



Data Protection Policy

QASSWA TRAVEL AND TOURS (M) SDN BHD

Co No: 1302505-U | KPK/LN: 9628

Last updated	1 st January 2020
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INTRODUCTION

The Personal Data Protection Act (PDPA) 2010

The **Personal Data Protection Act 2010** (hereinafter referred to as the “**PDPA**”), which regulates the processing of personal data in commercial transactions, applies to QASSWA TRAVEL AND TOURS (M) SDN BHD. (hereinafter referred to as “QASSWA TRAVEL & TOURS (M) SDN BHD”, “**our**”, “**us**” or “**we**”). This written notice (“**Notice**”) is issued pursuant to the requirements of the PDPA. For the purposes of this written Notice, the terms “**personal data**” and “**processing**” shall have the same meaning as prescribed in the PDPA.

This Notice serves to inform you how your personal data will be processed and managed by QASSWA TRAVEL AND TOURS (M) SDN BHD.

PERSONAL DATA WE MAY COLLECT FROM YOU

We collect information about you in connection with your booking, use, purchase or inquiries about our services. The personal data includes but not limited to the following:

- ✓ Name;
- ✓ Gender;
- ✓ Date of Birth;
- ✓ Home address or correspondence address;
- ✓ Payment details, including credit card and banking information;
- ✓ Contact details, including contact name, telephone number or email address;
- ✓ Information for the verification of identity, identity card number or passport number;
- ✓ Sensitive personal data;
- ✓ Personally identifiable Information (PII) defined by international privacy laws or standards;
- ✓ Photos, Videos; (still/recording)
- ✓ Medical reports/records or information relevant to your travel arrangements;
- ✓ Travel Details, including:
 - ✚ Flight information – flight number, arrival and departure time;
 - ✚ Intended check-in and check-out dates;
 - ✚ Number of rooms required;
 - ✚ Pick-up and drop-off dates & time;
 - ✚ Number of passengers; Name (s), date(s) of birth, nationality, gender, telephone number, email address, passport number of all passengers.

HOW WE USE YOUR PERSONAL DATA

The personal data collected from you shall be used for the following purposes:

- Book your travel, tours, cruise and related products and services;
- Organize events, meetings and exhibitions;
- Prepare itineraries and invoices and process transactions;
- Communicate with you about our products and services;
- Provide customer service and support;
- Provide updates, analyse trends and site usage; to enhance our marketing and promotional efforts;
- Improve our content, service and product offerings;
- For daily operation and administration of services and facilities in relation to the products provided to you;
- For any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities.

SOURCES OF PERSONAL DATA

We may obtain clients, personal data from the following sources including but not limited to:-

- Application forms
- Passport
- Medical Card
- Certificate (Marriage certificate, birth certificate)

DISCLOSURE OF PERSONAL DATA

We may disclose client's personal data to other subsidiaries within our group. These subsidiaries will treat client's personal data as confidential, in accordance with this Privacy policy and with all applicable Data protection legislation and will process such personal data only for the Purpose and within the terms set out herein. We are responsible for the personal data under our control, including personal data disclosure by us to a Vendor (often referred to as the "data processor"). We take every measure to provide a comparable level of protection for personal data should the information be processed by a Vendor. QASSWA TRAVEL AND TOURS (M) SDN BHD is committed to complying with the Personal Data Protection Act 2010, in particular, its policies as well as corresponding guidelines and orders.

SECURITY OF PERSONAL DATA

QASSWA TRAVEL AND TOURS (M) SDN BHD uses strict procedures and security features to prevent unauthorised access wherever possible. Personal data provided to QASSWA TRAVEL AND TOURS (M) SDN BHD via our website or via any Applications, online credit card transactions are protected. When personal data is stored QASSWA TRAVEL AND TOURS (M) SDN BHD, we use computer systems with limited access housed in facilities using physical security measures. The level of security of personal data which kept in a non-electronic environment is also treated with strict procedures and means.

TRANSFER OF PERSONAL DATA

We are very serious about providing a comparable of protection for personal data should the information be processed or used outside Malaysia by our vendors or experts.

DATA SUBJECT'S OBLIGATIONS

It is necessary for QASSWA TRAVEL AND TOURS (M) SDN BHD to collect and to retain clients' personal data. Therefore, it is also obligatory for clients to supply personal data to us in the most accurate manner. If clients do not provide us with personal data, QASSWA TRAVEL AND TOURS (M) SDN BHD are unable to, process personal data on clients' behalf, for the Purpose stated in clause 4 herein, or effectively render our services to clients, and all relationships created or to be created between us shall then be terminated and ceased to be in effect immediately.

THE RIGHTS OF DATA SUBJECT

- a) To request access to personal data
Clients have the right to request for access to personal data processed by us on with reasonable notice. Access, requests can be made by filling up Data Access request Form.
- b) To request correction of personal data
Clients have the rights to request for correction and/or update of your personal data that is inaccurate, incomplete or outdated. Correction requests can be made through online by filling up the Data Correction Request Form or you can walk in to our stores.
- c) To limit processing of your personal data
Clients are entitled to limit our processing of personal data by expressly withdrawing the consent given previously, in each case, including for direct marketing purpose subject to any applicable legal restriction, contractual conditions and within a reasonable time period.

CHANGE TO PRIVACY POLICY

We reserve the right to amend this Privacy Policy from time to time without prior notice. We advise that you check our website for this Privacy policy on a regular basis. Kindly view our privacy notice on the website, <https://qasswatravel.com/>

ACKNOWLEDGEMENT AND CONSENT

By communicating, engaging with QASSWA TRAVEL AND TOURS (M) SDN BHD or use the Company's products and services, you acknowledge that you have read and understood this Notice and agree and consent to the use, processing, disclosure and transfer of your personal data by the QASSWA TRAVEL AND TOURS (M) SDN BHD as described in this Notice. Any email QASSWA TRAVEL AND TOURS (M) SDN BHD sends to you will contain an automated unsubscribe link so that you can opt-out of the mailing list. You can also withdraw your consent by written notice to our company.

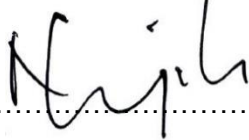
INQUIRIES AND COMPLAINTS

Should you require further information about the personal data we hold or the way in which your information is being collected or used which are not answered by this Privacy Notice please contact or write to us at:-

Contact No : +6012-7336169
Email : gasswatravel@gmail.com
Address : No 20, jalan uda Utama 4/1,
Bandar Uda Utama,
81200 Johor Bahru, Johor

END OF POLICY

QASSWA TRAVEL AND TOURS (M) SDN BHD



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(DATUK HAJI MOHD NAJIB BIN ALWI)
Managing Director

