

# Privacy Policy

Last Updated: January 19, 2026

## Introduction

Welcome to TheIslandConcierge, a product of Topchiyska Enterprises LLC ("we," "our," or "us"). We are committed to protecting your privacy and ensuring transparency about how we handle your information. This Privacy Policy explains our practices regarding the collection, use, and disclosure of information when you use our application and services for Nantucket and Martha's Vineyard.

## Our Mission

TheIslandConcierge provides an all-in-one concierge service for visitors and residents of Nantucket and Martha's Vineyard, offering customized itineraries, restaurant reservations, and local recommendations.

## Information We Collect

### Information You Provide to Us

We may collect the following personal information when you voluntarily provide it through our AI chat feature, contact forms, or subscription signup:

- **Name** – to personalize your experience and reservations
- **Email Address** – to communicate with you about your requests, reservations, and account
- **Phone Number** – to contact you regarding reservations or time-sensitive information

### Information Collected Automatically

When you use our application, we may automatically collect certain information, including:

- **Cookies and Similar Technologies** – We use cookies and similar tracking technologies to enhance your experience, remember your preferences, and analyze app usage. You can control cookie settings through your browser preferences.
- **Usage Data** – General information about how you interact with our app, including pages visited and features used.

- **Device Information** – Basic device and browser information to ensure our app functions properly on your device.

## How We Use Your Information

We use the information we collect to:

- Provide and personalize our concierge services
- Create and manage customized itineraries
- Make restaurant reservations on your behalf
- Process and manage your paid subscription
- Communicate with you about your requests and our services
- Improve and optimize our application
- Ensure the security of our services

## Payment Processing

All payments for our subscription services are processed securely through **Stripe**, a third-party payment processor. We do not store or have access to your full credit card details. Stripe's use of your personal information is governed by their privacy policy, which can be found at <https://stripe.com/privacy>.

## Third-Party Services and AI Technology

Our application uses various third-party services and AI-powered features to provide you with the best experience:

- **AI Chat Features** – We use artificial intelligence to assist with recommendations and itinerary planning. Conversations may be processed to improve our services.
- **v0 by Vercel** – Used for application development and hosting.
- **Analytics Tools** – To understand how users interact with our app and improve our services.

These third-party services have their own privacy policies governing their use of data.

## Data Sharing

We do not sell your personal information. We may share your information only in the following circumstances:

- **Service Providers** – With third parties who assist us in operating our app and providing services (e.g., Stripe for payments)

- **Restaurant Partners** – When making reservations on your behalf, we share necessary contact information with the restaurant
- **Legal Requirements** – When required by law or to protect our rights

## **Data Retention**

We retain your personal information only for as long as necessary to provide our services and fulfill the purposes outlined in this policy. Subscription account information is retained while your account is active.

## **Your Rights and Choices**

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your personal information
- Opt out of marketing communications
- Disable cookies through your browser settings

To exercise any of these rights, please contact us using the information below.

## **Children's Privacy**

Our services are not intended for children under the age of 13. We do not knowingly collect personal information from children under 13.

## **Security**

We implement appropriate technical and organizational measures to protect your personal information. However, no method of transmission over the Internet is 100% secure, and we cannot guarantee absolute security.

## **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the new Privacy Policy on this page and updating the "Last Updated" date.

## **Contact Us**

If you have any questions about this Privacy Policy or our data practices, please contact us at:

**TheIslandConcierge** A product of Topchiyska Enterprises LLC Email: topchiyskas@gmail.com

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By using TheIslandConcierge, you acknowledge that you have read and understood this Privacy Policy.

The user hereby agrees to defend, indemnify and hold harmless Topchiyska Enterprises LLC and all of its products representatives, and their respective affiliates, officers, directors, executive committee, managers, members, employees, contractors, subcontractors and agents - the "Indemnified Parties" - from any and all claims, demands, suits, causes of action, damages, costs, obligations, losses, settlements and judgments, including without limitation attorney's fees and costs - a "Claim" - in whole or part arising out of or in any way connected with the Pilot Project (including infringement Claims).