



PERSONAL DATA POLICY

We, Easy Europe Holidays Sdn. Bhd. (Company No. 200901000705 (843629-P))| KPK/LN: 7848) takes high priority in the protection of your personal data. This Personal Data Policy explains the general terms on how we protect the privacy of your personal data under the Personal Data Protection Act 2010 ("PDPA").

What type of information we collect from you?

In providing our tour services to you, the types of personal data which we may collect directly from you or from third parties include (but not limited to) your full name, identity card information, passport information, passport facial photo, date of birth, home address, telephone number, email address, occupation, nationality, bank account details, credit card information, airline preference, seating preference, hotel preference, room preference, frequent flyer or loyalty program number, dietary requirements, health issues relevant to your travel arrangements and any other personal information which are required by the immigration laws of any specific countries. We may also collect directly from you all the above mentioned personal data of your children, parents and/or next of kin if the booking is made through you and by you providing us with the personal data of your children, you are deemed to have given your parental consent for the disclosure of your children's personal data to us for all purposes mentioned herein and by you providing to us the personal data of your parents and/or next of kin, you are deemed to have obtained their consent for disclosure of their personal data to us for all purposes mentioned herein.

Any personal data and information disclosed by you to us will be treated in accordance with the provisions of this Personal Data Policy. You may choose not to provide some of these information to us but some compulsory information about you is required to purchase products or services, complete a traveller profile, register as a member, or initiate transaction with us, making bookings of air tickets and hotel accommodation and/or entry to travel spots or destination and application for visa / entry permit of any applicable country.

When do we collect your information?

Your personal data will be collected by us during the following process:-

- (a) When making an enquiry with us
- (b) When making a reservation with us
- (c) Under any contractual agreement or arrangement
- (d) Via telephone, fax, online chat, email
- (e) When you contact us in person
- (f) When we contact you in person

How your information will be used by us?

Your personal data and information disclosed to us will be used for the following purposes:

- (a) To apply for visa / entry permit
- (b) To provide you with the products and services you request
- (c) To make and complete your travel reservations
- (d) To provide you with travel confirmation and updates
- (e) To process bills and providing travel notifications
- (f) To communicate with you in general
- (g) To allow us to contact you for customer service
- (h) To measure interest and improve our products, services and website
- (i) To notify you by email or post about special offers and travel-related products and services that may be of interest to you
- (j) To customize your experience on our website
- (k) To make payment for travel bookings (information such as cardholder name, credit card number, and expiration date).



EASY EUROPE

YOUR PERSONALIZED TOUR PLANNER

Who do we disclose your information to?

We will have to disclose your information to the following suppliers for the purpose of making your travel bookings.

- (a) Airlines
- (b) Hotels
- (c) Car Rental Provider
- (d) Cruise Operators
- (e) Ground Operators
- (f) Destination Management Companies
- (g) Travel Insurance Companies
- (h) Travel Visa Processing Centre

These suppliers also may contact you to provide you with travel updates, collect additional information about you or facilitate your travel reservation.

Compulsory Disclosure

- (a) Where required by law in the good faith belief that disclosure is necessary to comply with applicable laws or legal processes. For example, airlines are required to provide the destination country with certain information about passengers flying to, from or over the destination.
- (b) When we believe it is appropriate to investigate, prevent, or take action regarding illegal or suspected illegal activities;
- (c) All compulsory disclosure in connection with our booking terms and conditions.

Correction of your information

You have the right to correct or modify the information that we hold about you by emailing us at the email address listed below. You may also revoke your consent to the processing of your information by sending an email to the address listed below but upon your revocation, it will result in us being unable to process your personal information and render our tour services to you.

How We Protect Your Information

We are committed to protecting the personal information we collect from you by implementing appropriate administrative, technical, and physical security procedures to help protect the personal information you provide to us. For example, only authorized employees are permitted to access personal information, and they only may do so for permitted business functions.

Changes To This Personal Data Policy

We may update this Personal Data Policy in the future. We will notify you about material changes to this Personal Policy by placing a notice on our website.

How You Can Contact Us

If you have questions about this Privacy Policy, please contact us at 03-64193520 / 03-64193519 / 016-2218377 or email us at info@easyeurope.com.my.