



V HOTEL SDN BHD

(874376-A)

PRIVACY POLICY

In accordance with the Personal Data Protection Act 2010, we would like to inform you regarding the way we would use your personal data. We recommend you to read this privacy policy so that you understand our approach towards the use of your personal data.

By submitting your personal data to us, you will be treated as having given your permission, where necessary and appropriate, for disclosures referred to in this policy.

V HOTEL SDN BHD (874376-A) will only retain the personal data you have supplied for as long as is necessary to achieve the purposes outlined in this Privacy Policy and in line with its data retention guidelines. We will take all reasonable steps to ensure all personal data is destroyed or permanently deleted if it is no longer required for the purpose for which it is to be processed.

WHAT DOES THIS PRIVACY POLICY COVER?

This Privacy Policy is to inform you regarding the use of your personal data or someone else whom you are making a booking for travelling with ("Third Party"), that is, information that can identify you or such Third Party, including without limitation full name, postal and email address, other contact details, identification details, payment details, booking and travel information, and other information relevant to providing you with the services you and/or the Third Party are, or someone else you know is, seeking, which we receive from you through our website, call center, social media sites, walk-in or distribution channels, including online travel agencies.

You agree that you have obtained the consent of such Third Party to provide us with their personal data and to view or change their data. You agree to indemnify us in the event we suffer any loss or damage results of your failure to comply with the same.

You are responsible for ensuring that the personal data you provide us is accurate, complete and not misleading and that such personal data is kept up to date.

WHO IS RESPONSIBLE FOR THE PERSONAL DATA COLLECTED BY V HOTEL SDN BHD?

Your personal data is controlled ultimately by V Hotel Sdn. Bhd. (874376-A) whose business address is at No. 3, Jalan Tasik Selatan 8, Bandar Tasik Selatan, 57000 Kuala Lumpur.

PURPOSES OF THE COLLECTION OF YOUR DATA

We may collect and use your personal data in one or more of the following purposes:

- to verify and process personal data or responding to requests such as hotel bookings, processing bills and payments, restaurants reservations and other requested goods and services and/or activities
- to facilitate special requirements such as those relating to any disability or medical condition which may affect the chosen arrangements and any dietary restrictions which may disclose the hotel guests' religious beliefs
- performing customer support and services such as promotional offers, hotel rates proposals, newsletters, credit card payment processing and/or guest surveys
- fulfill contractual obligations to the hotel guests, anyone involved in the process of making the hotel guests travel arrangements (e.g. travel agents, group travel organizers and your employer) and vendors (e.g. credit card companies, airline operators and other loyalty programs)
- to communicate with the hotel guests via SMS, phone call, email, fax, mail; and/or any other appropriate communication channels
- to notify the hotel guests of any changes to our products, goods, facilities, services and/or loyalty programs which may affect the hotel guests via SMS, phone call, email, fax, mail; and/or any other appropriate communication channels
- public disclosure and use of the guests' personal data, images, photographs, voice and video recording for publicity purpose without payment or compensation if the hotel guests participation in lucky draws and contests conducted by us or on behalf
- to maintain our own accounts and records
- the use of CCTV systems for crime prevention
- to enforce contractual and legal rights and obligations; and
- to meet legal and regulatory requirements

If we wish to use your personal data for new purposes, we will offer you the means to consent to those new purposes.

To optimize our services we may wish to use your personal data for direct marketing. As we respect your privacy we will only use your personal data for this purpose when you are aware thereof and if required we will request your consent prior to using your personal data for direct marketing. Please note that the supply of personal data by you is voluntary.

Additionally, if at any time you wish us to stop using your data (or the data of another person who may be identified from your data) for any or all of the above purposes, please contact us as set out below. We will stop the use of your information for such purposes as soon as it is reasonably possible to do so.

In addition, the collected personal data will be transferred to selected third parties, and/or our subsidiary or related companies which may be located outside of Malaysia as part of the services offered to you through our site.

These third parties will not use your personal data for any other purposes than what we have agreed with them. We will request those third parties to implement adequate levels of protection in order to safeguard your personal data.

We respect your personal data and therefore, we will take steps to ensure your privacy rights continue to be protected if we transfer your information outside of Malaysia in this way. In addition, if you use our services while you are outside Malaysia, your data may be transferred outside Malaysia in order to provide you with those services.

Except as set out in this privacy policy, we will not disclose any personally identifiable data without your permission unless we are legally entitled or required to do so (for example, if required to do so by legal process or for the purposes of prevention of fraud or other crime) or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our users/customers or other individuals.

Please be assured that we will not use your data for any of the purposes if you have indicated that you do not wish us to use your data in this way when submitting the data or at a later stage.

USERS UNDER 18

If you are under 18, please get your parent/guardian's permission beforehand whenever you provide personal data to us in this website. Users under 18 without this consent are not allowed to provide us with personal data.

THE TYPE OF PERSONAL DATA WE COLLECT

When you reserve a room (hotel room, ballroom, meeting room etc.) or request for our services, we may be process the following personal data:-

- Name, surname
- Nationality
- Address (residential and business)
- NRIC No. and/or Passport No.
- Email
- Company and Occupation
- Mobile Phone No.
- Date of Birth
- Vehicle No
- Copy of Credit Card
- Individuals captured by CCTV images

When you request pages from our website server or social media pages, it automatically collects some information about your preferences, including your internet protocol (IP) address.

