Privacy Policy – Bungalow.net
Effective date: 4 February 2026
This Privacy Policy explains how personal data is processed in connection with the use of the website bungalow.net, the search, booking and purchase of accommodation stays, and related customer services provided by BungalowNet.

1. Who is responsible for processing your personal data?
BungalowNet as operator and data controller
BUNGALOWNET HOLIDAYS FZCO, operating under the brand name “BungalowNet” or “BN”, operates the website https://www.bungalow.net/ and acts as the primary contracting party and data controller for the processing of personal data in connection with:

the use of the website and BN services;
the search, booking and purchase of accommodation stays offered by BN;
customer communication and customer support;
payments, refunds and fraud prevention;
marketing, analytics and service improvement, where applicable.

BN determines the purposes and means of processing personal data for these activities.
The full legal details of BN are available in the Legal mentions on this website.
Accommodation partners
Accommodation stays offered by BN are fulfilled using accommodation units sourced from professional accommodation partners, such as property owners or on-site operators (“Accommodation Partners”).
Accommodation Partners process certain personal data independently and under their own responsibility where required for:

the operational delivery and management of the accommodation stay;
compliance with local legal obligations (for example, guest registration or safety requirements);
on-site services, security and incident management.

BN shares only the personal data that is strictly necessary to enable the proper fulfilment of the booked stay.

2. Contact for data protection matters
For questions, requests or complaints relating to the processing of personal data by BN, including the exercise of your data protection rights, you may contact:
Email: dpo@bungalow.net

EU representative:
In accordance with Article 27 GDPR, BN has appointed BungalowNet Group B.V. as its representative in the European Union:

BungalowNet Group B.V.
Meers 30, 6017 BD Thorn, the Netherlands
Chamber of Commerce (KvK) number: 05086461
Email: privacy@bungalow.net

You may contact the EU representative, in addition to or instead of BN, on all matters relating to the processing of your personal data.

3. What personal data do we process?

Depending on how you interact with bungalow.net and BN services, the following categories of personal data may be processed.
a) Website and enquiry data

name, email address and telephone number;
content of enquiries or messages sent to BN;
technical data (such as IP address, browser type, device information);
approximate location derived from IP address;
cookie data and preferences (see section 7).

b) Booking and customer data

booking details (dates, accommodation type, number of guests);
contact details of the booking holder and, where applicable, accompanying guests;
communications relating to the booking handled by BN;
customer service interactions and support requests.

c) Payment and financial data

payment status and payment method;
refund information, where applicable;
transaction references and fraud-prevention data.

BN does not store full payment card details.
d) Marketing and analytics data

newsletter subscription status and communication preferences;
interaction data with marketing communications, where applicable;
website usage and analytics data, subject to consent where required.

e) Special categories of personal data (limited cases)
In limited situations, you may voluntarily provide information that qualifies as special categories of personal data under the GDPR (for example, health-related information in connection with a cancellation or assistance request).
BN does not actively request such data and asks that any information provided is limited to what is strictly necessary for the specific request.
BN does not process identity documents of guests. Any identity verification or mandatory registration required at the accommodation location is handled by the relevant Accommodation Partner under its own responsibility.

4. Purposes and legal bases for processing
BN processes personal data for the following purposes and on the following legal bases:
Performance of a contract (Article 6(1)(b) GDPR)

enabling accommodation searches and bookings;
managing reservations, payments, modifications and cancellations;
providing customer service and essential service communications.

Compliance with legal obligations (Article 6(1)(c) GDPR)

compliance with accounting and tax obligations;
responding to lawful requests from competent authorities;
fulfilling regulatory obligations applicable to accommodation bookings and sales.

Legitimate interests (Article 6(1)(f) GDPR)

ensuring the security and integrity of BN systems and services;
preventing fraud, misuse and chargebacks;
improving service quality and operational efficiency;
managing disputes and protecting legal rights.

Consent (Article 6(1)(a) GDPR)

sending newsletters and marketing communications where required;
use of non-essential cookies and similar technologies.

Special categories of data (Article 9 GDPR)
Where special categories of personal data are processed, this occurs only where permitted by applicable law and subject to appropriate safeguards, such as explicit consent where required and/or necessity for the establishment, exercise or defence of legal claims.

5. Communication with guests
All pre-arrival, booking-related and contractual communication with guests is handled by BN.
Accommodation Partners do not communicate with guests prior to arrival unless this is strictly necessary for operational reasons related to the fulfilment of the booked stay (for example, access instructions or safety information) and outside the BN customer communication environment.

6. With whom do we share personal data?
BN may share personal data, where necessary for the purposes described in this Privacy Policy, with:

Accommodation Partners, solely to enable the fulfilment of the booked accommodation stay;
payment service providers and financial institutions, for payment processing, refunds and fraud prevention;
IT, hosting, communication, customer support and security service providers supporting BN operations;
analytics and marketing service providers, where applicable and subject to consent requirements;
professional advisers, such as legal, tax or audit advisers;
public authorities, where disclosure is required by law.

All recipients process personal data subject to appropriate contractual, technical and organisational safeguards.

7. Cookies and similar technologies
Bungalow.net uses cookies and similar technologies.
Non-essential cookies, including analytics and marketing cookies, are used only with your prior consent where required by law.
Further information about the cookies used, their purposes and retention periods is available in the Cookie Policy on this website.

8. International data transfers
Personal data may be accessed from, stored in or otherwise processed in countries outside the European Economic Area, including the United Arab Emirates.
Where this occurs, BN applies appropriate safeguards in accordance with the GDPR, such as the use of Standard Contractual Clauses and supplementary technical and organisational measures where required.
Further information can be obtained upon request using the contact details in section 2.

9. Data retention
Personal data is retained only for as long as necessary for the purposes described in this Privacy Policy, including:

booking and contractual data: for the duration of the contractual relationship and applicable statutory retention periods;
payment and accounting data: in accordance with financial and tax legislation;
dispute and litigation records: as long as necessary to manage claims and protect legal rights;
marketing data: until consent is withdrawn or an objection is made;
cookie and analytics data: as specified in the Cookie Policy.

10. Your rights
Subject to applicable law, you have the right to:

access your personal data;
rectify inaccurate or incomplete data;
request erasure of your data;
request restriction of processing;
object to processing, including direct marketing;
withdraw consent at any time where processing is based on consent;
request data portability;
lodge a complaint with a supervisory authority in an EU Member State.

You may lodge a complaint with the supervisory authority of your habitual residence, place of work or the place of the alleged infringement.

11. Security measures
BN applies appropriate technical and organisational measures to protect personal data against unauthorised access, loss, alteration or misuse, taking into account the nature of the data and the associated risks.

12. Automated decision-making
BN does not use automated decision-making, including profiling, that produces legal effects concerning you or similarly significantly affects you, unless you are explicitly informed and such processing is permitted under applicable law.

13. Governing law
This Privacy Policy and the processing of personal data described herein are governed by European Union data protection law, including the General Data Protection Regulation (GDPR).

14. Changes to this Privacy Policy
This Privacy Policy may be updated from time to time.
The most recent version will always be available on this website and will apply from the effective date indicated above.