



## **Privacy Policy for WhiteMist Concierge Services**

Last Updated: 4th February 2024

Thank you for choosing WhiteMist Concierge Services ("we," "us," or "our"). We are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines the types of information we collect, how we use and safeguard that information, and your rights in relation to your personal data.

By accessing or using our website, [www.whitemist.uk](http://www.whitemist.uk), or engaging with our services, you consent to the terms and practices described in this Privacy Policy.

### **1. Information We Collect:**

#### **a. Personal Information:**

- Full name
- Contact information (email address, phone number)
- Billing and payment details

#### **b. Non-Personal Information:**

- Usage data (e.g., pages visited, time spent on the website)
- Device information (e.g., IP address, browser type)

### **2. How We Use Your Information:**

#### **a. Service Delivery:**

- To provide and fulfil the requested concierge services.
- To communicate with you regarding your requests and preferences.

#### **b. Payment Processing:**

- To process payments and transactions securely.

#### **c. Communication:**

- To send relevant updates, newsletters, and promotional material.
- To respond to inquiries and provide customer support.

#### **d. Improving User Experience:**

- To analyse website usage and enhance our services.

### **3. Information Sharing:**

#### **a. Third-Party Service Providers:**

- We may share your information with trusted third-party service providers who assist us in delivering our services.

#### **b. Legal Compliance:**

- We may disclose information when required by law or in response to legal requests.

### **4. Data Security:**



a. We employ industry-standard security measures to protect your information from unauthorized access, disclosure, alteration, and destruction.

**5. Cookies and Tracking:**

a. We use cookies and similar technologies to enhance your experience on our website and collect data about your interactions.

**6. Your Rights:**

a. You have the right to access, correct, or delete your personal information. b. You can opt out of receiving promotional communications at any time.

**7. Changes to the Privacy Policy:**

a. We reserve the right to update this Privacy Policy to reflect changes in our practices. Any updates will be posted on our website.

**8. Contact Us:**

If you have any questions or concerns about our Privacy Policy, please contact us at [Enquiries@whitemist.uk](mailto:Enquiries@whitemist.uk)

By using our services, you acknowledge that you have read and understood this Privacy Policy. Your continued use of our website and services constitutes your acceptance of any changes or updates to this Privacy Policy.

Thank you for choosing WhiteMist Luxury Lifestyle & Concierge Services.