



## PRIVACY POLICY: THE PRIVACY POLICY OF Southlake Concierge Company

Southlake Concierge Company is committed to protecting any personal information collected. Client privacy is always of utmost importance. The purpose of this Privacy Policy is to describe what information Southlake Concierge Company collects and how that information is used.

### Information collected

Southlake Concierge collects personal information when you engage the services. This will include your name, address, email address, telephone numbers, payment details, credit card details, and billing addresses. We understand this information is extremely sensitive. Thus, information is never shared with third parties and is for the use of Southlake Concierge Company only. We hold the privacy and details of current and finished client requirements and hold feedback on or from clients and suppliers.

### Access to Information

Southlake Concierge Company will make any held client information and supplier/merchant information available to the client or supplier/merchant in question and undertake to correct it, if needed. We will also remove any personal information from our database at the request of the client, if requested to do so. Requests for access to individual information or removal of information should be made in writing to Southlake Concierge Company by emailing [hello@southlakeconcierge.com](mailto:hello@southlakeconcierge.com).

### Use of Information

Southlake Concierge Company only uses client personal information for the original purposes it was given. Southlake Concierge Company will not disclose, use, give or sell any personal information to third parties for any purposes other than to suppliers/merchants and other third parties who need to know in order to deliver services on behalf of the client, unless required to do so by law.

### Cookies

Southlake Concierge Company use cookies on its website, however, only for website analytics to further our marketing efforts. No data is ever shared or sold to third parties.

### Consent

By accepting the Terms and Conditions and using the services provided by Southlake Concierge Company, the client consents to the collection and use of your personal data by Southlake Concierge Company for the purposes outlined above and for any other purpose which is reasonably necessary for the company to provide proper services in accordance with the Terms and Conditions. In the event changes or alterations to this Privacy statement are made, Southlake Concierge Company clients and suppliers will be notified by email with a 30-day notice of the changes taking effect. For any questions or concerns about the services Southlake Concierge Company provides, please contact [hello@southlakeconcierge.com](mailto:hello@southlakeconcierge.com).