

# WE MOVE

## VIP CONCIERGE

### Privacy Policy

Last updated: 19 February, 2026

We Move VIP Concierge (“We,” “Us,” “Our”) is committed to protecting your privacy and personal data. This Privacy Policy explains how we collect, use, store, and protect your information when you use our website or engage our services.

By using our website or services, you agree to the collection and use of information in accordance with this Privacy Policy.

#### 1. Who We Are

We Move VIP Concierge Ltd  
Suite RA01, 195-197 Wood Street, London, E17 3NU  
info@wemovevipconcierge.com

For the purposes of data protection law, We Move VIP Concierge is the Data Controller.

#### 2. Information We Collect

We may collect and process the following types of personal data:

##### 2.1 Personal Information

- Full name
- Email address
- Phone number
- Job title or affiliation
- Billing and invoicing details

##### 2.2 Travel & Service Information

- Travel itineraries
- Passport details (only where strictly necessary)
- Dietary, access, or mobility requirements
- Accommodation preferences
- Security or logistical requirements

##### 2.3 Technical Information

- IP address
- Browser type and version
- Device information
- Website usage data (via cookies)

#### 3. How We Collect Your Data

We collect personal data when you:

- Contact us via the website or email

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- Request or use our services
- Enter into a contract or retainer with us
- Provide information verbally or in writing
- Browse our website

#### 4. How We Use Your Information

We use your data to:

- Provide and manage concierge services
- Communicate with you regarding requests
- Arrange travel, logistics, and third-party services
- Process payments and invoices
- Meet legal or regulatory obligations
- Improve our services and website

We do not sell your data.

#### 5. Legal Basis for Processing

Under UK GDPR, we process personal data on the following bases:

- Contractual necessity – to deliver requested services
- Legitimate interests – to operate and improve our business
- Legal obligations – compliance with law
- Consent – where explicitly required

#### 6. Sharing Your Data

We may share your information with trusted third parties only where necessary, including:

- Airlines, hotels, transport providers
- Security companies
- Event venues and promoters
- Payment processors
- Legal or regulatory authorities (if required)

All third parties are required to handle your data securely and lawfully.

#### 7. International Data Transfers

Your data may be transferred outside the UK or EEA where services require it.

Where this occurs, we ensure appropriate safeguards are in place, including:

- Adequacy decisions
- Standard contractual clauses

#### 8. Data Retention

We retain personal data only for as long as necessary:

- To provide services
- To comply with legal obligations
- For accounting and record-keeping

When data is no longer required, it is securely deleted or anonymised.

## 9. Confidentiality & Discretion

Discretion is core to our services.

We treat all client information as confidential and limit access to authorised personnel only.

## 10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict or object to processing
- Data portability
- Withdraw consent at any time

To exercise your rights, contact us at:

[info@wemovevipconcierge.com](mailto:info@wemovevipconcierge.com)

## 11. Cookies

Our website may use cookies to improve user experience and analyse website traffic.

You can control cookies via your browser settings.

For more information, please see our [Cookie Policy](#)

## 12. Data Security

We take appropriate technical and organisational measures to protect personal data against:

- Loss
- Misuse
- Unauthorised access
- Disclosure or alteration

However, no system is completely secure, and we cannot guarantee absolute security.

## 13. Third Party Links

Our website may contain links to third-party websites.

We are not responsible for their privacy practices or content.

## 14. Changes to This Policy

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We may update this Privacy Policy from time to time.  
The latest version will always be available on our website.

### 15. Complaints

If you are unhappy with how we handle your data, you have the right to lodge a complaint with:

Information Commissioner's Office (ICO)  
[www.ico.org.uk](http://www.ico.org.uk)

### 16. Contact Us

For privacy related queries, please contact:  
[info@wemovevipconcierge.com](mailto:info@wemovevipconcierge.com)