Privacy Policy

Effective date: December 1, 2025

1 Who we are and what this policy covers

Unwind LLC, doing business as Casago Unwind ("Casago Unwind," "we," "us," or "our"), operates a vacation rental and property management business based in Idaho. This Privacy Policy explains how we collect, use, disclose, and retain personal information when you visit our website, inquire about a property, book or stay at a property we manage, request concierge services, communicate with us, or work with us as a property owner or prospective owner.

This policy covers information we handle for our own business purposes. Booking platforms, payment providers, independently operated Casago entities, property owners, and other third parties may also process information under their own privacy policies. Their practices are not governed by this policy. This policy does not replace your rental agreement, property management agreement, or any separate consent or notice required by law.

2 Information we collect

Depending on your relationship with us and the services you use, we collect the following categories of information:

Contact and account information: Names, mailing and billing addresses, email addresses, phone numbers, account credentials, and contact preferences.

Reservation and stay information: Travel dates, property selections, booking history, guest counts, information about accompanying guests that you provide, rental agreements, requests, preferences, reviews, and communications about your stay.

Payment and transaction information: Billing details, amounts paid or refunded, transaction references, and payment status. Payment processors handle payment credentials through their systems. The payment information available to us depends on the provider and how payment is made. Do not send full payment card details by ordinary email or text.

Owner and property information: Property addresses, ownership and contract information, management records, financial statements, payout instructions, and tax identification information when needed for payments or tax reporting.

Verification and incident information: Identification or age-verification information when reasonably required for a reservation or fraud prevention, and records relating to damage, safety incidents, complaints, insurance claims, or disputes.

Information you choose to provide: Concierge requests, accessibility needs, dietary preferences, feedback, and other details you share. Provide only what is needed to fulfill your request. Please do not send medical records or unnecessary sensitive information.

Website and device information: IP address, browser and device type, approximate location inferred from IP address, pages viewed, referring websites, visit times, and interactions with our website or communications, through server logs and the technologies described below.

We receive information directly from you; from people making a reservation or request on your behalf; from booking channels, property owners, and service providers involved in our services; and automatically through our website. When providing someone else's information, share it only when you are authorized to do so and let that person know about this policy.

3 How we use information

We use personal information to respond to inquiries; process and administer reservations, agreements, payments, refunds, and owner payouts; provide check-in instructions and property access; communicate about stays and property management; coordinate housekeeping, maintenance, requested concierge services, and guest support; maintain accounting and business records; improve our website and services; and send marketing communications where permitted by law and subject to your choices.

We also use information to verify transactions and identities when appropriate, prevent fraud and unauthorized access, investigate damage or policy violations, address safety concerns, manage insurance claims, establish or defend legal claims, and comply with legal obligations. If a new use requires additional notice or consent, we will provide that notice or obtain that consent before proceeding.

You may choose not to provide information, but we may be unable to complete a reservation, issue a payout, provide access, or fulfill a request without information reasonably necessary for that purpose.

4 How we disclose information

We disclose information as reasonably needed for the purposes described in this policy, including to:

Service providers: Companies and individuals supporting reservations, property management software, website hosting, payment processing, accounting, communications, customer support, housekeeping, maintenance, security, and other business operations. We limit disclosures to information appropriate to the service being performed.

Property owners and authorized representatives: Information reasonably needed to manage their property, administer a reservation, address an incident or claim, or comply with an obligation. This does not give owners unrestricted access to guest payment credentials or unrelated personal information.

Booking channels and Casago network providers: Platforms through which a booking is made and Casago entities that support the reservation or our operations, to the extent involved in the services you use.

Concierge and other requested providers: Information needed to arrange a service you request, such as a chef, transportation, equipment rental, or grocery delivery. An independent provider may use that information under its own privacy policy.

Professional advisers, insurers, and authorities: Attorneys, accountants, insurers, regulators, courts, law enforcement, and other recipients where reasonably necessary to obtain advice, handle a claim, comply with law or valid legal process, or protect rights and safety, as permitted by law.

Business transaction parties: Relevant parties in a proposed or completed merger, sale, financing, reorganization, or transfer of all or part of our business, subject to applicable confidentiality and legal requirements.

We may also disclose information at your direction or with your consent. Advertising-related disclosures, if used, are addressed in the following section.

5 Cookies analytics and advertising

Our website and its providers may use cookies, pixels, local storage, and similar technologies to operate booking features, remember preferences, maintain security, understand website use, and measure communications and marketing.

