–36 months
Documents submitted voluntarily	Until service completion or withdrawal
Website logs (Wix essential logs)	Automatically rotated by Wix

Additional retention may apply if required by law.

9. International Data Transfers

Because Wix hosts our website, data may be processed in:

- The United Kingdom

- European Union
- United States
- Israel (adequacy-approved under GDPR)

All transfers are protected through:

- Standard Contractual Clauses (SCCs)
 - Adequacy decisions
 - Recognised security frameworks
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10. Cookies & Tracking Technologies

We use **only essential cookies**, such as:

- XSRF-TOKEN
- hs
- svSession
- ssr-caching
- bSession
- TS*
- wixLanguage

These cookies support:

- Security
- Session management
- Website stability
- Multilingual preferences

We **do not** use:

- Analytics cookies
- Advertising cookies
- Behavioural tracking
- Remarketing
- Third-party marketing pixels

See our Cookie Policy for full details.

11. Usercentrics Consent Banner

Our website uses Usercentrics to maintain transparency and compliance with GDPR, UK-GDPR, and LGPD.

Since only essential cookies are active, no tracking occurs before or after consent.

12. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access your data
- Correct inaccurate data
- Delete your data
- Restrict processing
- Withdraw consent
- Request data portability
- File a complaint with a supervisory authority

To exercise these rights:

 info@braziconcierge.com

13. Changes to This Privacy Policy

We may update this policy periodically. A new “Last Updated” date will appear when changes occur.

14. Contact Us

For privacy-related matters, contact:

 info@braziconcierge.com

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