

PERSONAL DATA PROTECTION ACT 2010

NOTICE

This notice is issued pursuant to the Personal Data Protection Act 2010 (“the Act”), which became enforceable on 1st June 2020. We, De Palma Management Services Sdn Bhd, our subsidiaries and related corporations (hereinafter referred to as “we” or “us”), wish to inform you that your personal data is being processed by us and we will use your personal data as follows:

TYPES OF PERSONAL DATA

1. Name, surname
2. Nationality
3. Address (residential and business)
4. Passport No.
5. NRIC No.
6. Date and place of issue (day, month and year)
7. Email
8. Company
9. Position/ Occupation
10. Handphone
11. Residence Phone
12. Business Phone
13. Date of Birth (day, month and year)
14. Vehicle No
15. Copy of credit Card
16. Individuals captured by CCTV images

And other relevant data gathered from you for the purposes of:

PURPOSE(S)

1. 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.
2. To facilitate special requirements such as those relating to any disability or medical condition which may affect the chosen arrangements and any dietary restriction which may disclose the hotel guests religious beliefs.
3. Performing customer support and services such as promotional offers, hotel rates proposals, newsletters, credit card payment processing and/or guest surveys.
4. 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).
5. To communicate with the hotel guests via SMS, phone call, email, fax, mail and/or any other appropriate communication channels.
6. 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.
7. The hotel guests’ participation in lucky draws and contests conducted by us or on our behalf.
8. Public disclosure and use of the hotel guests personal data, images, photographs, voice and video recording for publicity purposes without payment or compensation if the hotel guests become a winner in a contest.
9. To maintain our own accounts and records.

10. The use of CCTV systems for crime prevention.
11. To enforce contractual and legal rights and obligations.
12. To meet legal and regulatory requirements.

(Hereinafter collectively referred to as the “Purposes”)

Please note that it is necessary for you to provide us with your personal data. Failure to do so may result in us being unable to process and/or disclose your personal data in relation to the Purposes. We may also keep your personal data for a reasonable period to enable us to contact you about our products, services and promotions in the future.

We may disclose or share your personal data, which were gathered from such information you have provided to us via e-mail(s) and/or letter(s) and/or our various form(s) and/or websites, to our business partner and associates as follows:

DISCLOSURE

1. To other hotels and resorts within De Palma Management Services Sdn Bhd.
2. To related companies, affiliates, consultants, accountants, auditors, lawyers, advisors, contractors, vendors or service providers to provide customer support and services to you such as promotional offers, hotel rates proposals, newsletters, credit card payment processing, your participation in lucky draws and contests and/or guests surveys.
3. Any actual or proposed assignee, transferee, participant or sub-participant of De Palma Management Services Sdn.Bhd’s rights or business.
4. Where required by law, legal processes, queries from the relevant authorities and/or matters relating to life, death, security, health or property of an individual or corporation.
5. The general public by publishing the hotel guests personal data, images, photographs, voice and video recording for publicity purposes without payment or compensation if the hotel guests become a winner in a contest.

Should you have any inquiries for this purpose, you may contact us as follows:

De Palma Hotel Shah Alam
Jalan Nelayan 19/15, Seksyen 19, 40300 Shah Alam, Selangor.
Tel No : +603 5542 8080
E-mail : info@depalmahotel.com

De Palma Hotel Ampang
Jalan Selaman 1,2, Jalan Ampang, Palm Square, 68000 Ampang, Selangor.
Tel No : + 603 4270 7070
E-mail : info@depalmahotel.com

De Palma Resort Kuala Selangor
Jalan Tanjung Keramat, 45000 Kuala Selangor, Selangor.
Tel No : +603 3289 7070
E-mail : info@depalmahotel.com