

Unwynd Ambiences- Data usage privacy policy

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Unwynd Ambiences exists to connect property owners who wish to rent a section of their property for people or groups to connect and discover places. In short—to build a world where any space can be democratized on a micro short-term basis.

A fundamental part of earning that trust means being clear about how we use your information and protect your human right to privacy.

This Privacy Policy describes how Unwynd Ambiences, or Unwynd, processes personal information collected through the Unwynd booking platform.

1. PERSONAL INFORMATION WE COLLECT

1.1 Information needed to use the Unwynd Platform.

We collect personal information about you when you register or login to the Unwynd Platform. Without it, we may not be able to provide you with all services requested. This information includes:

- **Contact Information, Account, Profile Information.** Such as your first name, last name, phone number, postal address, email address, date of birth, and profile photo, some of which will depend on the features you use.
- **Identity Verification and Payment Information.** Such as images of your government issued ID (as per booking requirement), your ID number or other [verification](#) information.

1.2 Information you choose to give us.

You can choose to provide us with additional personal information. This information may include:

- **Additional Profile Information.** Such as gender, preferred language(s), city, and personal description. Some of this information as indicated in your account settings is part of your public profile page and will be publicly visible.
- **Address Book Contact Information.** Address book contacts you import or enter manually.
- **Other Information.** Such as when you fill in a form, add information to your account, respond to surveys, post to community forums, participate in promotions, communicate with our customer care team and other Members, or share your experience with us. This may include health information if you choose to share it with us.

1.3 Information Automatically Collected by Using the Unwynd Platform

When you use the Unwynd Platform and Payment Services, we automatically collect personal information. This information may include:

- **Usage Information.** Such as the pages or content you view, searches for Listings, bookings you have made, and other actions on the Unwynd Platform.
- **Log Data and Device Information.** Such as details about how you've used the Unwynd Platform We may collect this information even if you haven't created an Unwynd account or logged in.
- **Cookies and Similar Technologies as described in our [Cookie Policy](#).**
- **Payment Transaction Information.** Up until the time we activate online payment mechanisms, no detail regarding payment is collected.

1.4 Personal Information We Collect from Third Parties.

We collect personal information from other sources, such as:

- **Third-Party Services.** If you link, connect, or login to the Unwynd Platform with a third party service (e.g. Google, Facebook), you direct the service to send us information such as your registration, friends list, and profile information as controlled by that service or as authorized by you via your privacy settings at that service.
- **Background Information.** To the extent permitted by applicable laws and with your consent where required, we may obtain the local version of police, background or registered sex offender checks. We may use your information, including your full name and date of birth, to obtain such reports.
- **Co-guests.** If you are invited to the Unwynd Platform or to any of the ambiences as a co-traveler, the person who invited you can submit personal information about you such as your email address or other contact information.
- **Other Sources.** To the extent permitted by applicable law, we may receive additional information about you, such as [references](#), demographic data or information to help detect fraud and safety issues from third party service providers and/or partners, and combine it with information we have about you. For example, we may receive background check results or fraud warnings from identity verification service providers for use in our fraud prevention and risk assessment efforts. We may receive information about you and your activities on and off the Unwynd Platform, or about your experiences and interactions from our partners. We may receive health information, including but not limited to health information related to contagious diseases.

2. HOW WE USE INFORMATION WE COLLECT

2.1 Provide, Improve, and Develop the Unwynd Platform. We use personal information to:

- enable you to access the Unwynd Platform and make bookings,
- enable you to communicate with Hosts,
- perform analytics, debug and conduct research,
- provide customer service,
- send you messages, updates, security alerts, and account notifications,
- if you provide us with your contacts' information such as your friends or co-travellers, we may process this information: (i) to facilitate your referral invitations, (ii) to share your trip details and facilitate trip planning, (iii) for fraud detection and prevention, and (iv) to facilitate your requests or for any other purpose you authorize,
- personalize and customize your experience based on your interactions with the Unwynd Platform, your search and booking history, your profile information and preferences, and other content you submit, and

