

Privacy Policy

Majourny GmbH

Weinheberstrasse 16, 4320 Perg, Austria

office@majourny.com

Last updated: July 2026

Majourny GmbH ("we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how your personal information is collected, used, and disclosed by Majourny. It applies to our app, website, and associated subdomains (collectively, our "Service"). By accessing or using our Service, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this Privacy Policy and our Terms of Service.

1. Controller

The controller responsible for the processing of your personal data within the meaning of the General Data Protection Regulation (GDPR) is:

Majourny GmbH

Weinheberstrasse 16, 4320 Perg, Austria

Email: office@majourny.com

If you have any questions regarding this Privacy Policy or the processing of your personal data, please contact us using the details above.

2. Definitions and Key Terms

For clarity, the following terms are used throughout this Privacy Policy:

- **Cookie:** A small amount of data generated by a website and saved by your web browser. It is used to identify your browser, provide analytics, and remember information about you such as your language preference or login information.
- **Company:** When this policy mentions "Company," "we," "us," or "our," it refers to Majourny GmbH, Weinheberstrasse 16, 4320 Perg, Austria.
- **Country:** Austria, where Majourny and its founders are based.
- **Customer:** The company, organisation, or person that signs up to use the Majourny Service to manage relationships with their guests or service users.
- **Device:** Any internet-connected device such as a phone, tablet, or computer that can be used to access Majourny and its services.
- **IP Address:** A number assigned to every internet-connected device, which can often be used to identify the approximate location of the connecting device.
- **Personnel:** Individuals employed by Majourny or under contract to perform services on behalf of Majourny.
- **Personal Data:** Any information that directly, indirectly, or in connection with other information allows for the identification or identifiability of a natural person.

- **Service:** The services provided by Majourny as described in the relevant terms and on this platform.
- **Third-Party Service:** Advertisers, promotional and marketing partners, and others who provide content or whose products or services we think may interest you.
- **App / Application:** The Majourny software application.
- **You:** A person or entity registered with Majourny to use the Services.

3. Legal Basis for Processing

We process your personal data only where a legal basis under Article 6 of the GDPR exists. Depending on the purpose, the applicable legal bases are:

- Article 6(1)(a) GDPR — Consent: where you have given explicit consent, for example for analytics cookies or marketing communications.
- Article 6(1)(b) GDPR — Performance of a contract: where processing is necessary to provide the Service or take pre-contractual steps at your request, for example when creating and managing your account.
- Article 6(1)(c) GDPR — Legal obligation: where processing is required to comply with applicable law.
- Article 6(1)(f) GDPR — Legitimate interests: where processing is necessary for our legitimate interests, such as ensuring website security, fraud prevention, and improving our services, provided that these interests are not overridden by your fundamental rights and freedoms.

4. What Information Do We Collect?

We collect information when you visit our app or website, register an account, place an order, subscribe to our newsletter, respond to a survey, or fill out a form. This may include:

- Name and username
- Phone numbers
- Email addresses
- Mailing and billing addresses
- Job titles
- Payment information (debit/credit card details)
- Date of birth
- Account password (stored in encrypted form)

Optional information from mobile devices

We may also collect the following from mobile devices to improve your experience. These features are entirely optional:

- **Location (GPS):** To create a more accurate and relevant experience. This data may be used to provide location-relevant content.
- **Phonebook (Contacts):** To make it easier for you to interact with the platform by accessing your contacts without leaving the app.
- **Camera and Photo Gallery:** To allow you to upload photos directly from your device. You may deny this permission without losing core functionality.

5. Purpose of Data Processing

Any information we collect may be used for the following purposes:

- Providing access to and operating our Service
- Personalising your experience and responding to your individual needs
- Managing and authenticating user accounts
- Processing transactions and orders
- Responding to inquiries, support requests, and customer service needs
- Sending periodic emails and service-related communications
- Administering contests, promotions, or surveys
- Improving our app and website based on usage data and feedback
- Ensuring the security, stability, and availability of our services
- Complying with applicable legal obligations

6. Contact and Communication

If you contact us via email or another communication channel, we process the information you provide — such as your name, email address, and the content of your message — solely for the purpose of handling your request and any follow-up communication.

The legal basis for this processing is Article 6(1)(b) GDPR where the request relates to a contractual relationship or pre-contractual measures, or Article 6(1)(f) GDPR based on our legitimate interest in responding to inquiries.

7. User Accounts

If you register for our Service, we process the information required to create and maintain your account, authenticate you, and provide the requested functionality. This may include your email address, user identifier, authentication metadata, and account preferences.

Authentication and data storage are provided using Supabase. The legal basis for this processing is Article 6(1)(b) GDPR (performance of a contract).

8. Website Hosting

Our website and application are hosted on cloud infrastructure within the European Union. When you visit our website, technical information such as your IP address, browser type, operating system, requested pages, and server log data may be processed to ensure the secure and reliable delivery of the Service.

The legal basis for this processing is Article 6(1)(f) GDPR, based on our legitimate interest in providing a secure and stable website.

