



HORIZON HOTEL

豪麗勝酒店

PRIVACY NOTICE

At Horizon Hotel (Wholly owned by Terra Gemilang Sdn. Bhd. 547727-W), we value your privacy and strive to protect your personal information in compliance with the laws of Malaysia.

We will only collect and use your personal information in accordance with the relevant data protection laws (including the Personal Data Protection Act 2010), this Privacy Notice and the privacy terms in your agreement(s) with us.

Your privacy matters to us, so please take the time to get to know our privacy practices:

What Kind Of Personal Information We Collect

For us to complete our transactions with you, to deal with your inquiries, open and operate an account/facility for you, generally provide you with our products and services, and to carry out other purposes required to operate and maintain our business with you, we need to collect and process personal information about you, including information relating to your name, NRIC/passport number, address, email address, telephone number, bank account details, credit/debit card details, information captured on security systems (including a recording of your image on Closed Circuit Television (CCTV)), and/or suitability for any of our products/services as applied for.

We may obtain this data from yourself when you apply for any of our products and services and from a variety of sources, including but not limited to:

1. your full name, gender, date of birth and contact information (e.g. country of residence, physical address, email address and phone number), passport and visa information;
2. guest stay information, including the hotels where you have stayed, date of arrival and departure, goods and services purchased, special requests made, your service preferences, telephone numbers dialled and email, faxes, telephone and other messages received;
3. your credit card, mobile payment and other payment details;
4. your membership information, account details, profile or password details and any frequent flyer or travel partner programme affiliation;
5. any information necessary to fulfill special requests (for example, leisure, travel and guest preferences);
6. your reviews, feedback, opinions and interactions you have with us about our hotel;
7. information collected through the use of closed circuit television ("CCTV") systems and other security systems; and
8. any other personal data you choose to provide to us (e.g. health data, social media information).



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How We Collect, Use and Disclose Your Personal Data

Subject to the requirements of applicable law, we may collect, use and disclose your personal data for the purposes set out below. For the performance of our agreement with you, in order to:

1. process, confirm, provide and charge for hotel arrangements and restaurant reservations and our goods and services, and administer mobile (where applicable) and in person check in and check out;
2. fulfill contractual obligations to you, anyone involved in the process of making your travel arrangements (e.g. travel agents, group travel organisers and your employer) and vendors (e.g. credit card companies, airline operators and other loyalty programmes);
3. for purposes of billing and payments relating to your stay
4. for internal administrative purposes including auditing and accounting

For our legitimate commercial interests, in order to:

1. understand how our products and services impact you, provide you with a better, more personalised level of service, and further develop our products and services, including linking or combining with information we get from others to do so;
2. provide privileges, benefits and services to you, process applications for and administer membership programmes, verify and validate your ability to access and use certain products, services, facilities and information;
3. monitor your use of our Site and your bookings, and conduct analysis of the use of our Site in order to operate, evaluate and improve our Site and our services, understand your preferences, display customised content to you on our Site which may be of interest to you and troubleshoot any problems;
4. conduct market analysis, market research, customer satisfaction and quality assurance surveys to improve our hotel, membership programme and services; and

manage and provide for the safety and security of guests, premises and services (including but not limited to handling any incidents, accidents or claims made by guests or customers, conducting investigations and/or audits, carrying out CCTV surveillance and conducting security clearances).

For compliance with legal obligations to which we are subject, in order to:

1. meet legal and regulatory requirements and administer general record keeping;
2. prevent, detect and investigate crime and analyse and manage commercial risks; and
3. conduct investigations.

Use of information based on your consent:

1. to facilitate direct marketing, promotional and customer management purposes, including sending you promotional communications (including without limitation emails, SMS / MMS and push notifications) or special offers if you have consented to receive the same. Please see section “**Direct Marketing**” below;
2. to use special categories of data (e.g. health data, biometric data, disability data, sensitive data from official identification documents if any, sexual behavior, religion, race, cult, and philosophical belief) only if we have received your explicit consent thereto for such activities separately; and
3. for any other purposes for which we have obtained your consent, in accordance with the requirements of applicable law.



