

Performance of the travel services contract		
Purposes	Legal Basis	Categories of data
<p><b>Management of booking and the journey</b></p> <p>Processing reservations (all channels), ticket issuance, payment and refund handling, passenger notifications (delays, cancellations), check-in, boarding, disruption assistance, and deliver ancillary services related to your flight and stay (baggage, upgrades, car rental, lounge access, fast-track, parking reservation, unaccompanied minors services, LUXiClub,...)</p>	<p>Performance of the contract or precontractual measures</p>	<p><b>Identification data</b> (Title, gender, last name, first name, date of birth, nationality, customer number)</p> <p><b>Contact data</b> (private/professional postal and email addresses, telephone/mobile numbers)</p> <p><b>Travel data</b> (itinerary, place of stay, dates, booking number, flight reference, baggage, seats, travel companions, emergency contact, additional services purchased)</p>
<p><b>Management of assistance and special needs</b></p> <p>Identification, organisation, and provision of appropriate assistance (reduced mobility support, allergies, medical needs, dietary requirements)</p>	<p>Explicit consent, Or protection of vital interests, or data made manifestly public</p>	<p><b>Transactional data</b> (bank information, payment method used, purchase/booking history, gift vouchers)</p> <p><b>Travel documents</b> (passport, ID card, visa)</p> <p><b>Vehicle registration data</b></p> <p><b>Assistance or specific needs data</b> (disability, special diet, specific medical conditions, unaccompanied minor status, deportation status)</p>
<p><b>Verification of the validity of travel documents</b></p> <p>Collection, review, and validation of passengers' travel documents (e.g., passports, visas, residence permits) to ensure compliance with applicable immigration, security, and regulatory requirements.</p>	<p>Legitimate interest of Luxair in ensuring the validity of travel documents in accordance with the applicable foreign entry regulations, under the risk of penalties and mandatory repatriation</p>	
<p><b>Customer relationship management and commercial obligations</b></p> <p>Sales management and agencies (packages, promotional items), processing of requests, questions, or complaints, membership and management of the loyalty program (Miles &amp; More), issuance and management of gift vouchers, communication related to the services provided</p>	<p>Performance of a contract or pre-contractual measures</p>	

<p><b>Subscription to travel insurance</b></p> <p>Enabling passengers to purchase travel insurance at booking; processing information to facilitate subscription and coordinating with insurance providers for policy issuance</p>	<p><b>Legitimate interest of Luxair</b> to provide passengers with a seamlessly integrated range of ancillary services, including travel insurance, through the airline's booking platform to enhance the passenger's travel experience</p>	<p><b>Identification data</b> (last name, first name, date of birth)</p> <p><b>Travel data</b> (itinerary, place of stay, dates, booking number, flight reference)</p> <p><b>Insurance policy</b> (identification of the contracted policy)</p>
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