

Privacy and Cookie Statement

Privacy Statement

First things first - your privacy is important to us. That might be the kind of thing all these notices say, but we mean it. You place your trust in us by using Sukoon.com services and we value that trust. That means we are committed to protecting and safeguarding your personal data. We act in our customers' best interest and we are transparent about the processing of your personal data. This document ("this Privacy Statement" or "our Privacy Statement") describes how we use and process your personal data, provided in a readable and transparent manner. It also tells you what rights you can exercise in relation to your personal data and how you can contact us. Please also read our Cookie Statement, which tells you how Sukoon.com uses cookies and other similar tracking technologies.

Terms we use in this Privacy Statement

'Trip' means the various different travel products and services that can be ordered, acquired, purchased, bought, paid, rented, provided, reserved, combined, or consummated by you from the Trip Provider. 'Trip Provider' means the provider of accommodation (e.g. hotel, motel, apartment, bed & breakfast, landlord), attractions (e.g. (theme) parks, museums, sightseeing tours), transportation provider (e.g. car rentals, cruises, rail, airport rides, coach tours, transfers), tour operators, travel insurances and any other travel or related product or service as from time to time available for Trip Reservation on the platform. 'Trip Service' means the online purchase, order, (facilitated) payment or reservation service as offered or enabled by Sukoon.com in respect of various products and services as from time to time made available by Trip Providers on the platform. 'Trip Reservation' means the order, purchase, payment, booking or reservation of a Trip.

Why does sukoon.com collect and use your personal data?

The main reason we ask you for personal details is to help you organise your online Trip Reservations and ensure you get the best service possible. We also use your personal data to contact you about the latest deals, special offers and other products or services we think you might be interested in.

What security and retention procedures does sukoon.com put in place to safeguard your personal data?

We have implemented a range of procedures to prevent unauthorised access to, and the misuse of, personal data that we process.

How can you control the personal data you've given to sukoon.com?

Among others, you have the right to review the personal data we keep about you at any time and request access to or deletion of your personal data by emailing us at sukoon212@gmail.com. If you want to find out more about your rights to control your personal data, read on.

Personal data we receive from other sources.

It's not just the things you tell us, though - we may also receive information about you from other sources. These include business partners, such as affiliate partners, subsidiaries of the sukoon.com corporate group, other companies in the Booking Holdings Inc. corporate group and other independent third parties. Information we receive from these partners may be combined with information provided by you. For example, sukoon.com Trip Reservation services are not only made available via sukoon.com and the sukoon.com apps but are also integrated into services of affiliate partners you can find online. When you use any of these services, you provide the reservation details to our business partners who then forward your details to us.

Cookie statement

Whenever you use our online services or apps, we use cookies and other online tracking technologies (which we'll also refer to as 'cookies' for the purpose of this Cookie Statement). Cookies can be used in various ways, including to make the sukoon.com website work, to analyse traffic, or for advertising purposes.

What are cookies and online tracking technologies?

A web browser cookie is a small text file that websites place on your computer's or mobile device's web browser. These cookies store information about the content you view and interact with, in order to remember your preferences and settings or analyse how you use online services. Cookies are divided into 'first party' and 'third party':

First party cookies are the cookies served by the owner of the domain - in our case that's sukoon.com. Any cookie we place ourselves is a 'first party cookie'.

Third party cookies are the cookies served by the owner of the domain - in our case that's sukoon.com. Any cookie we place ourselves is a 'first party cookie'.

And they can be either 'session cookies' or 'permanent cookies':

session cookies only exist until you close your browser, ending what is called your 'session'. They are then deleted..