



活跃新加坡旅游

Singapore Alive Privacy Notice

Singapore Alive Pte Ltd which has its registered office at 1 Magazine Road #07-04/06 Central Mall Singapore 059567 (the "SAL") offers travel and destination management services and other related services worldwide. This Privacy Notice is issued to you, Data Subject, to inform you of our collection, access, use and process your personal data in the way described below.

1. Categories of personal data

We hereby inform you that we collect, use and process the following categories of your personal data:

- Name
- Passport details
- Flight details
- Credit card details
- E-mail addresses
- Mailing addresses
- Contact numbers
- Photographs and Images
- Food allergy (only if necessary and subject to Article 5 or 7 below as the case may be)

2. Legal basis and purpose:

As per Article 6(1)(f) General Data Protection Regulation ("GDPR") (if applicable) and any applicable local personal data protection laws, we hereby inform you that we use your personal data for the purpose of providing you following services:

- Making accommodation or hotel arrangements
- Making transportation arrangements
- Making restaurant arrangements or other food arrangements
- Making other services arrangements
- Supporting you with the tours or with preparations for the tours
- Managing the itinerary or the preparation of the itinerary
- Considering, entering into, or performing contracts or other relationship
- Responding to your queries or requirements
- Maintaining our relations with you
- Satisfaction surveys that you would complete
- Re-establishing our relationships
- Selling our or other person's products or services
- Marketing/ Providing information regarding our or other person's products, services or events or campaigns

In addition, your personal data may be converted into statistical or aggregated data which cannot be used to identify you and then used to produce statistical research and reports. This aggregated data may be shared and used in the ways described above.

SAL processes your personal data in its interest as well as your interest, so SAL



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UEN No: 200406267M | GST Reg No: M90365816E | Travel Agency License No. 01348

Email: sales2@singaporealive.com; general@singaporealive.com

咨询或预定, 请联系我们: 企业 QQ: 2850782171 | 2850782172

URL: www.singaporealive.com/cn

provides and you receive the travel related services that you have requested and other related services specified in the above.

3. Retention periods

We keep your personal data as long as there is a statutory or legal requirement to do so or in order to provide the aforementioned services to you. For accounting or auditing purposes we may retain your personal data for a period of time after our direct business dealings have ended.

4. Data storage and transfer

Furthermore, we may share your personal data with JTB group companies as well as with other companies who may be located within or outside the EEA such as hotels, accommodations, transportations, restaurants, tour operators, travel agencies, other service providers (including service providers for SAL). Where a company is located outside the EEA, we will arrange adequate safeguards such as Binding Corporate Rules or Standard Contract Clause arrangement or transfer your personal data based on appropriate legal basis, if required by GDPR.

5. Prior consent

Where GDPR is applicable and we require access to your Personal Data that GDPR considers Sensitive, we will seek separate explicit consent from you prior to obtaining that data.

6. Your rights

As a customer you have a number of rights among them: the right to request access to your personal data, to have it corrected or deleted, and the right to object to our processing of your personal data. For further information on these rights please refer to our Privacy Policies as follows:

- A) **For bookings within European Economic Area only** (ie. Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, UK, Iceland, Liechtenstein and Norway):

Online link to Privacy Policy:

https://www.singaporealive.com/privacy_gdpr.asp

- B) **For bookings occurring outside the European Economic Area:**

Online link to Privacy Policy: <https://www.singaporealive.com/privacy.asp>

7. For bookings within and outside the European Economic Area

Notwithstanding the foregoing, by providing us with the personal data in accordance with Article 1 above, you consent to us collecting, using and processing the personal data for the purpose mentioned in Article 2.

You warrant and represent the following:

- a) that the personal data provided by you belong to you;

- b) in the event that you have provided personal data of third parties for us to fulfil the purposes mentioned in Article 2 above, that you have obtained the consent of the third parties in question for us to collect, use and process their personal data for the purposes mentioned in Article 2 above.
- c) that the personal data are accurate as at the time of provision. If there is any change to the personal data, please notify us at general@singaporealive.com.

8. Assistance

A) For bookings within the European Economic Area only:

If you require assistance or further information about how your personal data is used by us then contact our Data Protection Team via email: private@jtb.com

If you are not completely satisfied with how personal data request was handled then you may contact your local Data Protection Supervisory Authority.

B) For bookings outside the European Economic Area:

If you require assistance or further information about how your personal data is used by us then contact our Regional Data Protection Team via email: dpo.hq@jtbap.com

9. Applicability of provisions

The following provisions are applicable

A) For bookings within the European Economic Area:

Articles 1 (Categories of personal data), 2 (Legal basis and purpose), 3 (Retention periods), 4 (Data storage and transfer), 5 (Prior consent), 6(A) Yours rights for bookings within European Economic Area, 7 (For bookings within and outside the European Economic Area), 8(A) Assistance for bookings within the European Economic Area and this 9(A).

B) For bookings outside the European Economic Area:

Articles 1 (Categories of personal data), 2 (Legal basis and purpose), 3 (Retention periods), 4 (Data storage and transfer), 6(B) Yours rights for bookings outside the European Economic Area, 7 (For bookings within and outside the European Economic Area, 8(B) Assistance for bookings outside the European Economic Area and this 9(B).