



## PRIVACY POLICY

Bikintour.com is owned and operated by the bikintour Group of Companies ("bikintour" or "We"). This Privacy Policy explains how we collect, use, disclose, process and protect the personally identifiable information ("Personal Data") that you ("Users") can provide in connection with bikintour services available through the website at [www.bikintour.com](http://www.bikintour.com) ("Site"). Personal Data means data, whether true or not, about an individual that can be identified from the data, or from data and other information to which an organization has access or may have. References to the Site are considered to include derivatives thereof, including but not necessarily limited to mobile websites and applications. By visiting or using the Site, you agree and agree to the collection, use, disclosure and processing of your Personal Data in accordance with this Privacy Policy and / or Website Terms. If you do not agree with the Privacy Policy below, please leave the Site immediately .

From time to time, bikintour may revise this Privacy Policy to reflect changes in the law, collection and practice of using our Personal Data, features of our Site, or advances in technology. If we make a revision that changes the way we collect or use your Personal Data, those changes will be contained in this Privacy Policy and the date of validity will be recorded at the beginning of this Privacy Policy. Therefore, you should review this Privacy Policy periodically so that you are always up to date with our current policies and practices. bikintour will also post clearly changes to the material before implementing the changes. If you do not agree with changes or modifications to the Privacy Policy, please do not continue to use the Site. You will be deemed to have agreed to any modifications to the Privacy Policy when you use the Site after the modification date .

# 1. Information We Collect

We collect Personal Data about you provided to us when using the Site. Such Personal Data includes but is not limited to your name, bikintour user identification and login credentials, address, telephone number, e-mail address, hotel name, hotel location and / or length of stay. We can ask you to provide information about your travel preferences, *frequent flyer* speedboat membership , and feedback on travel experiences through your bikintour booking. We also collect non-personally identifiable information (which cannot be used to identify you), including but not limited to your internet protocol ("IP") address, geographic location data, operating system type, nationality, search preferences, as well as data Other general issues related to Internet use .

# 2. How We Use Your Information

We may use your Personal Data and other information collected through the Site, whether in Singapore or in foreign countries, for the purposes of the following:

- register, manage and / or administer the use and / or access of the Site;
- manage, operate, administer and provide you the services offered on the Site;
- contact you about matters relating to your use and / or access to the Site and services on the Site, and any questions and / or requests submitted by you through the Site or vice versa;
- adjust your experience when using the Site;
- measure and improve customer experience and satisfaction;
- publish customer reviews, such as Sites, Travel Agencies, Fleets or Hotels, in digital and / or printed format for public access ;
- enforce the Terms and Conditions;
- resolve disputes or complaints, collect payments or fees, or solve problems; and / or

- for other purposes notified to you at the time of collection.

We may also use your Personal Data and other information collected for social media marketing using direct and open graphic techniques, and for digital and conventional marketing purposes such as sending you direct e-mails and notifying about new products, special offers or other information that we believe will appeal to you. Please note that you can choose to opt out of any marketing material that we may send to you at any time. Please follow the instructions to unsubscribe that are set out in our marketing material if you choose to exit any marketing material, and we will respect your wishes.

### **3. Share and Transfer Your Personal Data**

Your Personal Data will / can be disclosed by bikintour to bikintour affiliated companies. bikintour (and / or its affiliated companies) may also disclose your Personal Data to third party service providers, suppliers or agents for one or more of the above goals from time to time. Third party services include but are not limited to website *hosting* , data analysis, marketing, credit card transaction processing, and service provision.

In some cases, when you deal directly with third parties to obtain services, or when you use the Site to book hotel rooms or obtain other products or services, we may provide your Personal Data to the hotel or other third parties.

Depending on your location, bikintour, affiliated companies and third-party service providers, suppliers or agents can also transfer your Personal Data abroad.

Please note that bikintour can disclose your Personal Data in the following situations:

- to make or defend against any claim or claim ;

- to comply with court orders, judicial proceedings, legitimate requests, warrant or equivalent by law enforcement officials or authorities;
- to investigate fraud or other errors, or as otherwise required or necessary in order to comply with applicable law, or to protect our legitimate interests ;
- for buyers in connection with the sale, employment or other transfer of all or part of our business or company ;
- to enforce or apply the terms and conditions that apply to our products and services ;
- to protect the rights, property or security of bikintour, other Site Users or any other person at bikintour's discretion; and
- for every other situation permissible under the law.

## **4. Approval**

As stated above, by browsing and using the Site, or by ordering products from the Site, or by registering for or using services on the Site, or by clicking on the "Confirm" button or equivalent when you create a new account on the site, you:

- approve bikintour and / or bikintour affiliated companies collect, use, disclose and / or process the personal data mentioned above for the purposes described above; and
- approve bikintour and / or bikintour affiliated companies transfer your personal data out of Singapore to the location of other bikintour affiliated companies for which this other bikintour affiliated company is located, and for bikintour third party service providers (or bikintour affiliated companies), suppliers or agents for purposes such as explained above.