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In addition, we collect, use, and disclose your personal data for the following purposes depending on the nature of our relationship:

1. If you are a guest at our hotel(s), or a guest to events organised at our hotel(s):
2. providing customer service and support;
3. creating and maintaining guest profiles in our system database;
4. administering debt recovery and debt management; and/or
5. any other purposes relating to any of the above;

If you are a customer or guest at our gymnasium, swimming pool or restaurants;

1. indemnifying our hotel(s) from liability related to your use of the gymnasium, swimming pool or consumption of restaurant or bar food and drinks outside the restaurant or bar;
2. preventing or suppressing a danger to your life, body or health, where you are incapable of giving consent by whatever reason; and/or
3. any other purposes relating to any of the above.

Direct Marketing

From time to time, we would like to use your name, email address, mobile phone number, and other relevant contact information to send you either via emails, SMS / MMS messages, telephone calls, push notifications, post, or social media (e.g. WeChat and Facebook) information that we think may be of interest to you, including about our hotel, products and services, news about our membership programme, satisfaction surveys, events, offers and promotions, but we can only do so with your consent.

1. We would also like to share (for gain) such data with the operator of the hotel or hub of hotels in which you stay or visit and with selected third party entities, so that they may send you information, news updates, special events, offers and promotions as regards their products and services, including travel, transportation, retail, food and beverage, hotel accommodation, credit cards, financial and investment services, real estate, entertainment, publications, fashion and jewellery, leisure and sports, health and wellness, non-profit and charitable activities, telecommunications, social networking, media and public relations, but we will not share your personal data with such third parties or use your personal data for direct marketing without your consent.

2. You may, in accordance with applicable law, choose not to receive marketing communications or opt-out from receiving marketing communications at any time, free of charge, by contacting us. If you opt out of these communications, we may still send you non-promotional communications, such as those about your reservation or membership communications, unless we are prohibited from doing so by applicable laws.

Security Of Your Personal Data

Information is our asset and therefore we place great importance on ensuring the security of your personal data. We regularly review and implement up-to-date technical and organisational security measures when processing your personal data.

Our employees are trained to handle the personal data securely and with utmost respect, failing which they may be subject to disciplinary action.



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Retention Of Your Personal Data

We will retain your personal data for such period or duration as required by your relationship with us, in compliance with this Privacy Notice and/or the terms and conditions of your agreement(s) with us, for such other period as may be necessary to protect the interests of Horizon Hotel and/or its customers as may be deemed necessary, or where otherwise required by the law and/or where required by Horizon Hotel relevant policies.

What If Personal Data Provided By You Is Incomplete?

Where indicated, it is obligatory to provide your personal data to us to enable us to process your application for our products or services. Should you decline to provide such obligatory personal data, we may not be able to process your application/request or provide you with our products or services.

Your Rights To Access And Correct Your Personal Data

We can assist you to access and correct your personal data held by us.

Where you wish to have access to your personal data in our possession, or where you are of the opinion that such personal data held by us is inaccurate, incomplete, misleading or where relevant, not up-to-date, you may make a request to us at the contract details provided below.

Exercising Choices Over The Disclosure, Retention And Use Of Your Personal Data

Subject always to our contractual rights and obligations under relevant laws and regulations, you may exercise your choice in respect of the disclosure, retention and use of your personal data. Should you wish to do so, kindly contact us at the contact details provided below.

Revisions To Privacy Notice

This Privacy Notice may be revised from time to time. Notice of any such revision will be given on our website and/or by such other means of communication deemed suitable by us.

Contacting Us About Your Privacy And How We Handle Your Personal Data

Should you have any query in relation to this Privacy Notice or how we handle your personal data, kindly contact us at:-

Horizon Hotel +6088 - 518 000

Mailing Address:

Horizon Hotel

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88999, Kota Kinabalu, Sabah, Malaysia

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