



Privacy Policy

INTRODUCTION

We respect the privacy of all our customers and business partners and treat personal information (personal data) provided by you to us as confidential. We comply with the Data Privacy Act of the Philippines (RA 10173) or RA 1017 and make sure that all your personal information is processed in adherence to the general principles of transparency, legitimate purpose, and proportionality. We know that you are concerned about how information about you is collected, processed, used, and stored, and we appreciate you trusting that we will do so with every due care and diligence.

We have provided this Privacy Policy as an explanation of the information we collect, how we process and use it, and how the use of this information can benefit your experience on our website and the products and services we provide.

This Privacy & Cookie Policy explains our personal data practices and the choices you can make about the way your personal data is used.

Marika Resort (“Marika Resort”, “us”, “our” or “we”) respects your privacy, and is committed to protecting the privacy, confidentiality, and security of the personal data you provide to us or that we collect about you when you use our websites, social media pages we control, software applications

available on computers and mobile devices that include a link to this Privacy Policy as well as when you provide your information on the telephone via our call centers or in person (collectively the “Sites”). Our privacy practices may vary among the countries in which we operate to reflect local practices and legal requirements. We are aware of our responsibilities to protect your personal data, to keep it secure, and comply with applicable privacy and data protection laws.

This Privacy Policy explains:

- What information we collect and why we collect it.
- How we use that information and to whom we may disclose it.
- The choices available to our stakeholders for them to manage their personal information.
- How we safeguard personal information.

By providing Marika Resort with your personal information in the use of any of our products and services as described in this Privacy Policy, you have explicitly authorized and consented to our collection, use, access, transfer, storage, and processing of said personal data.

This policy is updated from time to time. The latest version is published on this page.

CONSENT

By providing your Personal Information or by buying/availing of our products and services, you confirm your agreement to the terms and conditions contained in this Privacy Policy. Your rights under this Privacy Policy will be upheld when invoked by your lawful heirs or assigns.

PERSONAL INFORMATION WE COLLECT

Personal Information You Provide

When using our Sites, you may voluntarily provide certain information about yourself or others, such as when you create an account or book a reservation. We may collect Personal Information (information that identifies you or relates to you as an identifiable person) that you may provide through the Sites about yourself or others such as:

- Name, date and place of birth, passport and visa information;
- Postal address;
- Telephone number or Mobile Numbers;
- Email address;
- Proof of identification
- arrival and departure dates,

Information that allows us to provide specialized services to you or fulfill special requests, such as accommodating health or dietary conditions, but we do not collect sensitive information about you, such as health information, except as reasonably needed for us to provide services to you;

- Room preferences, leisure activities
- Names and ages of children,
- Observation of your services preference, and other information necessary to fulfill special requests and any other information relating to you which you have provided us, in submission of any form, and as a result of our interaction with you either online or offline.
- Information, feedback or content you provide regarding your interests and preferences.
- Your credit history, bank account and credit card information that you provide us in availing of our products and services.
- Your employment history, education background, resume and income information when you apply for a job with us.
- Information about your visit and use of our websites, digital platforms, social media profile information, IP Addresses, your browsing behavior within and throughout our digital assets, and session lengths, that are collected by our website analytics tools and cookies that we may place on your computer. You may disable the use of cookies on your browser at any time.
- Your social media behaviour when you tag, mention, or post photographs of Marika Resort publicly on any social media account (e.g. Facebook, Instagram, Tiktok, etc.)
- Social media account information;

- Stay or trip information and preferences, such as your preferred location/facilities, dates and number of people/children traveling with you;
- Demographic information (age, gender, country and preferred language);
- IP address; and
- Preferences for receiving communications from us or for surveys or promotional offers.

Automatically Collected Information

Our websites collect statistical information about users to ensure a welcoming and accessible website. For this purpose, we may track your movement within the websites, the pages from which you were referred, access times and browser types. We only use this information in aggregate and do not link it to you personally. To gauge the effectiveness of our websites and analyze site traffic, understand customer needs and trends, we do collect some generic information about our visitors. Our web servers recognize and automatically log a visitor's domain name, the web page from which a visitor enters our websites, which pages a visitor visits and for how long, and the visitor's IP address. We may use anonymous tracking technologies to collect, store and sometimes track information for statistical purposes and to improve the services we provide, including using it to evaluate and improve our website. We also collect and store information automatically using cookies and similar technology as described below.

This information does not constitute Personal Information. If we combine anonymized or aggregated data with Personal Information, we will treat the combined information as Personal Information according to this Privacy Notice.

Cookies

We use traffic log cookies to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to properly respond to customer needs. We only use this information for statistical analysis purposes, after which the data is removed from the system.

Also, if you leave a comment on our site you may opt-in to saving your

Also, if you leave a comment on our site you may opt in to saving your name, email address, and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.

This site uses Google Analytics which is one of the most widespread and trusted analytics solutions on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content. For more information on Google Analytics cookies, see the official Google Analytics page.

If you visit our login page, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select “Remember Me”, your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

If you edit or publish an article, an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after 1 day.

