

JUUN GDPR Privacy Policy

Introduction

At JUUN, we are committed to protecting the privacy and security of our customers' personal data. This Privacy Policy outlines how we collect, process, and protect personal data in compliance with the General Data Protection Regulation (GDPR). By using our services, you consent to the collection and use of your personal information as described in this policy.

Data Controller

JUUN (represented by IndigoSky Management SARL) is the Data Controller responsible for ensuring that your personal data is used in compliance with this Privacy Policy. If you have any questions or concerns, please contact us at:

- Company Name: JUUN (represented by IndigoSky Management SARL)
- Address: 31b, rue de Canach, 5368 Schuttrange, Luxembourg
- Email: info@juun.lu

What Data We Collect

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

- Contact Information: Name, email address, phone number, postal address
- Identity Information: Passport or ID details (when required by law)
- Payment Information: Credit/debit card details, bank account number, billing address
- Anti-money Laundering Information when required by law: pay slips, bank statements, tax returns, etc.
- Booking Details: Dates of stay, property preferences, and special requests
- Communication History: Emails, messages, and calls
- Marketing Preferences: Your preferences for receiving marketing communications
- Technical Data: IP address, browser type, and operating system when visiting our website
- Cookies (to be implemented): In a future point in time, information collected from cookies to enhance your browsing experience

How We Collect Data

We collect personal data directly from you through the following methods:

- When you make a booking through our website, by phone, or email
- When you subscribe to our newsletter or marketing communications
- When you complete surveys or provide feedback
- When you interact with our website (e.g., by filling out forms, browsing, or making inquiries)

Why We Collect Your Data

We process your personal data for the following legitimate purposes:

1. **To Fulfill Your Booking:** We use your personal information to manage your booking, including processing payments, sending booking confirmations, and communicating regarding your stay.
2. **To Improve Our Services:** We use customer feedback and preferences to improve our properties and services.
3. **Legal Obligations:** In some cases, we are required to collect and process personal data for legal and regulatory reasons (e.g., local tourism regulations, fraud prevention).
4. **Marketing Communications:** With your consent, we may send you promotional materials, newsletters, and offers related to our vacation rentals.
5. **Website Analytics:** We use analytics data to improve our website and ensure a seamless user experience.

Lawful Basis for Processing

We only process your personal data when we have a lawful basis to do so. This includes:

- **Contractual Necessity:** To fulfill our obligations when you book a rental with us.
- **Legitimate Interests:** For business operations such as improving services, and ensuring website functionality.
- **Legal Obligation:** To comply with applicable laws and regulations.
- **Consent:** When you provide consent for us to use your data for specific purposes, such as receiving marketing communications.

How We Protect Your Data

We implement appropriate technical and organizational measures to safeguard your personal data, including:

- Secure encryption of payment information
- Access control measures to restrict data access to authorized persons only
- Regular reviews of data security practices
- Data minimization principles to ensure we only retain personal data for as long as necessary

How Long We Keep Your Data

We retain personal data for the duration of your relationship with us and as long as necessary to fulfill the purposes for which it was collected. We may retain certain information for longer periods to comply with legal, tax, and accounting requirements.

Your Data Protection Rights

Under GDPR, you have the following rights regarding your personal data:

1. **Right of Access:** You have the right to request a copy of the personal data we hold about you.
2. **Right to Rectification:** You can request the correction of any inaccurate or incomplete data.
3. **Right to Erasure ("Right to be Forgotten"):** You can request the deletion of your personal data, subject to certain conditions.
4. **Right to Restriction of Processing:** You can request that we limit the processing of your personal data in certain situations.
5. **Right to Data Portability:** You can request a copy of your personal data in a commonly used format to transfer to another service provider.
6. **Right to Object:** You can object to the processing of your data for direct marketing purposes or when processing is based on legitimate interests.
7. **Right to Withdraw Consent:** If you have provided consent for the processing of your personal data, you can withdraw it at any time.

To exercise any of these rights, please contact us at info@juun.lu. We will respond to your request within one month, in accordance with GDPR.

Sharing Your Data with Third Parties

We do not sell your personal data to third parties. However, we may share your data with trusted service providers who assist us in delivering our services, including:

- Payment processors for secure payment transactions
- Property management and cleaning services
- Marketing and email distribution platforms (for sending newsletters)
- IT service providers (for maintaining our website and data security)
- Legal and regulatory authorities (when required by law)

Any third parties we work with are required to adhere to GDPR standards and only process your data for the purposes specified by us.

International Data Transfers

In some cases, your personal data may be transferred to and processed outside of the European Economic Area (EEA). When this occurs, we ensure that appropriate safeguards are in place, such as standard contractual clauses or reliance on Privacy Shield-certified service providers, to protect your data.

Changes to Our Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legal requirements or business practices. The latest version will always be available on our website, and significant changes will be communicated to you via email.

Contact Us

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

- Email: info@juun.lu
- Address: 31b, rue de Canach, 5368 Schuttrange, Luxembourg

Consent

By using our services, you acknowledge that you have read and understood this Privacy Policy and consent to the collection and use of your personal data as outlined above.

Last updated: 21 January 2025
