

## **PRIVACY STATEMENT**

### PERSONAL DATA PROTECTION ACT 2010

This Privacy Statement outlines how SABAH HOTEL SDN BHD collects, stores, and processes personal information in accordance with the Personal Data Protection Act 2010 (“PDPA”) and any other applicable laws of Malaysia.

At SABAH HOTEL SDN BHD, we highly value the trust of our guests, customers, associates, and business partners. By providing your personal data to us, you consent to the practices described in this privacy statement. We are dedicated to protecting your personal information and ensuring it is used solely for administrative purposes.

### Types of Personal Information Collected

The personal information we collect from you may include, but is not limited to: Name, Identification card, Address, Telephone number, Fax number, Email address, Passport, Gender, Date of birth, Nationality, Race, Credit card details, Bank account details, Payment details, Travel information, any information necessary to fulfill special requests (e.g., food preferences) and sensitive personal data for job applications and security purposes.

### Purpose of Collecting Personal Information

The collection, processing, transfer, storage, and access of your personal information may serve various purposes, including but not limited to:

- Making reservations
- Completing Credit Card Authorization Forms
- Billing purposes
- Making payments for goods or services
- Identification and verification purposes
- Filling in guest registration cards upon check-in
- Contact purposes
- Responding to inquiries, correspondence, or feedback forms
- Providing customer service
- Job applications
- Completing guest survey forms
- Administrative purposes, including audits, fraud monitoring, and prevention
- Security and emergency/incident investigations
- Compliance with legal, regulatory, and statutory requirements

### Disclosure of Personal Information

We may disclose your personal information to third-party data processors (e.g., banks and credit card merchants), our appointed lawyers, and panel solicitors who handle matters related to any breach or enforcement of contracts for administrative purposes, or as required by law.

### Retention of Personal Data

Any personal data you provide will be retained as long as necessary and expedient for fulfilling the purposes mentioned above, in accordance with our internal policies, tax, and legal requirements.



### Security of Personal Data

Your personal data is securely stored in our databases and offices. We do not disclose any information to third parties without your permission, and all information collected is used for administrative purposes only.

### Third-Party Websites and Applications

Please note that this Privacy Statement does not apply to third-party websites and applications associated with SABAH HOTEL SDN BHD (e.g., Twitter, Facebook, Instagram, TikTok, YouTube, WhatsApp). You should review the respective privacy policies of these third-party websites and applications to understand how they handle your personal information.

### Amendments

We may amend this Privacy Statement from time to time to comply with the latest laws.

### Contact Information

Should you have any queries, concerns, or complaints related to this Privacy Statement, please email us at [ad@sabahhotel.com.my](mailto:ad@sabahhotel.com.my)