

Privacy Policy

niyunā

Last updated: 27 April 2026

niyunā, part of Intercity Pardoen B.V. (hereinafter: “we”), attaches great importance to the protection of your personal data. In this privacy policy, we explain which data we collect, why we collect it, and how we handle it.

1. Data Controller

The data controller responsible for processing personal data is:

Intercity Pardoen B.V.

(trading under the name niyunā)

Registered & visiting address:

Mosselaan 71

1934 RA Egmond aan den Hoef

The Netherlands

Telephone: +31 (0)72 7600023

WhatsApp: +31 (0)6 24756719

E-mail: bookings@niyuna.nl

Chamber of Commerce (KVK): 37053779

VAT number: NL810377809B01

2. What data do we collect?

When you make a booking, stay with us, or contact us, we may process the following personal data:

- First and last name
 - Address details
 - Email address
 - Phone number (if provided)
 - Payment details (via external providers / RoomRaccoon)
 - Stay details (arrival and departure dates, preferences)
 - Any special requests or notes
 - IP address and website behaviour (via cookies)
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3. How do we collect your data?

We collect personal data through:

- Bookings via our reservation system (RoomRaccoon)
 - Direct contact via email or contact form
 - Use of our website (cookies and analytics tools)
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4. Why do we process your data?

We process your personal data for the following purposes:

- Processing and managing bookings
 - Handling payments
 - Communication regarding your stay (such as check-in information)
 - Customer service and contact
 - Improving our services and website
 - Marketing purposes (only where permitted)
 - Complying with legal obligations (such as tax regulations)
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5. Legal basis for processing

We process personal data based on the following legal grounds:

- Performance of a contract (your booking)
 - Legal obligations
 - Legitimate interest (such as improving services)
 - Consent (for example for marketing or cookies)
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6. Sharing data with third parties

We only share your data when necessary for our services or when legally required.

This may include:

- **RoomRaccoon** – reservation and management system
- **Payment providers** – for secure transactions
- **IT and hosting providers** – for website and systems
- **Government authorities** – when legally required

We conclude data processing agreements with parties that process your data on our behalf.

We never sell your personal data to third parties.

7. Data retention

We do not retain personal data longer than necessary for the purposes for which it was collected, taking into account legal retention periods.

- Booking and invoice data: up to 7 years (tax obligation)
 - Contact details: as long as relevant for service or communication
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8. Cookies and tracking

Our website uses cookies and similar technologies to:

- Ensure the website functions properly
- Gain insight into usage (analytical cookies)
- Improve user experience

Where required, we ask for prior consent before placing cookies.

9. Data security

We take appropriate technical and organisational measures to protect your data against:

- Loss
- Misuse
- Unauthorised access

We only work with reliable partners and systems.

10. Your rights

You have the right to:

- Access your personal data
- Have your data corrected
- Have your data deleted (where legally permitted)
- Object to processing
- Request data portability
- Withdraw previously given consent

For requests, please contact:

bookings@niyuna.nl

You also have the right to lodge a complaint with your local data protection authority.

11. Changes

We reserve the right to amend this privacy policy. The most current version is always available on our website.