

# Privacy Policy

**Effective Date:** 12 May 2026

Right-Hand HQ respects the privacy of visitors, prospective clients, and clients worldwide. This Privacy Policy explains how personal information may be collected, used, stored, shared, and protected when someone visits this website, submits an inquiry, communicates about services, or otherwise interacts with Right-Hand HQ in connection with executive assistance, travel concierge, and lifestyle management services. Privacy policy guidance consistently recommends clearly explaining what data are collected, why they are processed, how they are shared, what rights users may have, and how the policy reflects actual business practices.

By using this website or submitting information through it, the user acknowledges and agrees that personal information may be processed as described in this Privacy Policy, subject to applicable law. Guidance on privacy policies emphasizes that the policy should state what the website does with submitted information and should accurately reflect real collection and use practices.

## 1. Information That May Be Collected

Depending on how the website is used, Right-Hand HQ may collect:

- Name
- Email address
- Telephone number
- Country, city, or general location
- Details about requested services
- Scheduling information
- Travel-related information voluntarily provided in an inquiry
- Lifestyle or logistical preferences voluntarily provided in an inquiry
- Any other information a user chooses to include in a message, form, or email

Privacy policy guidance recommends specifically identifying the categories of personal data collected and avoiding vague catch-all descriptions.

This website may also automatically collect certain technical and usage information, including:

- IP address
- Browser type
- Device type
- Operating system
- Referring website or source
- Pages viewed
- Date and time of visits
- General interaction data
- Cookies or similar technical identifiers, where used

Guidance for websites using analytics or cookies states that a privacy policy should disclose technical data collection, use of cookies, and analytics processing where applicable.

## **2. How Information May Be Collected**

Information may be collected when a visitor:

- Fills in a contact form
- Sends an email or inquiry
- Requests information about services
- Uses or interacts with the website
- Accepts or manages cookie preferences where such functionality is used

Privacy guidance recommends explaining how information is collected, including direct submission and automatic collection through website technologies.

## **3. How Information May Be Used**

Personal information may be used for legitimate business purposes, including to:

- Respond to inquiries
- Review, assess, or decline service requests
- Communicate about potential or ongoing services
- Arrange and manage executive assistance, travel concierge, and lifestyle management services
- Verify information and protect against fraud, abuse, false inquiries, or misuse
- Maintain internal business records
- Improve service delivery, website performance, and operational efficiency
- Protect legal rights and business interests
- Enforce website terms, policies, and other applicable conditions
- Comply with legal, regulatory, tax, accounting, insurance, or security obligations

Privacy policy best-practice sources state that organizations should clearly explain why information is collected and how it is used, including operational, legal, and security purposes.

## **4. Business-Protection and Screening**

Right-Hand HQ reserves the right to review, assess, store, and use submitted information as reasonably necessary to screen inquiries, determine suitability, verify legitimacy, prevent fraud, manage risk, protect reputation, preserve evidence, and safeguard the security and commercial interests of the business. Privacy guidance allows organizations to explain business and security purposes, provided the policy accurately reflects real practices and does not mislead users about how their data is handled.

Submission of an inquiry does not create any right to receive services, any obligation to accept a request, or any entitlement to a response within a particular time. Information submitted may be retained and reviewed for internal business purposes to the extent permitted by applicable law.

## **5. Cookies, Analytics, and Similar Technologies**

This website may use cookies, analytics tools, and similar technologies to understand traffic, improve website performance, maintain security, measure engagement, and support website functionality. Guidance for analytics and website privacy policies states that a policy should disclose the use of analytics tools, cookies, and related data collection where such tools are present.

If analytics or similar tools are enabled, technical information may be collected and processed by service providers in accordance with their own systems and policies. Privacy guidance recommends disclosing that third-party providers may receive usage or technical data when these tools are used.

Users can generally control cookies through browser settings, although disabling certain cookies may affect how parts of the website function.

## **6. Sharing and Disclosure**

Right-Hand HQ may share personal information where reasonably necessary with service providers and third parties that support the operation of the website or the business, including website hosting providers, email providers, cloud storage providers, analytics providers, security providers, payment providers, professional advisers, insurers, contractors, or partners involved in the requested service. Privacy policy guidance advises describing categories of third parties and the services they provide, rather than using unexplained generic references.

