

Privacy Policy

We, TheConcierge, spol. s r. o. (TheConcierge), are committed to protecting any information we collect about you. This policy explains how and for what purposes we use the information collected about you via www.theconcierge.sk / [.eu](http://www.theconcierge.eu) / [.at](http://www.theconcierge.at) / [.cz](http://www.theconcierge.cz) / [.ru](http://www.theconcierge.ru) ("Site"), phone, email, fax, mail, other electronic or personal communication. Please read this privacy policy carefully. By using this Site and/or any TheConcierge services we offer, you are agreeing to be bound by this policy in respect of the information collected about you.

A. **YOUR CONSENT**: By using our Site and/or our services, you consent to us using the personal information you provide to TheConcierge, and our affiliates as set out in this Privacy Policy. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of the way we collect, use, and disclose information.

B. **REGISTRATION**: You do not have to register to browse our website but to use our services you need to be a member (in case of membership). Private section of the site requires a log in. We ask that you please make sure your details are correct and up to date so that we can provide you with information efficiently.

C. **RECORDING OF PHONE CALLS**: Your calls may be monitored or recorded for training and quality purposes.

D. **MARKET RESEARCH**: We may contact you to take part in market research to evaluate the TheConcierge service.

E. **THE CUSTOMER INFORMATION WE COLLECT**: When you place an order, we need to know your name, email address, delivery address, in specific cases also your credit or debit card number and its expiration date. It is the only way we can process your order and notify you of your order status.

F. **THE WAY THIS CUSTOMER INFORMATION IS USED**: We monitor customer traffic patterns and Site usage to help us develop the design and layout of the Site. We may also use the information we collect to notify you every now and again about important changes to the Site, the latest TheConcierge services and exciting new offers. You will be the first to know. If you do not want us to send you such mail, please let us know by email. We may provide aggregate statistics about site use and share such information with third parties, but these statistics will not include any information that could personally identify you.

G. **COOKIES**: In the language of the internet a cookie is not something you eat; it is a small amount of data sent to your browser from a web server and stored on your computer's hard drive. Our cookies keep track of non-secure information about each visitor's usage of the Site and provide you with a personalised shopping experience. You may set up your computer to reject cookies by changing your browser settings although, in that case, you may not be able to use certain features on our Site.

H. **HOW WE PROTECT OUR CLIENTS**: Your order is processed by a way, which ensures that all information you input is only available to you and TheConcierge. We follow the strict security procedures to ensure proper storage and careful disclosure of information in order that nothing improper happens to your private information. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose personal information to you.

I. **WHAT WE DO WITH YOUR INFORMATION**: Unless you permit us, we NEVER give your information to a third party. If you do give us permission at any time, then where we use other companies to look after your information, we ask them to make sure they keep your information safe and secret. We will not disclose your information to anyone other than to our suppliers and our delivery company and other third parties who need to know to process your request. The disclosure of this data may include some companies, organisations and third parties that work outside the European Economic Area and do not maintain the same Data Protection Laws as European Economic Area countries. By giving TheConcierge your personal information you consent to this disclosure and allow us to make our services available to you. On occasion we may share your personal information with our selected suppliers and agents in respect of the supply and delivery of the benefits of Membership for reasons other than the execution of your order from TheConcierge.

J. **CONTACTING US**: TheConcierge is your data controller. If you have any queries about this Privacy Policy, our Site practices, or your personal dealing with this Site, you can contact us anytime.