

Fairhope Concierge

Privacy Policy

Effective date: June 2026

Fairhope Concierge LLC (“Fairhope Concierge,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information of our clients, their families, and visitors to our website. This Privacy Policy explains what information we collect, how we use it, and the choices you have.

Information We Collect

We collect information you provide to us directly when you inquire about, sign up for, or receive our services, including:

- Contact details such as name, address, phone number, and email address.
- Information about the person receiving care, including emergency contacts and basic care preferences.
- Non-medical notes related to the services we provide, such as visit summaries and wellness observations.
- Payment information, which is processed securely through our third-party payment processor, Stripe. We do not store full card numbers ourselves.
- Information collected automatically when you visit our website, such as basic usage data.

How We Use Your Information

We use the information we collect to:

- Provide, coordinate, and improve our companion care and concierge services.
- Communicate with you and authorized family members, including sharing visit updates.
- Process payments and manage your account.
- Respond to questions and requests.
- Comply with legal and regulatory obligations.

How We Share Information

We do not sell your personal information. We share information only as needed to operate our business, including:

- With our trained caregivers, solely to provide the services you have requested.
- With service providers who help us operate, such as Stripe for payment processing.
- With family members or authorized representatives you have designated.
- When required by law, or to protect the safety of a client or others.

Photos and Visit Updates

With your consent, we may take and share limited photos, videos, or written updates (for example, wellness check-ins or activity summaries) with authorized family members. You may withdraw this consent in writing at any time.

How We Protect Your Information

We take reasonable steps to protect your information from unauthorized access, use, or disclosure. While no method of storage or transmission is completely secure, we are committed to safeguarding the information entrusted to us.

Your Choices

You may request to review, update, or correct your personal information, or ask questions about how it is used, by contacting us using the information below. You may also withdraw consent for photos or updates at any time.

Children’s Privacy

Our services are directed to adults. We do not knowingly collect personal information from children.

Changes to This Policy

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

Contact Us

If you have any questions about this Privacy Policy or how we handle your information, please contact us:

Fairhope Concierge LLC

Phone: 251-308-6479

Email: info@fairhopeconcierge.com

Website: fairhopeconcierge.com

Fairhope Concierge • 251-308-6479 • info@fairhopeconcierge.com • fairhopeconcierge.com