



GENERAL PRIVACY STATEMENT

INN RESOURCE PHILIPPINES, the managing company of the **HOTEL SAVANO**, and hereinafter referred to us “**HS**”, “**we**”, “**our**”, “**us**”, commits to respect your right to privacy. We assure you that, when you share your Personal Data in the course of our interactions or dealing, we strive to comply with Philippines’ Data Privacy Act (“DPA”), its Implementing Rules and Regulations (“IRR”), and other relevant government regulations and issuances. This is general statement on its data processing activities to notify Data Subjects of categories of Personal Data processed and the purpose and extent of processing. This is not a consent form but a notification how we processes Personal Data in its established practices and operations.

What personal data does Hotel Savano collect from you?

We only collect the Personal Data needed to effectively serve you and carry out our business operations and obligations. This may include your basic personal details such as name, age, birthday, address, nationality, contact information, contact of personal information of your relatives, guardian or next of kin. In some situations, we may also collect medical information and health profile for us to customize our products and services according to your needs.

Why does Hotel Savano collect and process your Personal Data?

We collect only the Personal Data needed to effectively serve you and carry out its business operations and obligations. We may collect, use, and process your Personal Data for the following general purposes –

- a. To conduct due diligence prior to executing a contract, and to facilitate the fulfillment of the terms of the contract thereafter (i.e. bookings, reservations, employment, supplier agreements);
- b. to respond to queries, complaints, and requests;
- c. to provide information about our services and products and promote effectively them;
- d. to conduct research and analysis to improve customer experience, management system, external or internal controls;
- e. to maintain safety and security; and
- f. to comply with legal, regulatory, and contractual requirements or obligations.

We may further provide specific privacy notices in line with specific activities or objectives. Rest assured that we process Personal Data proportionately and as may be necessary to serve legitimate purposes in accordance with laws and regulations, as well as our Policies

How does Hotel Savano collect your Personal Data?

Depending on a particular transaction and your preference, we collect your Personal Data *physically* through printed forms, attachments, and other document, or *electronically* through electronic systems, electronic platforms, e-forms, email, or electronic submission of information directly through you or through your representatives.

When does Hotel Savano collect personal data collect from you?

We generally collect your Personal Data upon your entry to our establishment (CCTV or entry records), or at the onset of your transaction with us, such as inquiry, reservation, booking and our other services.

What is Hotel Savano’s general policy on storage, transmission and transfer of Personal data collect from you?

Personal Data are stored in physical and electronic data processing systems managed by our groups, offices, and units. Physical records are generally stored in folders or envelopes in drawers or shelves. Electronic records are generally stored in servers in our possession or control, or in cloud storage that we control or availed. Personal Data are transmitted and transferred in accordance with Chapter III of the Data Privacy Act of 2012 and Rule V of its Implementing Rules and Regulations.

How long does Hotel Savano keep Personal Data?

Retention period for Personal Data we collect varies on the kind of transaction. We retain data in accordance with our retention policies, observing laws and government rules and regulations, and locally and internationally accepted practices and standards.

What are your rights as Data Subject?

As provided by law, you may object to the processing of your personal data, request to access your personal information, and/or have it corrected, erased, or blocked on reasonable grounds. For the details of your rights as a data subject, you can get in touch with our Data Protection Officer at contact details below or at National Privacy Commission at <https://privacy.gov.ph/data-privacy-act/#16>. We will consider your request and reserves the right to deal with the matter in accordance with the law. While you may withdraw your consent anytime, you must understand that we may refrain providing you our services as a consequence of your withdrawal.

How can you contact us?

For any complaints, concerns, or questions regarding the collection and use of your personal data, you can contact our Data Protection Officer at:

The Data Protection Officer

Hotel Savano, Savano Park, Quirino Highway,
Brgy. San Manuel, City of San Jose del Monte, Bulacan

hotelsavano.dpo@hotelsavano.com

(044) 323 – 3000 loc. 4

How can you be updated with changes to our privacy policy?

Hotel Savano reserves the right to modify our Privacy Policy at any time at our sole discretion and will publish notice of any such modification through our bulletin boards or website. Any modification is effective immediately upon posting.

Effective 12 July 2024.

