

Performance of the travel services contract		
Purposes	Legal Basis	Categories of data
Management of booking and the journey 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,...)	Performance of the contract or precontractual measures	Identification data (Title, gender, last name, first name, date of birth, nationality, customer number) Contact data (private/professional postal and email addresses, telephone/mobile numbers) Travel data (itinerary, place of stay, dates, booking number, flight reference, baggage, seats, travel companions, emergency contact, additional services purchased)
Management of assistance and special needs Identification, organisation, and provision of appropriate assistance (reduced mobility support, allergies, medical needs, dietary requirements)	Explicit consent, Or protection of vital interests, or data made manifestly public	Transactional data (bank information, payment method used, purchase/booking history, gift vouchers) Travel documents (passport, ID card, visa) Vehicle registration data Assistance or specific needs data (disability, special diet, specific medical conditions, unaccompanied minor status, deportation status)
Verification of the validity of travel documents Collection, review, and validation of passengers' travel documents (e.g., passports, visas, residence permits) to ensure compliance with applicable immigration, security, and regulatory requirements.	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	
Customer relationship management and commercial obligations Sales management and agencies (packages, promotional items), processing of requests, questions, or complaints, membership and management of the loyalty program (Miles & More), issuance and management of gift vouchers, communication related to the services provided	Performance of a contract or pre-contractual measures	

Subscription to travel insurance Enabling passengers to purchase travel insurance at booking; processing information to facilitate subscription and coordinating with insurance providers for policy issuance	Legitimate interest of Luxair 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	Identification data (last name, first name, date of birth) Travel data (itinerary, place of stay, dates, booking number, flight reference) Insurance policy (identification of the contracted policy)
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