Information may also be disclosed where reasonably necessary to:

- Comply with law or lawful requests
- Detect, investigate, or prevent fraud, abuse, or unauthorized activity
- Protect property, safety, rights, or reputation
- Establish, exercise, or defend legal claims
- Support business continuity, reorganization, transfer, or succession if applicable

Privacy guidance states that policies should explain when information may be disclosed for legal, security, or business-protection reasons.

Right-Hand HQ does not state that it sells personal information as a business model through this website.

## **7. International Use and Cross-Border Processing**

This website may be accessed by users worldwide, and personal information may be processed, stored, or accessed in countries other than the user's country of residence, including through hosting, communications, analytics, cloud systems, contractors, or service providers. Global privacy policy guidance notes that where services are offered across borders, the policy should explain that international transfers or cross-border processing may occur.

By using the website or submitting information, the user understands that cross-border processing may occur to the extent reasonably necessary for website operation, communications, service administration, security, or business continuity, subject to applicable law.

## **8. Retention of Information**

Personal information may be retained for as long as reasonably necessary for inquiry handling, service evaluation, service delivery, recordkeeping, legal compliance, dispute management, fraud prevention, business protection, and enforcement of rights. Privacy-policy guidance recommends telling users either the retention period or the criteria used to determine how long data are kept.

Even if no client relationship is formed, information submitted through the website may be retained for a reasonable period for internal review, recordkeeping, evidence preservation, repeat inquiry handling, risk management, or legal protection, to the extent permitted by law.

## **9. Data Security**

Reasonable administrative, technical, and organizational measures may be used to protect personal information against unauthorized access, misuse, alteration, disclosure, or destruction. Privacy guidance commonly recommends describing security measures in general terms without making unrealistic guarantees.

However, no website, internet transmission, email system, platform, or storage solution can be guaranteed to be completely secure. Any submission of information is at the user's own risk to the extent permitted by applicable law.

## **10. User Rights**

Depending on the user's country, state, or region, the user may have certain rights regarding personal information, such as the right to request access, correction, deletion, restriction, objection, withdrawal of consent where relevant, or other similar rights under applicable law. Global privacy-policy guidance notes that different laws may apply depending on where users are located, and privacy policies often explain that rights may vary by jurisdiction.

Any request may be reviewed and responded to in accordance with applicable law, identity verification requirements, operational feasibility, and the legitimate rights and interests of Right-Hand HQ. Requests may be refused or limited where legally permitted, including where information must be retained for legal, security, evidentiary, fraud-prevention, contractual, or legitimate business reasons.

## **11. Children**

This website and the services described on it are intended for adults and for business or personal service inquiries from individuals capable of entering into relevant arrangements. Personal information should not be submitted by children or by anyone who is not legally permitted to do so under applicable law.

## **12. Third-Party Services and Links**

This website may contain or rely on third-party services, tools, integrations, or links. Where a user interacts with third-party websites, tools, or services, their data may also be subject to the privacy policies and practices of those third parties. Privacy guidance commonly recommends informing users that third-party providers may have separate privacy practices.

Right-Hand HQ is not responsible for the content, security, or privacy practices of third-party websites or services that are not directly controlled by it.

## **13. Changes to This Privacy Policy**

This Privacy Policy may be updated at any time to reflect changes in services, website features, tools, legal requirements, operational needs, or business practices. Privacy policy guidance recommends including an effective date and making clear that the policy may be updated over time.

The version published on the website at the relevant time will apply from its effective date, unless otherwise required by law.

#### **14. Contact**

For privacy-related questions or requests, contact:

##### **Right-Hand HQ**

Email: [info@righthandhq.net](mailto:info@righthandhq.net)

#### **15. Website Notice**

This Privacy Policy is intended to provide a broad, worldwide website privacy notice for a service-based business website. Privacy best-practice sources stress that a privacy policy should reflect the real tools, forms, cookies, analytics, and practices actually used on the site, rather than rely on generic wording alone.