

LCB TOUR SDN. BHD.

Company No.: 198401012718 (125274-H)
15-A, Jalan Bakri Jaya 1, Taman Bakri Jaya
84200 Muar, Johor.
Contact No.: +6013 - 888 3548

Compliance with Personal Data Protection Act 2010

The Personal Data Protection Act 2010 ("PDPA") came into effect on 15 November 2013 and is meant to regulate the processing of Personal Data in commercial transactions. We, LCB Sdn Bhd ("**LCB**") acknowledge the importance of privacy and the sensitivity of Personal Data and information about yourself ("**Personal Data**") and are committed to the protection of your Personal Data in line with the PDPA.

A. Collection of Personal Data

During the course of your dealings with LCB, your Personal Data will be/is being collected, used and/or processed by LCB for amongst others including but not limited to the following purposes (whichever applicable): -

1.	To implement, perform and complete of any travel-related bookings, reservations, or services that LCB may provide to you.
2.	To provide, prepare and execute all necessary travel documents, itineraries, and/or contracts for LCB's travel services with you, including any obligations arising from any contracts and/or agreements entered into between you and LCB, and to provide you with the information and services that you request from LCB.
3.	To maintain and upkeep of internal client records, administration, management, business development, advertising, continuous professional development, education, research, internal operations, troubleshooting, data analysis, testing, statistical and survey purposes, professional network, employment, and social activities within the scope of travel and tourism services by LCB.
4.	To display your name and picture on LCB's Facebook, LCB's designated website, publications, newsletters, documents, alerts, notifications, and any other material of similar nature for the purpose of promoting LCB's travel services.
5.	To operate LCB's Facebook, LCB's designated website and information technology software, including the collection of internet protocol addresses and cookies (if any), to enhance your experience with LCB and ensure the smooth functioning of all related activities related to your travel bookings
6.	To send you e-mail notifications about LCB's new or existing products and services, special offers, or to otherwise contact you.
7.	To enhance existing features or develop new features and services of LCB.
8.	To allow us to personalize the content and advertising that you and others see based on personal characteristics or preferences.
9.	To meet any legal or regulatory requirement relating to LCB's services and making disclosures required under the provisions of any applicable law, regulation, directive, guideline, or government authorities. Note: LCB may disclose and use your Personal Data in special circumstances where it is necessary to enforce LCB's Terms and Conditions (for example, when necessary to protect LCB's intellectual property rights). LCB reserve its right to disclose or use your Personal Data when we, in good faith, believe that the law requires us to do so.

B. Nature of Personal Data

Examples of Personal Data that LCB is/shall/had collected directly from you:-

1. Name, age, gender, date of birth, identity card number/passport number;
2. Race, ethnic origin, nationality, birth certificate, identity card, driving license, death certificate, permanent residence card, work permit, student visas, various insurance policy no, insurance policy;
3. Contact information including address, email address and phone number;
4. Marital status;
5. Bank's account no;
6. Name of next of kin, spouse, parents, children, sibling;
7. Such other relevant information and data to enable us to provide you with LCB's services;

You acknowledge that you may provide LCB with your Personal Data by completing LCB booking forms or by communicating with us in person or by phone, e-mail, fax, short message service, instant messages, written form or otherwise. Failure to obtain your personal data will lead to the consequences that LCB will not be able to complete the relevant task for the services expected as a travel agency.

C. Personal Data Disclosure

You are hereby consent and authorise LCB to disclose your personal data to the following categories of parties: -

1. Any person to whom LCB is required to do so by law or in response to a competent or government agency;
2. Any of LCB's third party service provider;
3. Government agencies, statutory authorities, police, immigration department, custom department, transport department, national registration department, hospital, clinic, , insurance companies and legal firms as required under the law.

D. Retention of Personal Data

LCB will retain your personal data for the period necessary to fulfill the purposes among others set out in **table A** hereinabove.

E. Security

LCB shall keep and process your data in a secure manner within the scope which require LCB to exercise as a travel agency.

F. Access and Correction to Your Personal Data

It is your right and duties as a data subject to update, to correct your personal data in which you have provided to LCB and in this respect, you may:-

1. Request to update your personal data;
2. Request for correction of any of your personal data, which is inaccurate, incomplete or not up to date;
3. Request for explanation on the policies and procedures in respect of your personal data provided to LCB;
4. Request LCB to stop processing your personal data for marketing purposes;
5. Request LCB to limit the process of your personal data, including personal data limiting to the persons who may be identified from your personal data;
6. Inform LCB on your withdrawal (in full or in part) of your consent given previously to LCB subject to any applicable restrictions, contractual conditions and a reasonable duration of time for the withdrawal of consent to be effected;

G. Your Obligation Regarding Your Personal Data

You are responsible for providing accurate, not misleading, complete and up-to-date information to LCB about yourself and any other related person whose personal information you provide LCB in relation to your matter and updating with LCB this personal data as and when it becomes inaccurate, misleading, incomplete and out-of-date by contacting LCB or email to us at lcbtour99@gmail.com to enable us to update the said Personal Data.

H. Your Consent

Your consent to the collection and use of the personal data by LCB in the ways described hereinabove (which may change from time to time unless and until you inform LCB to the contrary) save as and subject to Section 6(2)(a)-(f) of the Personal Data Protection Act 2010.

I. Contact Information

If you have queries or concerns, please contact LCB's office at **07-431 5004** from **Monday to Friday (9.30am-5.30pm)** or email LCB at lcbtour99@gmail.com and to quote LCB's reference no (if any).

I/We hereby acknowledge that I have read and understood this notice on personal data and by signing this, I/ We give my/our consent to LCB to collect, keep, process, use and disclose my/our personal data to the relevant party to enable LCB to complete its duty as mentioned in table A.

.....
Name:
NRIC No:
Date:

Notes:

Kindly let LCB have your consent by signing and returning to LCB this Letter of Notice or your objection of this Letter of Notice within 14 days from the date hereof otherwise granted your consent shall be deemed to LCB and have no objection to LCB's Letter of Notice upon the expiry of 14 days from the date of this Letter of Notice issued to you.