Where advertising or social media tools are enabled, their providers may collect device identifiers, browsing activity, and interactions on our website and across other websites over time. Some laws treat these disclosures as a sale or sharing of personal information or as targeted advertising, even when no money changes hands.

You can manage cookies through your browser settings and any cookie controls available on our website. Blocking cookies may affect booking and other features. Browser controls alone may not stop every tracking method, and choices may need to be repeated for different devices or browsers.

Where required by law, we obtain consent before placing nonessential cookies and honor legally required opt-out choices. A statement in this policy does not substitute for any required website consent or opt-out controls.

6 Email and text communications

We use email, telephone, and text messages to communicate about inquiries, reservations, check-in, property care, and related services. You can unsubscribe from marketing email

using the unsubscribe link or contact us using the details below. Opting out of marketing email does not stop necessary reservation, account, safety, or other nonmarketing communications.

If we offer promotional text messages, enrollment is subject to a separate opt-in where required. Consent to promotional texts is not a condition of purchasing services. Follow the opt-out instructions in the message, such as replying STOP, or contact us for assistance. Message frequency varies, and message and data rates may apply. Withdrawing consent to texts does not prevent us from using another permitted channel for necessary communications.

7 Property access and monitoring

Where installed and appropriately disclosed, smart locks and property safety or monitoring devices may generate access logs, dates and times, device alerts, exterior images, or noise-level measurements. Collection varies by property and device. We use these records for authorized access, property security, safety, maintenance, and incident investigation.

Any cameras or monitoring devices must be disclosed separately in the property listing or other required notice, including their location and function as required by applicable law and booking channel rules. This policy is not a substitute for those disclosures or any required consent.

8 Retention and security

We retain personal information for as long as reasonably necessary for the purposes described in this policy, including providing services, maintaining tax and accounting records, meeting contractual and legal obligations, handling claims, and resolving disputes. Retention depends on the information type, the reason it was collected, legal requirements, and any applicable preservation obligation. When no longer needed, information is deleted or de-identified, subject to backup cycles and legal requirements. We may retain limited records needed to honor opt-outs and document privacy requests.

We use reasonable administrative, technical, and physical safeguards appropriate to the information we handle. No system or method of transmission is completely secure, and we cannot guarantee absolute security. If a security incident occurs, we will assess it and provide notices as required by applicable law. Do not send passwords, government identification numbers, or bank account details through unsecured messages; contact us for an appropriate submission method.

9 Your privacy choices and requests

You can contact us to request access to or correction of personal information, deletion of information, or assistance with your privacy choices. Depending on your location, the law that applies, and whether that law covers our business, you may have additional rights to obtain a copy of information in a portable format; opt out of sale, sharing, targeted advertising, or certain profiling; limit certain uses of sensitive information; or appeal a

denied request. We will handle requests as required by applicable law and will not unlawfully discriminate against you for exercising a protected privacy right.

Submit requests to info@unwindinidaho.com or call (208) 755-3675. We may need to verify your identity and an authorized agent's authority before responding, except where verification is not permitted or required. We will request only information reasonably needed for that purpose. We respond within applicable legal deadlines and explain any permitted extension or denial. Where an appeal right applies, you may appeal by contacting us at the same address and identifying your appeal.

Deletion and other rights are subject to legal exceptions. For example, we may retain records needed to complete a transaction, comply with tax or other obligations, prevent fraud, or address a legal claim. We will explain limitations as required by law. Requests concerning information controlled independently by a booking platform or other provider may need to be submitted to that provider directly.

10 Children and international visitors

Our website and booking services are intended for adults and are not directed to children under 13. We do not knowingly collect personal information directly from children under 13 through our website. If you believe a child has provided such information, contact us so we can investigate and take appropriate action. An adult booking a family stay may provide limited information about accompanying children, such as ages or occupancy needs; please avoid unnecessary identifying details.

Our business is based in the United States, and information may be processed in the United States and other locations where our providers operate. Privacy laws may differ from those in your home jurisdiction. We comply with applicable requirements for international transfers. Visiting our website alone does not constitute consent to a transfer where another legal basis or safeguard is required.

11 Changes to this policy

We may update this policy to reflect changes in our practices, services, or legal requirements. We will post the revised policy with an updated effective date. We will provide additional notice of material changes and obtain consent where required by law. Changes do not override rights or consent requirements under applicable law.

12 Contact us

Casago Unwind
Legal entity: Unwind LLC, doing business as Casago Unwind
Privacy contact: info@unwindinidaho.com
Telephone: (208) 755-3675
Mailing address: 1107 N 4th Street, Suite 103, Coeur d'Alene, ID 83814
Website: https://www.unwindinidaho.com/