

Privacy Statement

In Compliance with the Personal Data Protection Act 2010 (PDPA)

Who We Are

This Privacy Notice is issued in accordance with the Personal Data Protection Act 2010 ("PDPA") of Malaysia.

PQS Travel & Conventions Sdn. Bhd. ("we", "our", "us") is committed to protecting your personal data and privacy. This notice outlines how we collect, use, disclose, and safeguard your personal information in line with the PDPA.

Collection of Personal Data

We collect personal data when you:

- Engage our travel services
- Make inquiries or bookings
- Communicate with us via any channel

Types of personal data collected may include:

- Full name
- Date of birth
- Identification/passport number
- Contact details (email, phone number, address)
- Emergency contact
- Payment or financial information
- Medical information (if required for travel)
- Travel preferences (airlines, hotels, dietary, loyalty programs, etc.)

Some information is optional, but certain data is necessary for booking and service delivery.

Purpose of Data Collection

We process your personal data to:

- Arrange and manage your travel bookings
- Communicate itineraries and travel updates
- Process payments and issue invoices
- Provide customer service and support
- Fulfil legal and regulatory obligations
- Send promotional or marketing materials (with your consent)
- Address emergencies or safety matters during your travel

Travel Companion Information

When making bookings on behalf of others, you may be required to provide their personal details and preferences. Please ensure you have their **consent** prior to sharing this data with us.

Only the main booking contact will be authorized to access or amend this information.

Disclosure of Personal Data

We may share your data with:

- Airlines, hotels, transport providers, and related third-party partners
- Financial institutions and payment processors
- Legal authorities (if required by law)
- Internal staff for service execution
- Other relevant third parties (as necessary)

Data Security

We employ strict **administrative, technical, and physical safeguards** to protect your personal data from unauthorized access, misuse, or disclosure. All employees handling your data are bound by confidentiality obligations.

Data Retention

We retain your personal data for a minimum of **seven (7) years**, or as required by law, to fulfil the purposes for which it was collected. Once no longer required, your data will be securely disposed of or anonymized.

Your Rights

You have the right to:

- Access your personal data
- Request corrections to inaccurate or outdated data
- Withdraw your consent (subject to legal limitations)
- Request deletion or restriction of data processing (where applicable)

To exercise these rights, please contact us in writing.

Consent

By providing your personal data to us, you consent to its collection, use, and disclosure as described in this Privacy Policy. You may withdraw your consent at any time by notifying us in writing.

Policy Updates

This Privacy Policy may be updated from time to time. Significant changes will be announced on our official website.

Contact Us

If you have any questions or would like to make a data request, please contact:

Email: ops@pqse.com.my