

## Privacy Policy / Kebijakan Privasi

**Effective Date / Tanggal Berlaku: 1 June 2025**

The Elephant's Nest website is owned and operated by **PT Sea Salt Solutions Bali**, which acts as the controller of your personal data.

Situs web The Elephant's Nest dimiliki dan dioperasikan oleh **PT Sea Salt Solutions Bali**, yang bertindak sebagai pengendali data pribadi Anda.

### **1. Introduction / Pendahuluan**

We are committed to safeguarding your privacy. This Privacy Policy describes how we collect, use, disclose, and protect your personal data in accordance with international data protection laws, including:

Kami berkomitmen untuk melindungi privasi Anda. Kebijakan Privasi ini menjelaskan bagaimana kami mengumpulkan, menggunakan, mengungkapkan, dan melindungi data pribadi Anda sesuai dengan hukum perlindungan data internasional, termasuk:

- General Data Protection Regulation (GDPR - EU)
- California Consumer Privacy Act (CCPA - USA)
- Undang-Undang Perlindungan Data Pribadi No. 27 Tahun 2022 (Indonesia)

### **2. Data We Collect / Data yang Kami Kumpulkan**

We collect the following types of data:

Kami mengumpulkan jenis data berikut:

#### **a) Automatically Collected Information / Informasi yang Dikumpulkan Otomatis:**

- Device details (IP address, browser, time zone)
- Pages visited and interaction data

#### **b) Voluntarily Provided Information / Informasi yang Diberikan Secara Sukarela:**

- Name, email, phone number, address
- Payment and booking details (if applicable)

### **3. Why We Collect Your Data / Mengapa Kami Mengumpulkan Data Anda**

We process your personal data for the following reasons:

Kami memproses data pribadi Anda untuk alasan berikut:

- To fulfill service agreements and manage bookings
- To communicate with you effectively
- To improve the user experience and website functionality

- To comply with legal obligations

#### 4. Legal Bases (GDPR) / Dasar Hukum (GDPR)

Our processing of your personal data is based on one or more of the following legal grounds:

Pemrosesan data pribadi Anda didasarkan pada satu atau beberapa dasar hukum berikut:

- **Consent / Persetujuan:** when you give explicit permission for marketing and other optional communications.
- **Contractual necessity / Kebutuhan kontrak:** to perform and manage your booking and related services.
- **Legitimate interests / Kepentingan yang sah:** for improving our services, preventing fraud, and ensuring security, provided these do not override your rights.
- **Legal compliance / Kepatuhan hukum:** to comply with applicable laws and regulations.

You may withdraw your consent at any time without affecting the lawfulness of processing based on consent before withdrawal.

Anda dapat menarik persetujuan kapan saja tanpa mempengaruhi keabsahan pemrosesan berdasarkan persetujuan sebelum penarikan.

#### 5. Rights of Data Subjects / Hak Subjek Data

##### **EU EU Residents (GDPR):**

You have the right to access, correct, erase, restrict, and object to the processing of your personal data. You may also request data portability.

##### **us U.S. Residents (CCPA):**

You have the right to:

- Know what personal data we collect
- Request deletion of your personal data
- Opt-out of the sale of your personal data (we do not sell data)
- Non-discrimination for exercising your rights

##### **ID Indonesian Residents (PDP Law):**

You have the right to:

- Be informed about the collection and use of your data
- Access, correct, or delete your data
- Withdraw your consent

- File a complaint with the Ministry of Communication and Informatics (KOMINFO)

**How to exercise your rights:**

To exercise any of these rights, please contact us at [hello@elephantsneststays.com](mailto:hello@elephantsneststays.com). We will respond to your request within 30 calendar days.

You also have the right to lodge a complaint with your local data protection authority.

**6. Cookies and Tracking / Cookie dan Pelacakan**

We use cookies and similar technologies to enhance your experience, analyze site usage, and provide personalized content. Cookies may be:

- Necessary for website functionality
- Analytical for performance measurement
- Marketing for targeted advertising

You can control cookie preferences via your browser settings or through our cookie consent banner.

**7. Data Transfers / Transfer Data**

Your personal data may be stored and processed outside your country of residence, including in the United States and Indonesia.

By using our website, you consent to these international transfers.

We ensure that appropriate safeguards are in place, such as Standard Contractual Clauses approved by the European Commission, to protect your data during transfer.

**8. Data Retention / Penyimpanan Data**

We retain your personal data only for as long as necessary to fulfill the purposes described in this policy or as required by law.

Examples of retention periods:

- Booking and transaction data: up to 5 years for legal compliance
- Marketing data: until you withdraw consent

**9. Security / Keamanan**

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction.

However, no security system is completely impenetrable.

If you suspect any misuse or breach of your personal data, please contact us immediately at [hello@elephantsneststays.com](mailto:hello@elephantsneststays.com).

## **10. Children's Privacy / Privasi Anak-Anak**

This website is not intended for children under 13 years old (or under 16 in certain jurisdictions such as the EU).

We do not knowingly collect personal data from children below these ages.

If you are a parent or guardian and believe your child has provided us with personal information, please contact us at [hello@elephantsneststays.com](mailto:hello@elephantsneststays.com), and we will promptly delete such information.

## **11. Changes to This Policy / Perubahan Kebijakan**

We may update this Privacy Policy from time to time to reflect changes in legal requirements or our services.

We will post the updated version on this page with a revised effective date.

We encourage you to review this policy periodically.

## **12. Contact Us / Hubungi Kami**

If you have any questions or want to exercise your data protection rights, please contact us:

 **Email:** [hello@elephantsneststays.com](mailto:hello@elephantsneststays.com)

 **Address / Alamat:**

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