



**MerPerle**  
Resorts & Hotels

## **PRIVACY POLICY**

### **A. PURPOSE OF COLECTING INFORMATION**

#### **Where do we collect information?**

When a guest books a room, we collect his/her name, address, nationality, telephone/mobile phone number and email address. We may collect these through the use of cookies. We use these pieces of information in order to complete the booking by the guest and receive payment for online transaction(s).

We never sell or reveal these pieces of information to the third parties though the use of the cookies

#### **What are cookies?**

Cookies are messages that web servers pass to your web browser when you visit Internet sites. Your browser stores each message in a small file, called cookie.txt. When you request another page from the server, your browser sends the cookie back to the server.

#### **How we use cookies?**

We use cookies during the time you use the website and cookies are used for next visits for the two main purposes:

- To provide you the personal experience on the website
- To use it for analysis for engaging more efficiently and faster for our guests.

#### **What information do we collect?**

- Guest's full name
- Contact information including: address, email and telephone/mobile phone number
- Nationality
- Other information on guest survey or/and our discount offer(s)

#### **How can I change the cookies setting?**

If cookies are essential to the use of website, cookies sessions will be no more effective after you have left the website. If you want to monitor or prevent cookies, you can change the browser setting to receive notification at any time the cookies are being in use or you can stop completely the use of cookies. You can also remove the cookies saved in your browser. If you decide to prevent the use of cookies in your browser, please note that you may not be able to use some main functions on our website. We will not provide your information to the advertisers.

### **B. SCALE OF USING COLLECTED INFORMATION**



## **How we use and protect guest's personal information?**

We use our guest's information for the following purposes

- Booking confirmation
- Confirmation on online payment/transaction
- Inviting guests to participate in our guest satisfaction survey
- Sending guests marketing emails on new products/services, special offer(s) and promotion(s) that may be of their interest
- Feedback to the needs or enquiries of our guests

### **C. DURATION OF KEEPING FILE OF COLLECTED INFORMATION**

- Permanent data saving except in the case guests send unsubscribe request to the website management or in the case our company is dissolved or goes bankrupt

### **D. INFORMATION MANAGEMENT TEAM**

#### **Who can have access to our guest personal information?**

We are committed to protecting the privacy and personal information of our guests. We have executed the procedures on security, administration and technology which are realistic and suitable to protect what was provided to us by our guests.

We do not sell, rent or share our guest information with any third party without the permission of our guests, but with the special request(s) such as by laws to fully protect the safety of other guests, our staff, the community or our properties.

You agree that, in necessary cases, the following authorities/organizations/personnel's have the right to access and collect your personal information:

- Website Management
- The resort/hotel that provide accommodation/tour
- A third party with an API connection with the website merperle.vn: payment gateway, website developer(s)
- Event companies and sponsor(s)
- Competent authorities in the case they are allowed by laws
- Market survey company
- Financial and legal advisor(s) and auditing companies
- The claimer who can prove the violation by our guests

### **E. ADDRESS OF INFORMATION COLLECTING AND MANAGING COMPANY**

#### **Address of Information Collecting and Managing Company**



## MerPerle

Resorts & Hotels

- Công ty/Tổ chức: **CÔNG TY CỔ PHẦN HÒN TÂM BIỂN NHA TRANG**
- Address: 84 Nhị Hà, Phường Phước Hòa, Nha Trang, Khánh Hòa
- Tel: 02583526636 /0258.359 7777 Fax: (84) 0258 3878 178
- Email: [minhnhut02@yahoo.com](mailto:minhnhut02@yahoo.com) / [gm@merperle.vn](mailto:gm@merperle.vn) / [trong.do@merperle.vn](mailto:trong.do@merperle.vn)
- **Hotline:** 0908083402/ 0908435544

### **F. CONTACT POINT FOR SENDING YOUR FEEDBACK/ COMPLAINTS**

#### **How to receive and solve the complaints about the use of our guests' information**

When you find out your personal information is used in a wrong purpose or scope, you can send an email to [trong.do@merperle.vn](mailto:trong.do@merperle.vn) or call **0258.359 7777** and provide relevant evidence with the issue(s) to the website management.

### **G. PROCESS OF GETTING AND FEEDBACK TO COMPLAINTS**

When guest acknowledge about their personal information is leaked, guest could send email to Mr. Trong Do at [trong.do@merperle.vn](mailto:trong.do@merperle.vn) or call us: **0258.359 7777** for giving proves/ evidences, we will give feedback after 48 hours of working and review.

### **H. COMMITMENT OF PUTTING CUSTOMER'S INFORMATION IN SAFE**

We commit to respect and protect the privacy of personal information of our guests by applying process of collecting and give permission to assigned department to access to those information for finishing their job.

### **I. OTHER RULES**

#### **Link to other websites**

Please note that our website site may be linked to other ones and the security policies of these websites may be different from ours. We warn that you check the security policies of these websites before providing any personal information. In any case, please note that these websites do not share the information of their guests with us

#### **Change in policies and terms & conditions**

We have full discretion to change, edit or add to this policy at any time in order to meet a change in legal environment, business demand(s) or demand(s) by our guests or our resorts/hotels without prior notice. Last update on Jan 4<sup>th</sup>, 2019.