2.2 Create and Maintain a Trusted and Safer Environment. We use personal information to:

- detect and prevent fraud, spam, abuse, security and safety incidents, and other harmful activity,
- study and combat discrimination,
- conduct security investigations and risk assessments,
- verify or authenticate information provided by you,
- conduct checks against databases and other information sources, including background or police checks,
- comply with our legal obligations, protect the health and well-being of our Guests, Hosts, Hosts' employees and members of the public,
- resolve disputes and enforce our agreements,
- comply with law, respond to legal requests, prevent harm and protect our rights
- in connection with the activities above, we may conduct profiling based on your interactions with the Unwynd Platform, your profile information and other content you submit to Unwynd, and information obtained from third parties. In limited cases, automated processes could restrict or suspend access to the Unwynd Platform if such processes detect activity that we think poses a safety or other risk to Unwynd, our community, or third parties. If you would like to challenge the decisioning based on the automated process, please contact us via the Contact Information section below.

2.3 Provide, Personalize, Measure, and Improve our Advertising and Marketing. We may use personal information to:

- send you promotional messages, marketing, advertising, and other information based on your preferences and social media advertising through social media platforms,
- personalize, measure, and improve our advertising,
- administer referral programs, rewards, surveys, sweepstakes, contests, or other promotional activities or events sponsored or managed by Unwynd or its third-party partners,
- analyze characteristics and preferences to send you promotional messages, marketing, advertising and other information that we think might be of interest to you, and
- invite you to events and relevant opportunities.

3. SHARING & DISCLOSURE

3.1 Sharing With Your Consent or at Your Direction.

Where you provide consent, we share your information as described at the time of consent, such as when authorizing a third-party application or website to access your Unwynd account or participating in promotional activities by Unwynd partners or third parties.

Where permissible with applicable law, we may use certain information about you, such as your email address, de-identify it, and share it with social media platforms, to generate leads, drive traffic to Unwynd or otherwise promote our products and services.

3.2 Sharing Between Members.

To help facilitate bookings or other interactions between Members, we may need to share certain information such as:

- When a booking request is made or dispute is submitted, certain information may be shared between Guest(s) and Host(s), including profile, name, names of any additional Guests, cancellation history, review information, age of guest (unless prohibited by applicable law), dispute outcome (when applicable) and other information you choose to share and submit. When a booking is confirmed, additional information is shared to assist with coordinating the trip, like profile photo and phone number. When you as a Host have a confirmed booking, certain information is shared with the Guest (and the additional

Guests they invite, if applicable) to coordinate the booking, such as your profile, full name, phone number, and Listing address.

- When you as a Host invite another Member to host with you, you authorize that person to access and update your information and Member Content, including but not limited to certain information like your full name, phone number, Accommodation address, calendar, Listing information, Listing photos, and email address.
- When you as a Guest invite additional Guests to a booking, your full name, travel dates, Host name, Listing details, the Accommodation address, and other related information will be shared with each additional Guest.

3.3 Information You Publish in Profiles, Listings, and other Public Information.

You can make certain information publicly visible to others, such as:

- Your public profile page, which includes your profile photo, first name, description, and city.
- Listing pages that include information such as the Ambience's approximate or precise location description, calendar availability, profile photo, aggregated demand information (like page views over a period of time), and additional information you choose to share.
- Reviews, ratings and other public feedback.
- Content in a community or discussion forum, blog or social media post.

We may display parts of your public profile and other Content you make available to the public like Listing details on third-party sites, platforms and apps.

Information you share publicly on the Unwynd Platform may be indexed through third-party search engines.

3.4 Host Service Providers.

Hosts may use third-party services to help manage or deliver their services, such as cleaning services or lock providers. Hosts may use features on the Unwynd Platform to share information about the Guest (like check-in and check-out dates, Guest name, Guest phone number) with such third-party service providers.

3.5 Complying with Law, Responding to Legal Requests, Preventing Harm and Protecting our Rights.

We may disclose your information to courts, law enforcement, governmental or public authorities, tax authorities, or authorized third parties, if and to the extent we are required or permitted to do so by law or where disclosure is reasonably necessary: (i) to comply with our legal obligations, (ii) to comply with a valid legal

request or to respond to claims asserted against Unwynd, (iii) to respond to a valid legal request relating to a criminal investigation to address alleged or suspected illegal activity, or to respond to or address any other activity that may expose us, you, or any other of our users to legal or regulatory liability (iv) to enforce and administer our [agreements](#) with Members, or (v) to protect the rights, property or personal safety of Unwynd, its employees, its Members, or members of the public. For example, if permitted due to the foregoing circumstances, Host tax information may be shared with tax authorities or other governmental agencies.

