



Privacy Policy

Silver Concierge Carolinas respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, protect, and share information when you visit our website, contact us, book a consultation, purchase services, or otherwise interact with Silver Concierge Carolinas.

Information We Collect

We may collect information that you voluntarily provide to us, including your: Name, Email address, Telephone number, Mailing or service address, Emergency contact information, Scheduling and appointment information, Travel preferences and itinerary information, Information about requested concierge services, Payment and billing information, Other information you choose to provide in connection with your services

Because our services are highly personalized, clients may occasionally provide information about family members, travel arrangements, appointments, mobility needs, household needs, or other personal circumstances necessary for us to coordinate requested services.

We ask clients to provide only information reasonably necessary for the services being requested.

Payment Information

Payments may be processed through third-party payment processors, such as Stripe or another secure payment provider.

Silver Concierge Carolinas does not generally store complete credit or debit card numbers. Payment information is handled according to the security and privacy practices of the applicable payment processor.

How We Use Your Information

We may use your information to: Respond to inquiries and consultation requests, Schedule and provide concierge services, Personalize services for you or your family, Coordinate appointments, transportation, travel, errands, reservations, or other requested services, Process payments and invoices, Communicate regarding your services, Provide customer support, Send service-related updates, Maintain appropriate business and accounting records, Improve our services and website, Comply with applicable legal or regulatory requirements

We may also use your contact information to communicate with you about Silver Concierge Carolinas services, news, or offerings when appropriate. You may ask us to discontinue promotional communications at any time.

Information Sharing

Silver Concierge Carolinas does not sell your personal information.

We may share limited information when reasonably necessary to provide a service you have requested. For example, this could include information provided to a transportation provider, hotel, restaurant, travel

provider, appointment provider, household service provider, or other third party involved in fulfilling your request.

We may also use trusted third-party companies to support functions such as payment processing, website hosting, scheduling, communications, accounting, or other business operations.

We seek to limit information shared with third parties to what is reasonably necessary for the applicable purpose.

We may also disclose information when required by law, legal process, or when reasonably necessary to protect the safety, rights, or property of our clients, Silver Concierge Carolinas, or others.

Confidentiality

Because our work often involves personal and family matters, we take client confidentiality seriously.

Information learned while providing concierge services will be treated with discretion and will not intentionally be disclosed to unrelated parties except as necessary to provide requested services, with the client's permission, or as required by law.

Website Information and Cookies

Our website may automatically collect limited technical information, such as browser type, device information, IP address, pages visited, and general website usage information.

Our website and third-party services may also use cookies or similar technologies to operate the website, understand website traffic, remember preferences, or improve the user experience.

You may be able to control cookies through your browser settings.

Text Messages, Email and Electronic Communications

If you provide your telephone number or email address, you authorize Silver Concierge Carolinas to contact you regarding inquiries, consultations, appointments, purchases, and services.

Standard message and data rates may apply to text messages.

We will not sell your telephone number or email address to third parties for their independent marketing purposes.

Information Security

We use reasonable administrative and technical safeguards intended to protect personal information in our possession.

However, no website, email system, text message, electronic transmission, or electronic storage system can be guaranteed to be completely secure. Clients should therefore use reasonable care when sending particularly sensitive information electronically.

Information Retention

We may retain client information for as long as reasonably necessary to provide services, maintain business and financial records, resolve disputes, enforce agreements, and comply with applicable legal obligations.

When information is no longer reasonably necessary, we may delete, destroy, or anonymize it as appropriate.

Your Choices

You may contact Silver Concierge Carolinas to request that we: Update or correct your contact information, Stop sending promotional communications, Answer questions about information you have provided to us, Delete certain information when reasonably possible and when we are not legally or operationally required to retain it

Third-Party Websites and Services

Our website or communications may contain links to third-party websites or services.

Silver Concierge Carolinas is not responsible for the privacy, security, availability, or practices of independently operated third-party websites or service providers. Clients are encouraged to review the privacy policies of those providers when appropriate.

Children's Privacy

Silver Concierge Carolinas does not knowingly collect personal information online directly from children under 13 without appropriate parental or guardian involvement.

Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our services, technology, business practices, or applicable requirements.

Contact Us

Questions or concerns regarding this Privacy Policy may be directed to: info@silverconciergecarolians.com

By using our website, submitting information, booking a consultation, or purchasing services, you acknowledge that you have had an opportunity to review this Privacy Policy.