## 5. Withdrawal of Approval

You can withdraw consent from our collection, use or disclosure of your personal data at any time, by giving us reasonable notice. If you would like to withdraw your agreement, please let us know in our contact details listed below. We will stop collecting, using or disclosing your personal data after notification, unless required by law or if we have a legitimate business or legal purpose to defend it. Please note that by withdrawing your agreement with our collection, use or disclosure of your personal data, we may not be able to continue to provide our services to you, and you agree that we will not be responsible to you for any loss or damage arising from or related to termination of the service .

## 6. Cookie Policy

"Cookies" are alphanumeric identifiers that we transfer to your *hard drive* or memory card through a web *browser* when you visit our site. This allows our own system to recognize you when you return to our site and improve our services to you. This information is used to track the use of Site visitors and compile statistical reports regarding Site activities. For more information about *cookies* , visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org). *Cookies* can also be used to compile overall information about areas of our Site that are visited most frequently. This traffic information can be used to improve the content of our Site and make your use easier. If you want to reject our *cookies* , you can configure your *browser* to do so. However, some features of our Site may not work if you delete *cookies* from your *browser* . If you do not enable *cookies* , you may not be able to access important functions or features on this Site, and you may only be able to use the Site limited.

## **7. Access to or Correction of Your Personal Data**

When you provide us with your Personal Data, make sure the data is accurate and complete. If you believe that any of your information that we have or control contains errors or omissions, please log in to your account on the Site and correct the information. In addition, please update your Personal Data through your account in a timely manner, if there are changes.

If you wish to correct errors or omissions in any Personal Data under our ownership or control that cannot be corrected through our Site, or to access your Personal Data under our ownership or control, or as provided by applicable law, please submit your request to our contact details listed below. We may charge you a reasonable fee for access to Personal Data, for the purpose of recovering additional fees for responding to the access request.

To protect your privacy and security, we will verify your identity before granting access or making changes to your Personal Data. We will endeavor to answer requests for access or correction of your Personal Data as soon as possible, unless exceptions apply .

## **8. Protect Your Personal Data**

We protect Personal Data under our ownership or control by maintaining reasonable security arrangements, including physical, technical and organizational procedures, to prevent access, collection, use, disclosure, copying, modification, unauthorized deletion or similar risks.

## **9. Links to Other Websites**

Our site can contain links to other interesting sites. However, after you use these links to leave our site, you should know that we have no control over these other websites. Please note that we are not responsible for the privacy practices of these other websites and recommend that you read

the privacy statements of each website you visit that collects personal information.

## 10. Registration and Membership

This site allows you to create one user account by registering for membership, based on the data you provide. By providing data, registering and creating an account, you guarantee that:

1. You are at least 18 years old;
2. Information about you is true and accurate, current and complete as required in the registration form on the Site ("Registration Data"); and
3. You will update this Registration Data so that it is always true, accurate and complete.

Furthermore, you agree that bikintour is not responsible for any loss or damage that may be suffered by us, you or any third party, the loss or damage caused by inaccuracy or incomplete information provided by you. After registering, you will receive a password and user identification ("Username"). You are responsible for maintaining the confidentiality of your password and username, and you are fully responsible for all activities related to your username or password. You can only use one username and password at a time and are not allowed to use more than one username. Your password is solely for your own use, and you agree to keep your password completely confidential. You agree to notify bikintour immediately of unauthorized use of passwords or accounts or other breaches of security. For better security, please ensure that you *log* out or *log* out of your account after each use of this Site. You agree that bikintour will not be responsible for any loss or damage suffered by us, you or any third party arising from your failure to comply with this provision .

## **11. Transfer of Business**

In the event of a change of control or change of ownership of all or part of the business bikintour or company, including the site, the User's Personal Data may / will be part of the transfer of these assets.

## **12. Approval of Changes to Privacy Policy**

By using the Site or the services we provide, you agree to the collection, use, disclosure and processing of your Personal Data as set out in the This privacy Policy . Furthermore, if you use our services, we reserve the right to collect, use, disclose and process your Personal Data in accordance with this Privacy Policy.

From time to time, bikintour may change this Privacy Policy. As explained At the beginning of this Privacy Policy, we will post changes to this Site for your information.

## **13. Order of Priority**

If you have agreed to our Website Terms, in case there is a difference between These Website Terms and this Privacy Policy, then the Website Terms will be Applied.

## **14. Disclaimer**

Please note that considering we are a company registered in Indonesia, then This Privacy Policy has been prepared solely in accordance with the laws of Indonesia. We do not represent or warrant that this Privacy Policy complies with the privacy laws of each jurisdiction and accordingly, you will not interpret this Privacy Policy for granted.

For the avoidance of doubt, upon the exceptions that the law permits an organization like bikintour to collect, use or disclose your personal data without your consent. Then the consent granted by law will continue to apply.



## 15. Contact Us

If you have any questions or requests relating to this Privacy Policy, please contact our Data Protection Officer in the following details, or a possible designated person by bikintour by providing information to you by letter, invoice, email or the website: [booking@bikintour.com](mailto:booking@bikintour.com).

This content is a translation of the original English version and is provided for your convenience. It is possible that some texts may differ from the original Indonesian version, and in case of ambiguity between the translated version and the Indonesian version, the language version Indonesian which will prevail. When in doubt about the accuracy of the information contained herein translation, please refer to the Indonesian version of the text which is the official version.

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