

Yallah Baggage Privacy Policy

Last Updated: May 9, 2026

Company: Yallah Baggage

Website: <https://yallahbaggage.com>

Contact: support@yallahbaggage.com

1. Introduction

Yallah Baggage respects your privacy and is committed to protecting your personal data.

This Privacy Policy explains how we collect, use, store, share and protect your information when you use our website, app, WhatsApp booking service, customer support channels, payment links, luggage collection and delivery services, or any other service provided by Yallah Baggage.

By using Yallah Baggage, you agree to the collection and use of your information in accordance with this Privacy Policy.

2. Who We Are

Yallah Baggage provides luggage collection, storage, handling, tracking and delivery services for travellers, residents, hotels, holiday-home operators, Airbnb hosts, corporate partners and other customers.

For the purpose of applicable data protection laws, Yallah Baggage is the data controller for the personal data we collect directly from you.

Website: <https://yallahbaggage.com>

Email: support@yallahbaggage.com

Location: Dubai, United Arab Emirates

3. Information We Collect

We may collect the following types of personal data:

3.1 Personal Identification Information

This may include:

- Full name
- Email address
- Phone number
- WhatsApp number
- Billing details
- Customer ID or booking reference
- Passport, Emirates ID or other ID information where required for security, verification, payment, fraud prevention, insurance, legal or operational reasons

3.2 Booking and Travel Information

This may include:

- Collection address
- Delivery address
- Hotel, Airbnb, apartment or office details
- Flight number
- Airline
- Arrival or departure terminal
- Collection and delivery time
- Number of bags
- Bag size, weight and description
- Photos of luggage where required for verification
- QR code or booking confirmation details
- Special handling instructions

3.3 Payment Information

We may collect payment-related information such as:

- Payment status
- Transaction reference
- Invoice details
- Billing address
- Refund information

We do not store full card details. Card payments are processed by third-party payment providers such as Stripe, payment link providers, banking partners, card processors, Apple Pay, Google Pay or other payment providers we may use.

3.4 Location and Tracking Information

To provide luggage collection, delivery and tracking services, we may collect or process:

- Collection location
- Delivery location
- Driver location
- Route information
- Estimated time of arrival
- GPS or map-based tracking information
- Location updates shared through the app, website, WhatsApp, SMS or partner systems

We use this information to complete your booking, improve service reliability, provide updates and support secure luggage handling.

3.5 Communication Information

We may collect information from communications with you through:

- WhatsApp
- SMS
- Email
- Phone calls
- Website forms
- Social media messages
- Customer support chats
- Booking forms

This may include messages, call notes, complaints, feedback, customer requests and support history.

3.6 Technical and Usage Data

When you use our website or app, we may collect:

- IP address
 - Browser type
 - Device type
 - Operating system
 - App version
 - Website pages visited
 - Time and date of visits
 - Cookie data
 - Session data
 - Diagnostic and performance data
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4. How We Use Your Personal Data

We use your personal data to:

- Create and manage bookings
 - Collect, store, handle and deliver luggage
 - Verify customer identity and booking details
 - Generate booking confirmations and QR codes
 - Contact you about your booking
 - Send delivery updates and tracking information
 - Process payments and refunds
 - Provide customer support
 - Handle complaints, disputes or lost-item investigations
 - Improve our website, app and services
 - Prevent fraud, misuse, theft or security incidents
 - Manage partner, driver and hotel coordination
 - Send service updates, promotions or marketing where permitted
 - Comply with legal, regulatory, tax, insurance and operational requirements
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5. Legal Basis for Processing

Depending on your location and applicable law, we process your personal data based on one or more of the following:

- Your consent
 - Performance of a contract with you
 - Legal obligations
 - Legitimate business interests
 - Protection of your vital interests or the interests of another person
 - Fraud prevention, safety and service security
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6. Sharing Your Personal Data

We may share your information with selected third parties where necessary to provide our services, including:

- Drivers and delivery partners
- Storage partners
- Hotels, holiday-home operators or Airbnb partners
- Airport, transport or concierge partners where applicable
- Payment processors
- IT, hosting and cloud service providers

- Customer support platforms
- Analytics providers
- Marketing service providers
- Insurance providers
- Professional advisers, including lawyers, accountants and auditors
- Government authorities, regulators, courts or law enforcement where legally required

We only share the information needed for the relevant purpose.

7. Drivers, Partners and Service Providers

Yallah Baggage may work with verified drivers, logistics providers, storage locations, hotels, property managers, concierge teams and other operational partners.

Where we share customer information with these partners, it is for the purpose of completing the booking, verifying luggage, coordinating collection or delivery, providing customer support, or meeting legal and safety obligations.

Partners are expected to handle personal data securely and only use it for the agreed service purpose.

8. WhatsApp, SMS and Communication Channels

If you contact or book with Yallah Baggage through WhatsApp, SMS, email, phone or social media, we may use those channels to:

- Confirm your booking
- Request missing booking details
- Send payment links
- Share driver or delivery updates
- Send luggage verification photos
- Handle support requests
- Send promotional messages where permitted

You may opt out of marketing messages at any time, but we may still send essential service messages about active bookings.

9. Cookies and Tracking Technologies

Our website and app may use cookies and similar technologies to:

- Keep the website functioning

- Remember preferences
- Improve user experience
- Measure website performance
- Understand visitor behaviour
- Support marketing and advertising campaigns
- Detect fraud or misuse

You can usually manage or disable cookies through your browser settings. Some features may not work properly if cookies are disabled.

10. Analytics and Marketing Tools

Yallah Baggage may use analytics, advertising, tracking and performance tools to improve our services, website, app functionality, booking experience and marketing performance.

