



Privacy Policy for Users

Version 1.1 – 1 July, 2026

1. Introduction

This Privacy Policy describes how BagScanner S.r.l. (“BagScanner,” “we,” “our”) collects, uses, stores, and protects the personal data of Users who use the website, applications, and services offered by BagScanner.

BagScanner processes personal data in compliance with Regulation (EU) 2016/679 (“GDPR”), Legislative Decree 196/2003 as amended by Legislative Decree 101/2018 (“Privacy Code”), and other applicable regulations regarding the protection of personal data.

By using the Platform, the User acknowledges that they have read this Privacy Policy.

2. Data Controller

Data Controller: BagScanner S.r.l.

Headquarters: Milan, Italy.

Contact: hello@bagscanner.com

3. What is BagScanner?

BagScanner is an independent platform for searching, comparing, aggregating, and discovering luggage storage services offered by merchants and/or third-party providers.

BagScanner:

- does not provide luggage storage services;
- does not store luggage;
- does not handle reservations;
- does not process user payments;
- does not provide insurance coverage;

- does not handle complaints or refund requests.

Any contractual relationship regarding luggage storage exists solely between the User and the selected Merchant and/or Provider. The use of BagScanner does not create a contractual relationship between the User and BagScanner regarding the luggage storage services displayed. BagScanner assumes no liability for the services provided by third-party Merchants and/or Providers, nor for any contracts entered into between the User and such parties.

4. Personal Data Collected

Data Provided Voluntarily

- first and last name;
- email address;
- phone number;
- messages sent via contact forms;
- support requests.

Automatically Collected Data

- IP address;
- browser used, operating system, browser language;
- technical identifiers;
- date and time of visits, session duration;
- pages visited and clicks made.

Data relating to the research

- City or town searched for;
- search filters and preferences;
- search date.

Geolocation Data

If the User authorizes the use of their device's geolocation features, BagScanner may collect information about the User's approximate or precise location in order to improve search results and display nearby services. Geolocation is used only with the User's consent, where required by applicable law.

5. Purpose of the Processing

BagScanner uses personal data for the following purposes: to provide the Service (display and improve the relevance of search results, respond to support requests); to ensure security (prevent fraud, detect abuse, protect the Platform); analyze and improve the Service (enhance features and content, develop new services, analyze Platform usage); and comply with legal obligations (respond to requests from competent authorities).

6. Legal Basis

Personal data is processed on the basis of:

- service provision and account management – Art. 6(1)(b) GDPR;
- consent, where required (e.g., marketing, geolocation, profiling cookies) – Art. 6(1)(a) GDPR;
- legal obligations – Art. 6(1)(c) GDPR;
- legitimate interests (security, fraud prevention, service improvement, statistical analysis) – Art. 6(1)(f) GDPR.

7. Merchants, Providers, and Third-Party Sites

BagScanner may display links, buttons, results, or references to websites, platforms, and services operated by third-party Merchants and/or Providers. When the User leaves BagScanner and accesses an external site, the privacy policies of the third party apply; BagScanner does not control the data processing carried out by the third party and is not responsible for the privacy practices adopted by Merchants and/or Providers. Users are encouraged to review the privacy policies of these third parties before using their services.

8. Affiliate Link e Tracking

BagScanner may use affiliate links, referral links, conversion tracking tools, and booking attribution systems. When a User clicks on an affiliate link: the Merchant and/or Provider may recognize that the User came from BagScanner; BagScanner may receive a commission from the Merchant and/or Provider; the User incurs no additional costs, and the price charged remains unchanged.

The use of affiliate tracking systems does not allow BagScanner to access personal data processed independently by Merchants and/or Providers, except as expressly provided for by applicable law or specific agreements.

9. Use of Aggregated and Anonymized Data

BagScanner may use, analyze, aggregate, anonymize, and transform the data collected through the Platform for the purposes of research, statistical analysis, business intelligence, benchmarking, service development, market analysis, and reporting.

BagScanner may share, publish, license, or market aggregated, statistical, and anonymized information that does not allow for the direct or indirect identification of Users. Once irreversibly anonymized, such information does not constitute personal data under applicable law. The User acknowledges that BagScanner may use such data for the purposes indicated above without this resulting in the User's identification or the sale of their personal data.

10. Data Disclosure

Data may be disclosed to: IT, hosting, and cloud service providers; professional consultants; competent public authorities; and technical partners necessary for the operation of the Platform. Where such parties process personal data on behalf of BagScanner, they are designated as Data Processors pursuant to Article 28 of the GDPR.

BagScanner does not sell Users' personally identifiable information. This is without prejudice to the provisions of Article 9 regarding aggregated, statistical, and anonymized data.

11. International Transfers

If any suppliers are located outside the European Economic Area, BagScanner will implement appropriate safeguards in accordance with the GDPR, including: European Commission Adequacy Decisions; Standard Contractual Clauses (SCCs); and other measures permitted under Articles 46–47 of the GDPR.

12. Data Conservation

Data is retained for the time strictly necessary to fulfill the stated purposes. As a general guideline, BagScanner follows these retention criteria:

- User account data: for the entire duration of the relationship and up to 24 months from the last login, unless the User requests early deletion;
- search and usage data: in identifiable form for up to 12 months; thereafter, retained only in aggregated and anonymized form;
- technical logs and security data: up to 12 months, unless a longer retention period is necessary for managing security incidents or disputes;
- contact information and support requests: up to 24 months from the closure of the request;
- data processed for tax and accounting obligations: 10 years, as required by applicable law;
- data processed based on consent (e.g., marketing): until consent is withdrawn.

Retention periods may vary depending on the type of data, legal obligations, security requirements, and the handling of any disputes.

13. Security

BagScanner takes appropriate technical and organizational measures to protect personal data against unauthorized access, loss, destruction, alteration, and unauthorized disclosure. However, no computer system can guarantee absolute security.

14. Minors

The Platform is not intended for minors under the age of 16. By using the Platform, the User represents that he or she is at least 16 years old, or that he or she is using the service under the supervision of a parent or guardian where permitted by applicable law. This age requirement is consistent with Article 8 of the GDPR regarding the consent of minors to information society services. BagScanner does not knowingly collect personal data from individuals under the age of 16; should it become aware of the inadvertent collection of such data, it will delete it.

15. User Rights

The User may exercise the following rights at any time: access (Art. 15 of the GDPR), rectification (Art. 16), erasure (Art. 17), restriction of processing (Art. 18), data portability (Art. 20), objection (Art. 21), and withdrawal of consent where applicable. The User also has the right to file a complaint with the Italian Data Protection Authority (www.garanteprivacy.it). These rights may be exercised by writing to hello@bagscanner.com.

16. Contacts

For any questions regarding this Privacy Policy: hello@bagscanner.com.

17. Predominant Language

This Privacy Policy is written in Italian. If BagScanner makes translations available in other languages, such translations are provided for informational purposes only. In the event of any discrepancies or conflicts of interpretation between the Italian version and any translated version, the Italian version shall prevail.

18. Changes to This Privacy Policy

BagScanner may periodically update this Privacy Policy. The updated version will be posted on the website and will take effect on the publication date indicated at the top of the document.

Document approved and published by BagScanner S.r.l.

Version 1.1 – Effective Date: June 26, 2026 – hello@bagscanner.com

This Privacy Policy replaces any previous version of the User Privacy Policy.