

PRIVACY POLICY

NOTICE

This policy, together with our Terms and Conditions, sets out the basis on which any personally identifiable information and data ("Personal Data") we collect from you, or that you provide to us, will be processed by us. This policy applies to our websites, applications, tools, promotions, email communications, log-in accounts, and other services operated by us.

By using our services, you are deemed to consent to our use of your Personal Data in accordance with this policy.

It is our policy to post any changes we make to our privacy policy on this page, which we recommend you visit regularly to check for updates.

YOUR PRIVACY

At **NL Travel & Tours** (hereinafter referred to as **NL**), we are dedicated to protecting your privacy and safeguarding your personal, business, and travel information. In fact, we make it our highest priority and one of our primary commitments to you. We understand that providing your information to us is a choice, and we would like to highlight that we use stringent safeguards and adhere to strict privacy principles to ensure your personal information is protected.

We invite you to read through this privacy policy to learn more about how information from users of our website and services is collected, used, and protected, as well as the steps we have taken to ensure your personal data is handled appropriately.

PERSONAL DATA PROTECTION ACT (PDPA)

The **Personal Data Protection Act (PDPA)** is a law enacted by the Malaysian Government to protect individuals' personal data in commercial transactions. The PDPA defines personal data as any information that can identify an individual, either directly or indirectly, or when combined with other data in possession of an entity. This includes names, addresses, IC numbers, passport numbers, email addresses, and other contact details.

According to the PDPA, sensitive personal data consists of information regarding an individual's physical or mental health, political opinions, religious beliefs, alleged or committed offences, or any other personal data as determined by the Minister through official publication.

Commercial transactions include any transaction of a commercial nature, regardless of whether it is contractual. This includes the collection of personal data from potential customers. Processing personal data refers to the act of collecting, recording, holding, or storing personal data and performing any operation or set of operations on the personal data.

Under the PDPA, you have the following rights regarding your personal data:

1. The right to access your personal data and correct any inaccurate, incomplete, misleading, or outdated information.
2. The right to withdraw consent for the disclosure of your personal data for marketing or any other purposes beyond fulfilling the services you have subscribed to. If you provide consent for marketing purposes, **NL** may send you promotional materials via various channels (e.g., email, letters, phone calls, etc.). However, even if you do not consent to marketing communications, **NL** may still use your personal data to provide the products or services you have signed up for, fulfill contractual obligations, and comply with legal or regulatory requirements.

WHAT TYPE OF INFORMATION DO WE COLLECT?

We collect information provided by you, such as your name, email address, and password details when you sign up or contact us to use our services. When making a booking with **NL**, you may be required to provide additional information such as your address, passport number, and credit or debit card details.

We may also collect information provided when you connect to our services from third-party applications, social networking sites, or other websites.

USE OF INFORMATION

We use the information you provide to:

1. Verify your authorization to access certain features of our services.
2. Enable you to access and use the services you have selected.
3. Optimize **NL** services and personalize your visits by remembering location, language, and previous engagements.
4. Conduct system administration.
5. Analyze user behavior and trends to improve and understand how people use our services.
6. Respond to communications you have sent us.
7. Notify you about changes or updates to our services.
8. Send booking confirmations, alerts, notifications, or newsletters you have subscribed to, including via email or mobile devices.

If you are making a booking, you may be asked to provide credit card or other payment information to us or our booking partners.

DISCLOSURE OF YOUR INFORMATION

We do not sell your Personal Data to third parties. However, we may share your Personal Data in the following circumstances:

- To prevent, detect, or prosecute illegal or suspected illegal activities or to enforce our rights and claims.
- Within the **NL Travel & Tours** corporate group for purposes outlined in this policy.
- To travel providers when you make a booking, as they will use your Personal Data in accordance with their own terms and privacy policies.
- With select third parties that process data on our behalf to deliver requested services, such as analytics, customer support, or marketing.
- When running a promotion with a third-party partner, we may share email addresses of participants, subject to their consent at the time of entry.
- When directing you to third-party travel providers' websites, we may auto-fill selected details for a smoother booking process.
- To comply with legal obligations or enforce our Terms and Conditions.

DATA STORAGE

All Personal Data you provide is stored on secure servers with adequate technical and organizational measures to protect its security. We limit access to your Personal Data to employees with a legitimate need to fulfill their role and provide services to you.

However, while we strive to protect your Personal Data, transmission of information over the internet can never be completely secure. Any data you transmit is at your own risk. Once received, we use strict procedures and security features to prevent unauthorized access.

COOKIES AND TRACKING TOOLS

We use cookies and tracking tools to collect aggregated usage and demographic information about our users over time.

THIRD-PARTY WEBSITES

We are not responsible for the privacy practices of third-party websites. When you leave our services, we encourage you to read the privacy policies of each third-party website that collects your personal data.

To provide a better social experience, we may allow you to export information to third-party applications and websites, such as social networking sites. When you do so, your information may become accessible to others using those

applications or sites. **NL Travel & Tours** does not own or control these third-party applications and websites, so you should review their privacy policies before sharing information.

ACCESSING YOUR PERSONAL DATA

In accordance with applicable laws, you have the right to request access to the Personal Data we hold about you. To make such a request, please submit it in writing via our website.

You can opt out of marketing communications at any time by contacting us or using the unsubscribe feature in our emails. If you have a registered account with us, you can manage some of your personal information and preferences through our website.

CONTACTING US

If you have any questions about this policy, please contact our team, and we will do our best to assist you.