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Facebook, Instagram, Twitter and LinkedIn, will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

From time to time we test new features and make subtle changes to the way that the site is delivered. When we are still testing new features these cookies may be used to ensure that you receive a consistent experience whilst on the site whilst ensuring we understand which optimizations our users appreciate the most.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you,

other than the data you choose to share with us. We may use your browsing behavior to develop promotional offers, products, and services that we feel are beneficial to you.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. However, doing this may prevent you from taking full advantage of the website.

HOW WE USE YOUR INFORMATION

We may use Personal Information you submit and non-Personal Information we automatically collect for the purposes identified in this Privacy Policy for our business use and the legal bases, including, for example:

- Processing, fulfilling and recording reservations and/or purchases;
- Billing your credit card for advance purchase reservations and advance deposits;
- Contacting you for confirmation or customer service after reservations and purchases
- are made or after you sign up for or participate in certain activities;
- Conducting statistical or demographic analysis
- Tracking reservations and corresponding resort stays;
- Sending you emails that relate to a resort stay;
- Sending you communications such as guest surveys or promotional offers and benefits;
- Communicating special offers, competitions and featured items if you choose to receive such notices;
- Responding to your inquiries, complaints and other communications; and
- Providing for the safety and security of our guests and staff and meeting our legal and regulatory compliance requirement.

Other Uses By Nature Of Our Dealing

Aside from the general uses mentioned previously, we may use your personal information depending on your dealings with us in any of the

following manner:

a. When you are a guest or resident in our Resort and Spa

- To provide the services you request such as facilitating reservations, conducting identity verification, sending confirmations, assisting you with meetings, events, or celebrations, and providing you information about your accommodation.
- To fulfill our contractual obligations to you or anyone involved in the process of booking your travel arrangements.
- To strengthen our relationship with you before, during, and after your stay through segmentation analysis for statistical, analytics, marketing, and communication purposes.
- To personalize your whole Resort and Spa experience by presenting and administering products, services, and offers tailored to your demand including those performed by third parties such as water activities and transportation services.
- To provide you with added value services such as processing for your seamless arrival and departure, tours and activities, spa and fitness requirements, and perform all financial processes related to our transaction.
- For resort reservations, we may also ask for your travel details (including flight number, arrival and departure dates and time, as well as country/point of origin and destination) and room preferences to better prepare ourselves for your arrival and to serve you better before your departure.

b. When you are a vendor, a prospective vendor or a contractor

- To conduct appropriate due diligence checks.
- To evaluate your proposal and to conduct corresponding background checks.
- To assess your viability as a vendor and process your accreditation.
- To communicate with you about matters relating to our required products and services.

products and services.

- To perform other actions necessary or desirable in the implementation of our contract.
- Any other purpose relating to any of the above.

c. When you apply for employment or become our employee

- To conduct an appropriate background investigation and reference checks and pre-employment medical examination and interviews, communicate with you the status of your candidacy.
- To be able to process your compensation, allowances, and expense reimbursement and monitor your attendance and leaves;
- To enroll you in our benefit programs which may include health insurance, medical insurance, retirement plan and social security;
- To assist you in your professional development through performance management, career development, seminar, workshops and training.
- To make you part of our employee engagements such as events, activities, and employee survey, incentives and discounts offered – subject to approval of management.
- To comply with our obligations under the law as required by government organizations and local government units;
- To Facilitate, upon separation with the company, your exit interview, clearances, and other procedures necessary to process your final pay
- Any other purpose relating to any of the above.

DISCLOSING YOUR INFORMATION

As a hotel management company, we need to share information across numerous countries so that we can provide you with services on a consistent basis. Accordingly, your Personal Information may be shared as reasonably necessary and as set out in this Privacy Policy as follows to:

- Any Marika Resort entity, hotel and/or other business managed by us;
- Tour operator, travel representative, personal assistant, employer or spouse that has supplied us with your Personal Information;

- Third parties for which we have received your consent;
- Trusted third partners to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures including;
- Our marketing and advertising partners provide you with more-relevant ads on our websites and encourage you to return to our websites and to as well as our supplier who distributes our email communications. We contractually require these service providers to keep your Personal Information safe and secure and they are only permitted to use your Personal Information for the purposes we specify.
- To third parties not affiliated with Marika Resort if we have a good-faith belief that it is reasonably necessary to: (1) meet any applicable law, regulation, legal process, or enforceable governmental request; (2) enforce applicable terms of service, including investigation of potential violations; (3) detect, prevent, or otherwise address illegality, fraud, security or technical issues; and (4) protect against harm to the rights, property or safety of Marika Resort, our users or the public as required or permitted by law; and (5) to any third parties to the extent necessary with respect to a sale of all or part of our business operations or assets and/or resorts that are no longer managed or owned by Marika Resort.