These tools may include:

- Google Analytics
- Meta Pixel
- WhatsApp Business tools and integrations
- Mobile app analytics and tracking tools
- CRM and customer communication systems
- Website performance and optimisation tools
- Advertising and retargeting platforms
- Email marketing systems

These technologies may collect information such as:

- Website usage behaviour
- Device information
- Browser information
- Approximate location information
- Referral source data
- Ad interaction data
- App interaction and usage data
- Booking journey and customer activity

This information helps Yallah Baggage:

- Improve service performance
- Understand customer behaviour
- Improve customer experience
- Measure advertising effectiveness
- Optimise website and app functionality
- Improve operational efficiency
- Deliver relevant marketing and promotional campaigns

You may be able to control certain tracking permissions through your browser settings, device settings, app permissions or advertising preferences.

11. Payments

Yallah Baggage may offer payments through third-party payment processors and financial service providers.

We may use payment providers including, but not limited to:

- Stripe
- PayPal
- Apple Pay
- Google Pay
- Bank transfer providers
- Debit and credit card processors
- Digital wallet providers
- Other payment providers or gateways we may integrate with in the future

Your payment information is processed securely by those providers in accordance with their own privacy policies and security standards.

Yallah Baggage does not store complete payment card information on its own servers.

We may retain limited transaction-related information, including:

- Payment status
- Transaction IDs
- Invoice details
- Refund records
- Billing references

This information may be retained for customer support, fraud prevention, accounting, legal, operational and tax purposes.

12. Data Retention

We keep personal data only for as long as reasonably necessary for the purposes described in this Privacy Policy.

This may include retaining data for:

- Active bookings

- Customer support
- Legal and regulatory compliance
- Tax and accounting records
- Insurance and dispute handling
- Fraud prevention and security
- Business reporting and analytics

When data is no longer required, we will delete, anonymise or securely archive it where appropriate.

13. International Data Transfers

As Yallah Baggage may serve travellers from different countries and use technology providers located outside the UAE, your personal data may be transferred to and processed in countries outside your country of residence.

Where required, we will take reasonable steps to ensure that your personal data remains protected in accordance with applicable data protection laws.

14. Data Security

We take reasonable technical and organisational steps to protect your personal data against unauthorised access, loss, misuse, alteration or disclosure.

These steps may include:

- Access controls
- Secure systems
- Password protection
- Limited access to booking data
- Secure payment processing
- Staff and partner confidentiality expectations
- Operational verification procedures
- QR code or booking confirmation checks

However, no method of electronic transmission or storage is completely secure, and we cannot guarantee absolute security.

15. Your Privacy Rights

Depending on your location and applicable law, you may have rights to:

- Request access to your personal data
- Request correction of inaccurate data
- Request deletion of your data
- Object to certain processing
- Withdraw consent
- Request restriction of processing
- Request transfer of your data
- Opt out of marketing communications
- Complain to a relevant data protection authority

To exercise your rights, contact us using the details at the end of this Privacy Policy.

16. UK and EU Travellers

If you are located in the UK, European Union or European Economic Area, you may have additional rights under applicable data protection laws, including the UK GDPR or EU GDPR.

Where applicable, we will process your personal data based on recognised legal grounds such as consent, contract performance, legal obligation or legitimate interests.

17. Children's Privacy

Our services are not intended for children under the age of 13.

We do not knowingly collect personal data from children under 13. If we become aware that we have collected such data without appropriate parental or guardian consent, we will take steps to delete it.

Where bookings involve family travel or children's luggage, the booking must be made by a parent, guardian or responsible adult.

18. Luggage Photos and Verification Data

To protect customers, drivers and partners, we may collect photos or records of luggage at collection, storage or delivery.

These may be used to:

- Verify luggage condition
- Confirm handover
- Prevent disputes
- Investigate lost or damaged baggage claims
- Support insurance or operational checks
- Confirm booking completion

These images will only be used for legitimate operational, legal, safety or customer support purposes.

19. QR Codes and Booking Verification

Yallah Baggage may use QR codes, booking references or digital confirmations to verify bookings and ensure luggage is collected and delivered to the correct customer.

QR codes or booking details may contain limited personal or booking-related information necessary to complete the service.

Customers should not share booking QR codes or confirmation details with unauthorised persons.

20. Third-Party Links

Our website, app or messages may contain links to third-party websites, platforms or payment pages.

We are not responsible for the privacy practices, content or security of third-party websites. You should review their privacy policies before providing personal data.

21. Business Transfers

If Yallah Baggage is involved in a merger, acquisition, investment, restructuring, sale of assets or business transfer, your personal data may be transferred as part of that transaction.

If this happens, we will take reasonable steps to ensure your personal data continues to be protected.

22. Legal Disclosure

We may disclose your personal data where necessary to:

- Comply with legal obligations
 - Respond to lawful requests from authorities
 - Protect the rights, safety or property of Yallah Baggage
 - Prevent fraud, theft or misuse
 - Investigate security incidents
 - Enforce our Terms and Conditions
 - Protect customers, drivers, partners or the public
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23. Marketing Communications

With your consent where required, we may send you updates, offers, promotions, referral campaigns or service news.

You can opt out of marketing at any time by:

- Clicking unsubscribe in emails
- Replying STOP where applicable
- Contacting us directly

Opting out of marketing does not stop essential service communications relating to bookings.

24. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

When we make changes, we will update the “Last Updated” date above. Where changes are significant, we may notify you by email, website notice, app notice or other appropriate method.

You should review this Privacy Policy periodically.

25. Contact Us

If you have any questions about this Privacy Policy or how Yallah Baggage handles your personal data, you can contact us at:

Yallah Baggage

Website: <https://yallahbaggage.com>

Email: support@yallahbaggage.com

Location: Dubai, United Arab Emirates