

URBAN CONCIERGE

Privacy Policy

1. Data Controller

The data controller is Urban Concierge.

Contact: info@urbanconcierge.pl

2. What data we collect

We may process the following data:

full name

phone number

email address

service address

billing details

information voluntarily provided in the service request

data necessary to perform the service (e.g. booking details, delivery details, ticket purchase data)

3. Purpose of data processing

Data is processed for the purpose of:

contacting the Client

preparing an offer

providing concierge services

processing payments

issuing invoices

organizing services with third parties

ensuring service quality and security

4. Legal basis for processing

Article 6(1)(b) GDPR – performance of a contract or pre-contractual actions

Article 6(1)(c) GDPR – legal obligations (e.g. invoicing)

Article 6(1)(f) GDPR – legitimate interest of the controller (contact, service organization, claims protection)

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5. Data sharing

Data may be shared with third parties only to the extent necessary to provide the service, in particular:

restaurants

hotels

courier companies

cleaning services

medical facilities

public offices and institutions

service providers acting on behalf of the Client

Urban Concierge does not sell personal data.

6. Data retention period

Data is stored:

for the duration of the cooperation

for the period required for accounting purposes

up to 6 years after the end of cooperation to secure potential claims

7. Rights of the data subject

Each person has the right to:

access their data

rectify data

erase data

restrict processing

object to processing

data portability

lodge a complaint with the President of the Personal Data Protection Office

8. Voluntary provision of data

Providing data is voluntary but necessary to perform the service.

9. Cookies

The website may use cookies for:

proper functioning of the website

contact via forms

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website statistics

Users can disable cookies in their browser settings.

10. Contact regarding personal data

For any matters related to personal data, please contact:

info@urbanconcierge.pl

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