EXPLAINING THE LEGAL BASES FOR PROCESSING

- The legal bases for collecting and processing your Personal Information includes:
- Consent – we collect and process your data with your consent e.g. when you tick a box to receive marketing communication.
- Legal compliance – if required by applicable law, e.g. police, fraud investigations, or court orders, we may need to collect and process your data.
- Legitimate interest – to pursue our legitimate interests such as providing services and products you have requested in a way that might reasonably be expected as part of running our business and which does not materially impact your rights, freedoms or interests

which does not materially impact your rights, freedom, or interests.

SECURITY

We use reasonable technical, administrative, and physical measures to protect the Personal Information contained in our system against misuse, loss, or alteration. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

We cannot enforce or control the security of the computers, electronic devices, or electronic communication methods that you use to send e-mails and submit Personal Information to us over the Internet. You are responsible for ensuring that the computers, electronic devices, and electronic communication methods you utilize will provide adequate security for communicating with us. We are not responsible for the disclosure or interception of your Personal Information before we receive it.

WITHDRAWING YOUR CONSENT

You do not have to provide us with your Personal Information. However, if you choose not to provide certain Personal Information we request and/or require consent to its use and disclosure, you will still be able to visit our Sites but you may be unable to access certain options, products, or services and in we may not, as a result, be unable to fulfill your booking.

We offer you the choice of how you receive communications from us. All marketing communications we send to you will provide you with a way to withdraw your consent to future marketing. If you no longer wish to receive marketing you may opt-out of receiving these communications by clicking on the opt-out section of the marketing communication or changing your account settings, this will remove you from our marketing lists. You have the right to tell us to stop using your information for our direct marketing purposes. Please send your written request, including your name and contact information to the address listed below in "How to Contact Us". We will honor your request within 30 days of receiving it or sooner if required by applicable law. Please note that if you unsubscribe from marketing communications you will still receive operational and service messages from us regarding your booking and responses to your inquiries made to us and that we may hold your details so we do not send you

marketing communications in the future.

THIRD-PARTY LINKS

We may permit third parties to link to our Sites or to post a link to their site on ours. We do not endorse these sites and are not responsible for other sites or their privacy practices. We do not assume responsibility or liability of any nature whatsoever for the activities conducted or information contained in the third-party websites.

CHILDREN'S PRIVACY

We do not knowingly collect Personal Information from children under the age of 18, though we may collect Personal Information about a child as part of the guest registration process or to participate in activities on the websites or at the resorts but always with the consent of a parent or guardian.

HOW LONG WE KEEP YOUR PERSONAL INFORMATION

Whenever we collect or process your Personal Information, we will only keep it for as long as is necessary for the purpose for which it was collected, active legal proceedings, an identifiable and ongoing legal business need (such as record keeping), and to the extent permissible by applicable law.

Where there is no sufficient justification to retain such Personal Information, such Personal Information will be safely and securely deleted, disposed of, blocked, and/or anonymized for example by aggregation with other data so that it can be used in a non-identifiable way for statistical analysis and business planning.

If you are contacting us to complain about an alleged breach of this Privacy Policy or our legal privacy obligations, please provide us with as much detail as possible in relation to your complaint and provide us with any relevant information. We take every privacy complaint seriously and assess it with the aim of resolving all issues quickly and efficiently.

We are committed to keeping your Personal Information secure and will take all reasonable precautions to protect it from loss, misuse or unauthorized access or alteration. However, except to the extent liability

cannot be excluded due to the operation of statute, we exclude all liability (including in negligence) for the consequences of any unauthorized access to, disclosure of, misuse of, or loss or corruption of your Personal Information. Nothing in this Privacy Policy restricts, excludes or modifies, or purports to restrict, exclude or modify any statutory consumer rights under any applicable law.

CHANGES TO THIS PRIVACY POLICY

From time to time and without notice we may make changes to this Privacy Policy. From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our Privacy Policy. If our information practices change at some time in the future, we will post the Privacy Policy changes to our Sites to notify you of these changes and provide you with the ability to opt out of these new uses. Any revised Privacy Policy will only apply prospectively to Personal Information or non-Personal Information collected or modified after the effective date of the revised policy.

HOW TO CONTACT US

Your principal rights under the European Union General Data Protection Regulation are: (a) the right to access; (b) the right to rectification; (c) the right to erasure; (d) the right to restrict processing; (e) the right to object to processing; (f) the right to data portability; (g) the right to complain to a supervisory authority; and (h) the right to withdraw consent. You may exercise any of these rights in relation to your Personal Information or if you have any questions or complaints regarding this Privacy Policy or privacy concerns by contacting our Data Protection Officer by email at marikaresort@gmail.com

In order to ensure your request is dealt with expeditiously, please be sure to include your full name, address, and telephone number and a copy of a document evidencing your identity (such as an ID card or passport) so we can ascertain your identity and whether we have any Personal Information regarding you, or in case we need to contact you to obtain any additional information, we may require to make that determination.

You may also direct your complaint/concern to the applicable data protection authority.

RESPONSIBILITY

Responsible in the sense of data protection law is:

Marika Resort

Badian, Cebu

Lambug Beach, Badian, Cebu, Philippines, 6031

Philippines

+63 917 311 3940

Email: marikaresortbadian@gmail.com

