

PRIVACY POLICY BAGALOO

1. General

Bagaloo offers optimal protection for luggage of travellers by means of an innovative and patented sleeve. The luggage can always be traced by means of a unique QR code. With a Bagaloo sleeve, a traveller is always 'in control' of his/her luggage.

Bagaloo greatly values the protection of personal information which Bagaloo receives and will therefore carefully handle the processing of personal information of its users.

Bagaloo recommends that you read this privacy policy carefully and contact us at info@bagaloo.com if you have questions or comments.

2. What is personal information?

Personal information is information which is directly or indirectly traceable to a person. Think of, for example: a name, address, date of birth, telephone number, location information, an email address or IP address.

3. Why does Bagaloo process personal information?

Bagaloo collects personal information with as purpose to be able to render its services and to ensure that this functions as good as possible, to be able to improve the functioning of its services and to generate statistics. In addition, information is collected for security purposes, and to be able to communicate efficiently with users of the services.

4. On the basis of which principle does Bagaloo process personal information?

Except when Bagaloo processes personal information with your unambiguous permission, Bagaloo does this because it is necessary for the execution of its services pursuant to the agreement with you as customer, and pursuant to its justified interest in the normal fulfilment of its business processes.

To be able to make use of the services of Bagaloo (such as being able to send the sleeves and monitoring your luggage), it is therefore also necessary that personal information such as your name, address, email address and telephone number are provided by you. Without this personal information, Bagaloo will not be able to perform its services (entirely) adequately.

5. Which types of (categories of) personal information do we process?

Bagaloo collects the following personal information:

- Name – address – location

- Contact information such as telephone number and Email address
- Gender
- IP address
- Payment information (if you ordered through Bagaloo.com)
- Information which you provided to us by filling in the forms on our website
- Information about your visit to our website, including but not limited to data traffic, location information, web logs, etc.

6. Sharing of personal information with third parties and (categories of) recipients

Bagaloo may process your personal information with carefully selected third parties if this is necessary to execute the agreement, to comply with any statutory obligation, or if this is necessary for our service provision. With companies which process your information on our behalf, we conclude a processing agreement to ensure an equal level of security and confidentiality of your information. Bagaloo remains responsible for these processings.

Bagaloo may share your information with third parties who may send you interesting offers, but only if you have given permission for this.

7. How long do we save personal information?

Bagaloo does not save your personal information for longer than necessary for the purposes for which your information is collected.

The information is then erased if it is no longer necessary for the purposes for which your information is collected, unless there is a legal obligation that requires it to be saved for longer (such as the tax-related obligation to retain payment information for seven years).

8. Right of revocation of permission, access, rectification, erasure and transfer of personal information

You have the right to revocation of your permission pertaining to the processing of personal information by Bagaloo, right of inspection to and rectification of processed personal information, and erasure and transfer of the personal information processed/stored by Bagaloo. You can send a request for access, correction, erasure, data transfer of your personal information or request to withdraw your permission or object to the processing of your personal information to info@bagaloo.com.

In addition, you can submit a complaint about the processing of personal information to the Dutch Data Protection Authority: autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons.

9. Cookies

Bagaloo uses functional, analytical and tracking cookies. A cookie is a small text file which is saved in the browser of your computer, tablet or smartphone at the time of your first visit to our website. Bagaloo uses cookies with a pure technical functionality. These ensure that the website performs adequately and that, for example, your preferred settings are remembered. In addition, we place cookies that track your surf behaviour to allow us to offer personalised content and advertisement. We already informed you about these cookies and requested permission for placing them at the time of your first visit to our website.

Third parties

Cookies are also placed by third parties on our website. These are, for example, advertisers and/or social media companies. We cannot guarantee that these third parties handle your personal information in a reliable or safe manner. We recommend that you read the privacy statement of the specified third parties before making use of their websites.

Google Analytics

Google Analytics helps us to count the number of visitors and to see how they use the website. On the basis of this information, we can improve the website even more.

The information used in relation to these cookies comprises:

- How you handle the site, such as which pages you visit;
- Your IP address, to allow us to determine from which location you sign in. This information is immediately anonymized and is not transferred to Google.

Switch off cookie collection

It is possible to set your browser to not receive cookies. However, it may then be the case that you cannot make use of certain services of Bagaloo, or not in part, or that our website and app do not function equally well.

10. Security

Since Bagaloo greatly values the protection of personal information which it receives, Bagaloo also has a great amount of attention on the protection of the personal information in question of its users which it has in possession.

Bagaloo uses suitable technical and organisational measures to protect this personal information against abuse. More information about the security of the data can be found at <https://cloud.google.com/products/security-and-identity>

Bagaloo may change its privacy policy. We therefore recommend that you visit this page regularly.

This policy is in force since 1 May 2021.