

PRIVACY POLICY

Villa Patriz Retreat (“we,” “our,” “The Villa,” “the facility,” or “us”) is a personally-hosted vacation and events rental, firmly committed to protect your privacy and ensure that we handle your personal information in strict adherence to the Data Privacy Act of 2012 of the Republic of the Philippines (Republic Act No. 10173). By using our website or services, you agree to the terms of this Privacy Policy.

1. Information We Collect

1.1 Personal Information

When you make a reservation, subscribe to our newsletter, or contact us, we collect the personal information you voluntarily provide us. This information may include your name, email address, phone number, booking and payment Information, credit card details, and any identifying data for verification purposes.

1.2 Sensitive Personal Information

When you subscribe to our services, we may collect sensitive personal information, as defined by the Data Privacy Act, including but not limited to information about your health, government-issued identification numbers, and other data necessary for verification and legal compliance.

1.3 Health Assessments and Questionnaires

We may request information and perform health assessments and ask questions to clarify any specific needs or restrictions you may have. All health-related information will be treated with utmost confidentiality and will be used solely for the purpose of providing you with appropriate services.

1.4 Non-Personal Information

When you visit our website, we automatically collect non-personal information, such as:

Your device information, IP address, browser type, pages visited, time and date of visit, referring URL, and country and city where you are browsing from.

2. Use of Information

2.1 Personal Information

We use your personal information to:

- Help process and manage your reservations
- Provide customer service and support
- Communicate
- Connect with you regarding your booking and stay
- Send you promotional offers and newsletters (if you allow)
- Help improve our services and website
- Comply with legal requirements

2.2 Sensitive Personal Information and Health Data

The facility use sensitive personal information, including health data, to:

- Ensure the safety and well-being of our guests
- Tailor our services and wellness programs to your needs
- Provide personalized recommendations and support

2.3 Non-Personal Information

Non-personal information is used to:

- Help analyze website usage and performance
- Improve our website and services
- Personalize your experience on our website

2.4 Additional Personal Data Handling

- We will keep your shared personal data confidential. Other than the personal data you voluntarily provide, which we use to complete your reservation, we will not collect any other personal details from you. Your personal data will only be accessed and processed by authorized staff of the facility and/or its affiliates and will not be shared, distributed, or disclosed to any other third party.

- We will use your personal data only for the purpose of processing your transactions, creating customer file, and to assist us in addressing inquiries and concerns. You have the right to opt-out or request to be deleted. However, please note that we will not be able to proceed with your transaction once you choose to opt-out.
- Secure procedures will be followed to store and dispose of your data when no longer needed.

3. Sharing of Information

We do not sell, trade, or otherwise transfer your personal information to outside parties except as described below:

- **Service Providers:** We may share your information with trusted third-party service providers who assist us in operating our website, conducting our business, or providing services to you, provided they agree to keep your information confidential and comply with the Data Privacy Act of 2012.
- **Legal Compliance:** We may disclose your information when required by law or in response to legal processes, such as court orders or subpoenas.
- **Protection of Rights:** We may disclose your information to enforce our site policies, protect our or others' rights, property, or safety.

4. Data Security

We implement a variety of security measures to protect your personal information in compliance with the Data Privacy Act of 2012. These measures include:

- Secure Sockets Layer (SSL) encryption for online transactions
- Access controls to restrict access to personal information
- Regular security assessments and updates

Caveat: We are deeply committed to securing your data to the best we can. Unfortunately, despite our security efforts, no method of transmission over the internet or electronic storage is completely secure, therefore, we cannot guarantee absolute security.

5. Data Retention

We retain your personal information for the length required to fulfill the purposes outlined in this Privacy Policy or the retention period permitted by law.

6. Your Rights

You have the following rights under the Data Privacy Act of 2012:

- **Right to Access:** You have the right to request access to your personal information.
- **Right to Correction:** You have the right to correct or update your personal information.
- **Right to Erasure:** You have the right to request the deletion of your personal information, subject to certain conditions.
- **Right to Object:** You have the right to object to the processing of your personal information.
- **Right to Data Portability:** You have the right to obtain a copy of your personal information in an electronic or structured format.

To exercise any of these rights, please contact: admin@villapatrisantipolo.com

7. Our Policy Regarding Cookies

- To enhance your experience, we use cookies (small files that a site or its service provider transfers to your computer's hard drive) through your web browser that enable the system of the site or that of the service provider to recognize your browser and capture and remember certain information.
- You can choose to disable cookies through your browser settings. However, disabling cookies may affect your ability to use certain features of our website.

8. Third-Party Links

- Our website may contain links to third-party websites that have separate and independent privacy policies. We have no responsibility or liability for the content and activities of these linked sites.

9. Changes to This Privacy Policy

- We update or change this Privacy Policy at any time, as needed. The changes, if any, will be posted on this page with an updated effective date.
- By continuing to use our website and services after any changes constitutes your acceptance of the revised Privacy Policy.

10. Contact Information

- If you have any questions or concerns about this Privacy Policy, please contact us at:

Email: admin@villapatrizantipolo.com

Phone: +639190964927

11. Agreement

- By using our website and services, you acknowledge that you have read, understood, and agree to this Privacy Policy.
- Please know that we appreciate you, and we thank you for your support of Villa Patriz Retreat. We are committed to protecting your privacy and providing a safe and enjoyable experience.