We do not monitor or permanently store third party information save for the purpose of accounting, billing or record keeping, or unless required by law.

KEEPING OUR RECORDS ACCURATE

We aim to keep our information about you as accurate as possible. If you would like to review, change or delete the details you have supplied us with, please contact us as set out below.

SECURITY OF YOUR PERSONAL DATA

As we value your personal data, we will ensure an adequate level of protection. We have therefore implemented technology and policies with the objective of protecting your privacy from unauthorised access, improper use, unlawful destruction or accidental loss. All our employees and data processors, who have access to and are associated with the processing of personal information, are obliged to respect the confidentiality of your information.

The internet is not a secure medium, and communications over the internet may be subject to third-party interception. We cannot accept responsibility for any unauthorised access or loss of personal information.

While we cannot guarantee that loss, misuse or alteration of data will not occur, we will make reasonable efforts to prevent such unfortunate occurrences.

Personal data that we collect from you will be stored and backed up securely in an environmentally-controlled location. Only authorised personnel with user ID and password from us have access to the information.

USE OF YOUR PERSONAL DATA SUBMITTED TO OTHER WEBSITES

On our websites, we may have links to other websites or you are referred to our website through a link from another website. We therefore cannot be responsible for the privacy policies and practices of other websites. Such content is subject to their terms of use and any additional guidelines and privacy information provided in relation to that use on their website.

We recommend that you check the policy of each website you visit to better understand your rights and obligations especially when you are submitting any type of content on those third party website. Please contact the owner or operator of such website if you have any concerns or questions.

DISCLOSURE PRINCIPLE

We will not sell or rent your personal information to third parties. Except as provided for herein, we will not disclose personal information about you to any third party without your consent.

We may from time to time contact you on behalf of external business partners about particular goods, offers or services that may be of interest to you. In those cases, personal data that may identify you will not be transferred to the third party. All communication whether from us or our business partners will be sent to you by us.

We may however, need to work with authorised third parties to provide part or all of our website and/or other services to you or to perform market research and statistical analysis. In such situations, we will share your personal information as is necessary for the authorised third party to perform these services, on a strictly confidential basis. These parties are not allowed to use your personal information disclosed to them except for the limited purpose of providing the particular service for us. By using and continuing to use our website you are deemed to have consented to such disclosure.

Without limiting the above, we may disclose your personal data about you and/or your membership to companies within our group of companies for accounting or reporting purposes, subject to the terms of this Policy.

We may disclose your personal information to subsidiaries within our group of companies or other organisations for the purpose as outlined herein. We may also provide your information to carefully selected third parties whose products or services it believes may be of interest to you. If you do not wish for us to disclose your information, please notify us via e-mail to pdpa@vhotel.com.my or contact our Customer Service Careline at +603-9057 6855.

YOUR RIGHT TO REQUEST ACCESS TO PERSONAL DATA

You are entitled to request access to your personal data that is processed by us with reasonable notice.

YOURS RIGHT TO REQUEST CORRECTION TO PERSONAL DATA

You are entitled to request the correction of your personal data that is held by us with reasonable notice. With respect to this, you may request correction and/or update of your personal data that is inaccurate, incomplete or out-of-date; and request retention of your personal data only as long as necessary for the fulfillment of the Purpose stated herein.

COOKIES POLICY

We use the term “cookies” to refer to cookies and other similar technologies covered by the EU Directive on privacy in electronic communications.

Cookies are small data files that your browser places on your computer or device. Cookies help your browser navigate a website and the cookies themselves cannot collect any information stored on your computer or your files. When a server uses a web browser to read cookies they can help a website deliver a more user-friendly service. To protect your privacy, your browser only gives a website access to the cookies it has already sent to you.

We use cookies to learn more about the way you interact with our content and help us to improve your experience when visiting our website.

Cookies remember the type of browser you use and which additional browser software you have installed. They also remember your preferences, such as language and region, which remain as your default settings when you revisit the website. Cookies also allow you to rate pages and fill in comment forms.

Some of the cookies we use are session cookies and only last until you close your browser, others are persistent cookies which are stored on your computer for longer.

For some of the functions within our websites we use third party suppliers, for example, when you visit a page with videos embedded from or links to YouTube. These videos or links (and any other content from third party suppliers) may contain third party cookies and you may wish to consult the policies of these third party websites for information regarding their use of cookies.

We will not use cookies to collect personally identifiable information about you. However, should you wish to do so, you can choose to reject or block the cookies set by us or the websites of any third party suppliers by changing your browser settings. Please note that most browsers automatically accept cookies so if you do not wish cookies to be used you may need to actively delete or block the cookies.

CHANGES TO THIS POLICY

From time to time we may make changes to this privacy policy. If we make any substantial changes to this privacy policy and the way in which we use your personal data we will post these changes on this page and will do our best to notify you of any significant changes. Please check our privacy policy on a regular basis.

HOW YOU CAN CONTACT US

If you would like to contact us about our Privacy Policy, you can do so by contacting us via Customer Service Careline +603-9057 6855 or pdpa@vhotel.com.my.