9. How We Use Your Email Address

By submitting your email address, you agree to receive emails from us relevant to your use of the Service. You may unsubscribe at any time by clicking the unsubscribe link included in every email. We only send emails to individuals who have authorised us to contact them, either directly or through a third party. We do not send unsolicited commercial emails.

With your consent, we may also use your email address for customer audience targeting on platforms such as Facebook for custom advertising purposes. Emails submitted through the order processing page are used solely to provide information about your order. The legal basis for direct marketing communications is Article 6(1)(a) GDPR (consent).

10. Information from Third Parties

We may receive information about you from third parties. For example, when you express interest in becoming a Majourny customer, we may receive information from third-party fraud detection services. We may also collect information that is publicly available on social media websites. You can control the amount of information social media websites make public by adjusting your privacy settings on those platforms.

11. Sharing of Information

We may share the information we collect — both personal and non-personal — in the following circumstances:

- With trusted third-party service providers who assist us in operating our website, processing payments, managing emails, or providing other services on our behalf.
- With analytics partners who receive portions of log data, such as IP addresses, to provide auditing, research, and reporting.
- With affiliated companies or successors in the event of a merger, asset sale, or business reorganisation, provided the recipient agrees to adhere to this Privacy Policy.
- With government or law enforcement authorities where required by applicable law, legal process, or to protect the rights and safety of Majourny, third parties, or the public.

We do not sell your personal data to third parties.

12. Service Providers and Sub-Processors

To operate our website and services, we work with carefully selected service providers who may process personal data on our behalf. Current sub-processors include:

- **Supabase:** Authentication and data storage (EU servers).
- **PostHog:** Website and product analytics — only activated with your explicit consent.

Where required, data processing agreements in accordance with Article 28 GDPR have been concluded with these providers. We will inform you of any changes to our sub-processors as required.

13. Analytics

Where you have provided your consent, we use PostHog to better understand how visitors interact with our website and services. Information collected may include pages visited, navigation paths, device and browser information, session information, performance metrics, and pseudonymous identifiers.

Analytics are activated only after you have explicitly consented via our cookie banner. You may withdraw your consent at any time through the cookie settings on our website. The legal basis for this processing is Article 6(1)(a) GDPR (consent).

14. Cookies and Similar Technologies

Majourney uses cookies to identify the areas of our app you have visited and to enhance the performance and functionality of the Service. We use the following types of cookies:

- **Essential Cookies:** These are required for the operation, security, and functionality of the website. They do not require your consent.
- **Analytics Cookies:** These are only used after you have provided your consent via our cookie banner. They help us understand how you interact with our Service.
- **Advertising Cookies:** These collect information over time about your online activity to make advertising more relevant and effective. They are only placed with your consent.

You may disable cookies through your browser settings, though this may affect certain functionality of the Service. Disabling a cookie does not delete it from your browser — you must do this manually through your browser settings. You may also withdraw consent at any time via the cookie settings on our website.

15. Local Storage and Sessions

In addition to cookies, we may use Local Storage (DOM storage) to store client-side data with greater capacity than cookies and without data being sent in HTTP request headers. We also use Sessions to identify areas of our platform you have visited. Sessions are small pieces of data stored on your device by your web browser for the duration of your visit.

16. Remarketing

We may use remarketing services to display advertising to users who have previously visited our website or app. Remarketing allows us to reach people across the internet with relevant advertisements based on their prior interactions with our Service. This is only done where you have provided your consent, and you may opt out at any time through your browser or device settings.

17. Facebook Pixel

Where you have consented, we may use the Facebook Pixel — an analytics tool provided by Meta Platforms, Inc. — to measure the effectiveness of our advertising and to understand actions taken on our website. The Facebook Pixel may collect information from your device in accordance with Meta's Privacy Policy. Data collected may be used to show targeted advertisements to users on Facebook and related platforms. You may opt out of this at any time through your Facebook account settings or by withdrawing your consent via our cookie settings.

18. Payment Details

Any credit card or payment processing information you provide is handled with the highest level of security. All sensitive payment data is transmitted via SSL (Secure Socket Layer) technology and encrypted within our payment gateway provider's systems. Only authorised personnel with special access rights can access such systems, and they are required to keep payment information strictly confidential. After a transaction is completed, your private payment information is not retained on our systems.

19. How Do We Protect Your Information?

We implement a variety of technical and organisational security measures to protect your personal information. These include physical, electronic, and managerial procedures to safeguard and prevent unauthorised access, maintain data security, and ensure the correct use of your information. However, no security system is entirely foolproof, and we cannot guarantee the absolute security of any information transmitted to or stored by Majourney. We cannot warrant that your information will never be accessed, disclosed, altered, or destroyed by a breach of our safeguards.

20. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes described in this Privacy Policy, to comply with legal obligations, resolve disputes, and enforce our legal rights. In general, we store all conversation and personal data for up to six years unless your account is deleted. Upon account deletion, we dispose of all data in accordance with our Terms of Service and this Privacy Policy, but no longer than 60 days after deletion. Analytics data is retained only for the configured retention periods of the analytics service used.

