



Privacy & Policy

Your privacy is important to us. This Privacy Policy outlines the information we collect from you when you visit the website <http://www.suteraharbour.com/> (the 'Site') and how we use that information. By using this site, you agree to the terms and conditions of the Privacy Policy.

Children

We, The Site does not seek to collect personal information about children under 13 through the Site, and you must be 18 or older to use the Site. We may collect information from parents with their verified consent about reservation plans for their families. If we learn and have actual knowledge of a child providing information through the Site, we will delete such information as soon as possible. Given the foregoing, and because we do not seek to collect information about children, we typically retain no information about children that could be reviewed. We will honor requests by a parent or guardian to review or delete information about their child.

Security

We use procedural and technical safeguards to protect your personal information against loss or theft as well as unauthorized access and disclosure to protect your privacy, including monitoring for intrusion attempts, encryption technology "Firewalls", Secure Socket Layers (SSL), and security audits and inspections. We treat data as an asset that must be protected against loss and unauthorized access. When setting up an account, your information is stored behind a secure server via multiple encryption methods as well as a Secure Socket Layer on the site. Information stored on the server is only available to a select number of people that have access to these records.

The privacy of communication over the internet cannot be guaranteed because the internet is not a secure medium. Sutera Harbour Group does not assume any responsibility for any harm, loss, or damage you may experience or incur by the sending of personal or confidential information over the internet by or to Guest Reservations. If you have any questions about the security of our website, you can send an e-mail to: dpo@suteraharbour.com.my

Information Collected

We collect two kinds of information from visitors to the Site, personal and non-personal information. Personal information includes, for example: name, email address, and physical address, including

city and state. Non-personal information includes, for example: search preferences, product searches, merchant searches, and general demographics. Our primary purpose in collecting personal and non-personal information is to provide you with a safe, smooth, efficient, and customized experience for our products and services. This allows us to provide services and features that most likely meet your needs, and to customize our service to make your experience safer and easier. We only collect information about you that we consider necessary for achieving this purpose.

In general, you can browse the Site without telling us who you are or revealing any personal information about yourself. Once you give us your personal information, you are no longer anonymous to us. If you choose to use our services, we may require you to provide contact and identity information, billing information, and other personal information as indicated on the forms throughout the Site. Where possible, we indicate which fields are required and which fields are optional. You always have the option to not provide information by choosing not to use a particular service or feature.

Technologies such as cookies, beacons, tags, and scripts are used by Sutera Harbour Resort Group and our affiliates, analytics providers, or our online customer support provider. These technologies are used in analyzing trends, administering the site, tracking users' movements around the site and to gather demographic information about our user base as a whole. We may receive reports based on the use of these technologies by these companies on an individual as well as aggregated basis.

We use cookies, including "necessary," "preferences," "analytics and performance," and "advertising" cookies, some of which may be third-party cookies, for the reasons outlined in this Privacy Policy, including for keeping the Site functioning and for security, current and historical search information, authentication and affiliate source, analyzing aggregate user behavior, and sending personalized advertisements of interest to users. Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our site, but your ability to use some features or areas of our site may be limited or not available.

We partner with a third-party ad network to either display advertising on our Site or to manage our advertising on other sites. Our ad network partner uses cookies and web beacons to collect non-personal information about your activities on this and other websites to provide you targeted advertising based upon your interests. If you wish to not have this information used for the purpose of serving you targeted ads, you may opt out by emailing us. Please note this does not opt you out of being served advertising. You will continue to receive generic ads and non-marketing communications. For more information about cookies and opting out, [click here](#)

We also gather certain information automatically and store it in log files. This information includes the IP addresses, browser type, Internet Service Provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We may combine this automatically collected log information with other information we collect about you. We use this information to review trends,

to administer our website, to track users' movements around the Site and to gather demographic information about our customers.

If you have chosen to receive marketing messages from us about our products and services, we may use information from our log files, cookies, or pixel tags to help us make those communications more useful to you.

We also get information from your transactions with us, our affiliates, or non-affiliated third parties, such as account activity and your purchase information. We also use information from third parties, including public information, such as verification services and consumer reporting agencies (to comply with regulatory requirements, ensure data accuracy, and prevent fraud, for example), or from other sources. We use this information to develop, offer, and deliver our products and services, to process transactions in your accounts, and to obey legal and regulatory requirements. We limit the collection and use of customer information to the minimum we require to deliver great service to our customers (including telling our customers about our hotel reservation services, deals, and other opportunities through email) and to run our business.