Where appropriate, we may notify Members about legal requests unless: (i) providing notice is prohibited by the legal process itself, by court order we receive, or by applicable law, or (ii) we believe that providing notice would be futile, ineffective, create a risk of injury or bodily harm to an individual or group, or create or increase a risk of fraud upon or harm to Unwynd, our Members, or expose Unwynd to a claim of obstruction of justice.

3.6 Service Providers.

We share personal information with affiliated and unaffiliated service providers to help us run our business, including service providers that help us: (i) verify your identity or authenticate your identification documents, (ii) check information against public databases, (iii) conduct background or police checks, fraud prevention, and risk assessment, (iv) perform product development, maintenance and debugging, (v) allow the provision of the Unwynd Services through third-party platforms and software tools (e.g. through the integration with our APIs). These providers are contractually bound to protect your personal information and have access to your personal information to perform these tasks.

4. OTHER IMPORTANT INFORMATION

4.1 Analyzing your Communications.

We may review, scan, or analyze your communications on the Unwynd Platform for reasons outlined in the “How We Use Information We Collect” section of this policy, including fraud prevention, risk assessment, regulatory compliance, investigation, product development, research, analytics, and customer support purposes. We will not review, scan, or analyze your messaging communications to send third-party marketing messages to you and we will not sell reviews or analyses of these communications.

4.2 Third-Party Partners & Integrations.

Parts of Unwynd may link to third-party services, not owned or controlled by Unwynd, such as Google Maps/Earth. Use of these services is subject to the privacy policies of those providers, such as [Google Maps/Earth Additional Terms of Use](#), [Google Privacy Policy](#). Unwynd does not own or control these third parties and when you interact with them you are providing your information to them.

5. YOUR RIGHTS

You can exercise any of the rights described in this section consistent with applicable law.

5.1 Managing Your Information.

You can access and update some of your personal information through your Account settings. If you connected your Unwynd Account to a third-party service, like Facebook or Google, you can change your settings and unlink from that service in your Account settings. You are responsible for keeping your personal information up to date.

5.2 Data Access and Portability.

In some jurisdictions, applicable law may entitle you to request certain copies of your personal information or information about how we handle your personal information, request copies of personal information that you have provided to us in a structured, commonly used, and machine-readable format, and/or request that we transmit this information to another service provider (where technically feasible).

5.3 Data Erasure.

In certain jurisdictions, you can request that your personal information be deleted. Please note that if you request the erasure of your personal information:

- We may retain your personal information as necessary for our legitimate business interests, such as prevention of money laundering, fraud detection and prevention, and enhancing safety. For example, if we suspend an Unwynd Account for fraud or safety reasons, we may retain information from that Unwynd Account to prevent that Member from opening a new Unwynd Account in the future.
- We may retain and use your personal information to the extent necessary to comply with our legal obligations.
- Information you have shared with others (e.g., Reviews, forum postings) will continue to be publicly visible on Unwynd, even after your Account is cancelled. However, attribution of such information to you will be removed.

Some copies of your information (e.g., log records) will remain in our database, but are disassociated from personal identifiers.

- Because we take measures to protect data from accidental or malicious loss and destruction, residual copies of your personal information may not be removed from our backup systems for a limited period of time.

6. SECURITY

While no organization can guarantee perfect security, we are continuously implementing and updating administrative, technical, and physical security measures to help protect your information against unauthorized access, loss, destruction, or alteration.

7. CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this Privacy Policy at any time in accordance with applicable law. If we do so, we will post the revised Privacy Policy and update the “Last Updated” date at the top. If you disagree with the revised Privacy Policy, you can cancel your Account. If you do not cancel your Account before the date the revised Privacy Policy becomes effective, your continued access to or use of the Unwynd Platform will be subject to the revised Privacy Policy.

8. CONTACT INFORMATION AND RESPONSIBLE Unwynd ENTITIES

For questions or complaints about this Privacy Policy or Unwynd’s handling of personal information please use the contact information provided on the website.