



Lux City BnB
380 Murray Street
Perth WA 600
Australia

Privacy Policy for Lux City BnB Pty Ltd

Last Updated: July 2025

1. Introduction

At Lux City, we are committed to protecting the privacy and security of our guests' personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your data when you book a stay at our properties. By using our services, you consent to the practices described in this policy.

2. Information We Collect

We only collect the personal information necessary to facilitate your booking and ensure a safe, compliant stay. This may include:

A. Personal Identification & Contact Information

- Full name
- Email address
- Phone number
- Date of birth (if required by local regulations)

B. Booking & Payment Details

- Check-in/check-out dates
- Payment method (credit/debit card details processed securely via a third-party payment processor)
- Government-issued ID (where required by law for short-term rental compliance)

C. Stay-Related Information

- Number of guests
- Special requests (e.g., accessibility needs, early check-in)
- Feedback or complaints submitted during/after your stay



www.luxcitybnb.com



contact@luxcitybnb.com



0498 011 959



D. Automatically Collected Data

- IP address (for fraud prevention)
- Device information (browser type, operating system)
- Cookies for website functionality (see *Section 6: Cookies & Tracking*)

3. How We Use Your Information

We use your data only for legitimate business purposes, including:

- Processing and confirming your booking
- Communication regarding your stay (check-in instructions, policies, emergencies)
- Compliance with legal or regulatory requirements (e.g., tax reporting, rental laws)
- Enhancing customer experience & resolving issues
- Fraud prevention and security

We do not sell, rent, or trade your data to third parties for marketing purposes.

4. Data Sharing & Disclosure

We may share your information only where necessary with:

- Property management teams (for access and maintenance)
- Payment processors (to complete transactions securely)
- Legal authorities (if required by law, e.g., local short-term rental regulations)
- Emergency service* (in case of safety or medical incidents)

5. Guest Privacy During Your Stay

- Security Cameras: If used, external cameras (e.g., entrances) will be disclosed at booking. No internal surveillance is permitted.
- House Rules & Guest Conduct: Guests are expected to respect privacy laws (e.g., no unauthorized recording).
- Visitor Logs: Some jurisdictions require guest registration; we will notify you if this applies.



Lux City BnB
380 Murray Street
Perth WA 600
Australia

6. Cookies & Tracking

Our website may use cookies for functionality (e.g., session management). You can disable non-essential cookies via browser settings.

7. Data Retention & Security

- We retain your data only as long as required for bookings, legal compliance, or dispute resolution.
- All stored information is secured with encryption, access controls, and industry-standard safeguards.

8. Your Privacy Rights

Depending on your location, you may have the right to:

- Access, correct, or delete your personal data
- Withdraw consent for future communications
- Lodge a complaint with a data protection authority

To exercise these rights, use this email: contact@luxcitybnb.com

9. Policy Updates

We may update this policy to reflect legal or operational changes. Significant revisions will be communicated via email or our website.

10. Contact Us

For privacy-related inquiries, please contact:

Email: contact@luxcitybnb.com

This policy ensures transparency while complying with privacy laws (GDPR, CCPA, etc.).