Retention of Information

We will retain your personal information only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your personal information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Use of Information

You will need to ascertain if this is how the information will be used by the Sutera Harbour Resort Group as described below.

Sutera Harbour Group is an independent group of hotel located in Malaysia. We required certain information from you in order to book, fulfill your booking request and serve advertisement to you in order to complete your request. In other words, when using the Site, certain information collected from you will be used for advertisement purposes, booking confirmation and targeted campaigns. We do not transfer or disclose your personal information to third parties absent to the services that we provide.

Additionally, we do not sell your personal information to third parties and your personal information is in the file that we maintain about you and other information that we obtain from your current and past interaction with our website ("The Site"). We also measure the following; interest in third-party products, services and updates; in order to customise products that will fit your interest and to detect and protect us against fraud, create reports for analytics and business reporting. We will also use your information to provide customer support, facilitate transactions and otherwise to comply with legal obligations.

At times, we may look across multiple users to identify problems and in particular, we may examine your personal information to identify users using multiple customer IDs or aliases. We may compare and review your personal information for errors, omission and for accuracy.

By continue to use the Site you agree that we may use your personal information to improve our marketing and promotional efforts. This information will be used to analyse website usage, content improvement, site content and layout, services and type of products offered. This information will also be used to tailor to meet your needs so as to provide you with a safe, smooth, efficient and customised experience while using the site.

You agree that we may use, with your permission via the “Reservations”, “Submit Form”, and “Newsletter Subscription” tab, your personal information to contact you and deliver information to you that, in some cases, is targeted to your interests, such as targeted banner advertisements, administrative notices, product and services offerings of Guest Reservations or third parties, and communications relevant to your use of the Site. By opting in to receive this communication on our tabs located in our Site, you expressly agree to receive this information. If you do not wish to receive these communications, we encourage you to opt out of the receipt of certain communications under the notification preferences on the “My Reservations” tab of our Site. You may make changes to your notification preferences on the “My Reservations” tab at any time or you may contact a customer service representative through our contact page. We reserve the right to send you specific administrative notices that are required by law, regulation, or as needed to service your account.

Our legitimate interests in using and disclosing your information are the purposes listed above. Should you have additional questions please e-mail to: dpo@suteraharbour.com.my

Transfer of Personal Information outside Malaysia

Our information technology storage facilities and servers may be located in other jurisdictions outside of Malaysia. This may include, but not limited to, instances where your Personal Data may be stored on servers located outside Malaysia. In addition, your Personal Data may be disclosed or transferred to entities located outside Malaysia or where you access the Site from countries outside Malaysia. Please note that these foreign entities may be established in countries that might not offer a level of data protection that is equivalent to that offered in Malaysia under the laws of Malaysia. You hereby expressly consent to us transferring your Personal Data outside of Malaysia for such purposes. We shall endeavour to ensure that reasonable steps are taken to procure that all such third parties outside of Malaysia shall not use your Personal Data other than for that part of the Purposes and to adequately protect the confidentiality and privacy of your Personal Data.

Disclosure of Your Information

If you do not want us to share your personal information with these companies, contact us through our contact page or at the contact information listed below. However, the following describes some of the ways that your personal information may be disclosed in the normal scope of business to provide you with the ability to order the third-party products and services offered through the Site.

Advertisers. We aggregate (gather up data across all user accounts) personal information and disclose such information in a non-personally identifiable manner to advertisers and other third parties for their marketing and promotional purposes. However, in these situations, we do not disclose to these entities any information that could be used to identify you personally. Certain information, such as your name, email address, and password are not disclosed to these third parties in a personally identifiable manner without your explicit consent.

We collect booking information via our forms that include the collection of personal and financial information. Some of these transaction pages may not appear on [guestreservations.com](https://www.guestreservations.com) pages and we do not control the privacy of the information given on these pages. Once the user submits the info, payment is made and verified, the booking is confirmed and removed from our inventory and passed on to the third-party vendor booking the travel. The booking info then gets passed along to the third party for fulfillment. We do collect payment and verify credit card info to complete the booking, but we act only as the booking agent. The third party will receive the confirmation request from the guest for the reservation and then their privacy policy would be in effect. We do not have any control over the third-party use of information or their privacy policies. Guest Reservations is disclosing this information to users so that they have the option to not do business on the Site. Because we do not control the privacy practices of these third parties, you should evaluate their practices before deciding to book with such lodging establishments. We may share information with our service providers that is in aggregate form or as otherwise necessary to fulfill your requests. We may from time to time contract with third parties to handle surveys on the site. Upon completion of these projects, all information is returned to us. These companies that act as our service providers are authorized to use your personal information only as necessary to provide these services to us.