21. International Data Transfers

Majourney is incorporated in Austria and processes data primarily within the European Economic Area (EEA). Some of our service providers may process personal data outside the EEA. Where this occurs, appropriate safeguards are implemented, such as the European Commission's Standard Contractual Clauses or another legally recognised transfer mechanism, in accordance with Chapter V of the GDPR.

By using our Service, you acknowledge that your data may be transferred to and processed in countries outside your country of residence, including countries that may not provide the same level of data protection as your home country.

22. Your Rights Under GDPR

If you are located in the European Economic Area, you have the following rights with respect to your personal data:

- **Right of Access (Art. 15 GDPR):** You have the right to request confirmation of whether we process personal data about you and, if so, to receive a copy of that data.
- **Right to Rectification (Art. 16 GDPR):** You have the right to request that inaccurate or incomplete personal data be corrected.
- **Right to Erasure (Art. 17 GDPR):** You have the right to request the deletion of your personal data under certain circumstances.
- **Right to Restriction of Processing (Art. 18 GDPR):** You have the right to request that we restrict the processing of your personal data in certain situations.
- **Right to Data Portability (Art. 20 GDPR):** You have the right to receive your personal data in a structured, commonly used, and machine-readable format, and to transmit it to another controller.
- **Right to Object (Art. 21 GDPR):** You have the right to object to the processing of your personal data based on our legitimate interests.
- **Right to Withdraw Consent:** Where processing is based on your consent, you have the right to withdraw that consent at any time without affecting the lawfulness of processing carried out prior to withdrawal.
- **Right to Lodge a Complaint:** You have the right to lodge a complaint with the competent data protection supervisory authority. In Austria, this is the Datenschutzbehörde (DSB), Barichgasse 40-42, 1030 Vienna, www.dsb.gv.at.

To exercise any of these rights, please contact us at office@majourny.com. We will respond within one month of receiving your request.

23. Children's Privacy

Our Service is not directed at children under the age of 13. We do not knowingly collect personal data from children under 13 without verified parental consent. If you are a parent or guardian and believe that your child has provided us with personal data without your permission, please contact us at office@majourny.com. If we become aware that we have inadvertently collected personal data from a child under 13, we will take steps to delete that information from our systems as promptly as possible.

24. California Residents (CCPA / CalOPPA)

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA) and the California Online Privacy Protection Act (CalOPPA):

- Right to know and access the categories and specific pieces of personal information we have collected about you, the sources from which it was collected, the purposes for which it is used, and the third parties with whom it is shared.
- Right to equal service — we will not discriminate against you for exercising your privacy rights.
- Right to delete your personal information by closing your account and submitting a verifiable deletion request.

- Right to request that we do not sell your personal data. Note: we do not sell personal information.

To exercise any of these rights, please contact us at office@majourney.com. We will respond within one month of your request.

25. Links to Other Websites

Our Service may contain links to third-party websites not operated or controlled by Majourney. This Privacy Policy applies solely to our Service. We are not responsible for the content, accuracy, or privacy practices of any third-party websites. When you leave our Service via a link, our Privacy Policy no longer applies. We encourage you to review the privacy policy of any third-party website you visit.

26. Third-Party Advertising

Our app may contain third-party advertisements or links to third-party sites. Majourney makes no representations as to the accuracy or suitability of any information contained in those advertisements and accepts no responsibility for their content or the offerings of the third parties. Third-party advertisements are not endorsements by Majourney of those sites, goods, or services.

27. Sale or Transfer of Business

We reserve the right to transfer personal data to a third party in the event of a sale, merger, or other transfer of all or substantially all of the assets of Majourney, or in the event that we discontinue our business or file for bankruptcy. In such cases, the receiving party will be required to adhere to the terms of this Privacy Policy.

28. Corporate Affiliates

We may disclose personal information to our corporate affiliates. For the purposes of this Privacy Policy, a "Corporate Affiliate" is any entity that directly or indirectly controls, is controlled by, or is under common control with Majourney. Any information provided to our affiliates will be treated in accordance with the terms of this Privacy Policy.

29. Governing Law

This Privacy Policy is governed by the laws of Austria, without regard to its conflict of laws provisions. Any disputes arising under or in connection with this Privacy Policy shall be subject to the exclusive jurisdiction of the competent courts in Austria. Your use of the Service may also be subject to other applicable local, national, or international laws.

30. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect legal, technical, or organisational changes. We will notify you of any significant changes — for example, through a notice within our

Service — before they take effect. The latest version will always be published on this website together with the date of the most recent update. Continued use of the Service following the posting of changes constitutes your acceptance of those changes.

31. Your Consent

By using Majourny, registering an account, or making a purchase, you consent to this Privacy Policy and agree to its terms. If you do not agree to this Privacy Policy, you should not use our Service.

Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or your personal data, please contact us:

Majourny GmbH

Weinheberstrasse 16, 4320 Perg, Austria

Email: office@majourny.com

This document was last updated in July 2026. Majourny recommends that you review this Privacy Policy periodically for any changes.