Legal Requests. Guest Reservations cooperates with law enforcement bodies, as well as other third parties, for law enforcement purposes, to protect intellectual property rights, and to help protect you and our other customers from bad actors. Therefore, in response to a verified request by law enforcement or other government officials relating to a criminal investigation or alleged illegal activity, we can (and you authorize us to) disclose your name, city, state, telephone number, email address, and Customer ID history without a subpoena. Without limiting the above, in an effort to respect your privacy and our ability to keep the community free from bad actors, we will not otherwise disclose your personal information to law enforcement or other government officials without a subpoena, court order, or substantially similar legal procedure, except when we believe in good faith that the disclosure of information is necessary to prevent imminent physical harm or financial loss or report suspected illegal activity. If Guest Reservations is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information. We may also disclose your personal information to any other third party with your prior consent.

Due to the existing regulatory environment, we cannot ensure that all of your private communications and other personal information will never be disclosed in ways not otherwise

described in this Privacy Policy. By way of example (without limiting the foregoing), we may be forced to disclose personal information to the government or third parties under certain circumstances, third parties may unlawfully intercept or access transmissions or private communications, or users may abuse or misuse your personal information that they collect from the Site. Therefore, although we use industry standard practices to protect your privacy, we do not promise, and you should not expect, that your personal information or private communications will always remain private.

Testimonials

We display personal testimonials of satisfied customers on our Site in addition to other endorsements. By posting public content about us, you consent that we may post your testimonial along with your name. If you wish to update or delete your testimonial, you can contact us through our contact page.

Social Media Widgets

Our Site includes social media features, such as the Facebook, Twitter, and Instagram buttons (individually and collectively, “Features” and “Social Media Features”, respectively). These Features may collect your IP address, which page you are visiting on our Site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the company providing it.

Other Websites

Except as otherwise expressly included in this Privacy Policy, this document only addresses the use and disclosure of information we collect from you. This Site contains links to other websites. Please be aware that Sutera Harbour Resort Group and Guest Reservations is not responsible for the privacy practices of such other websites, even if they link from the Site. We encourage our users to be aware when they leave our Site to read the privacy policy of each and every website that collects personal information. This Privacy Policy applies solely to information collected by this Site. To the extent that you disclose your information to other parties, whether they are third-party providers of products or services, different rules may apply to their use or disclosure of the information you disclose to them. Since we do not control the privacy policies of third parties, you are subject to the privacy policies of that third party. We encourage you to ask questions before you disclose your personal information to others.

Your Rights

You have a right to request that the personal information we’ve collected from you be corrected, updated, or deleted. You may also have the right to access information about the personal information we’ve collected from you. Please contact us using the contact information given below if you would like to correct, update, delete, or access your personal information. If you are a California resident, please also review the additional provisions below.

Basis for Processing

We use your personal information to provide our services to you, and for other legitimate business purposes as set forth herein. Our legal basis for collecting and using the personal information described in this Privacy Policy depends on the data we collect and the specific context in which we collect it. If the GDPR applies to you, our basis for processing your information includes: Art. 6(1) lit. a-d, f GDPR.

We may process your personal data because:

- We need to perform a contract with you;
- You have given us permission to do so;
- The processing is in our legitimate interests and it is not overridden by your rights;
- For payment processing purposes; and
- To comply with the local laws and regulations.

Changes to Privacy Policy

We may amend this Privacy Policy at any time by posting the amended terms on the Site. You are responsible for checking this Privacy Policy when you visit the Site to review the current policy. All amended terms shall automatically be effective 30 days after they are initially posted on the Site.

We will use the information collected on the Site in accordance with the Privacy Policy under which the information was collected. We reserve the right to modify this Privacy Policy at any time, so please review it frequently. If we make material changes to this Privacy Policy, we will notify you here, by email, or by means of a notice on our homepage prior to the change becoming effective.

If we decide to change our Privacy Policy, we will post those changes to this Privacy Policy, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

How to Contact Us

If you have questions or concerns regarding this policy, you should first contact Customer Service through our contact page or call Customer Service at (6088) 318 888. If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact us or you can send an e-mail to: dpo@suteraharbour.com.my

This Privacy Policy was updated May 05, 2021. Privacy Policy We value your privacy. This Privacy Policy describes the information collected from you when you visit the website: suteraharbour.com (the "Site") and how Guest Reservations ("Guest Reservations," "we," or "us") uses that information. You agree to the terms and conditions of this Privacy Policy by visiting the Site.