HMGC travel & tours
HOLIDAY MAPPING GLOBAL CHOICES

@hmgctravelwebjetmolino
@hmgctravelSMCenterLasPinas
@HMGCTravelSMBacoor

Webjet Molino Branch
SM Center Las Piñas Branch
SM City Bacoor Branch

0917 636 0885 | 0968 879 6507

PRIVACY POLICY

Holiday Mapping Global Choices (HMGC) Travel & Tours values your trust and is committed to protecting your personal data. We comply with the Data Privacy Act of 2012 (Republic Act No. 10173) and applicable regulations to ensure that your personal information is collected, processed, stored, and disposed of responsibly and lawfully.

This Privacy Policy outlines how we collect, use, disclose, safeguard, and dispose of your personal data when you use our services. Please read this carefully, as it contains important information about your rights and our responsibilities in handling your data. By availing of our services, you consent to the practices described in this policy.

1. PERSONAL INFORMATION WE COLLECT

We may collect personal data that can directly or indirectly identify you, such as:

- Full legal name, Birthdate;
- Contact details (home or business address, mobile/telephone numbers, and email address)
- Issued Identification (e.g. school ID, passport, driver's license, birth certificate, marriage certificate, visa copies)
- Travel details (flight itineraries, hotel bookings, tour packages, visa applications)
- Financial information necessary for payment (bank certificate, bank statement, Income Tax Return, financial statement, receipts, or transaction records)
- Emergency contact details
- Other relevant information required to fulfill travel-related services
- Proof of Business (e.g., Mayor's Permit, DTI/SEC Registration, BIR 2303)
- Proof of employment (e.g., company ID, COE)

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2. HOW WE COLLECT INFORMATION

We obtain your personal information through:

- **Direct Collection:** Information you provide when completing booking forms, questionnaires, online registrations, visa applications, or when you communicate with us via calls, Viber, WhatsApp, email, Facebook Page (messenger), or in person.
- **Third Parties:** With your prior consent, or where information is publicly available (e.g., hotel or airline partners, government agencies, embassies, or travel operators)

Whenever possible, we aim to collect information directly from you to ensure accuracy and reliability.

3. PURPOSE OF COLLECTION AND USE

We collect and use your personal information for the following purposes:

- To verify your identity and process your bookings.
- To arrange and deliver travel-related services (airline tickets, hotel reservations, tour packages, visa assistance, insurance, etc.)
- To communicate with you regarding your booking status, updates, promotions, or changes in services.
- To issue invoices, confirm payments, and provide official receipts.
- To respond to inquiries, requests, or complaints.
- To comply with legal, contractual, and regulatory requirements.
- To improve and personalize our services for a better customer experience.
- For any other purpose that you authorize or as required by law.

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4. DISCLOSURE OF PERSONAL INFORMATION

We will only disclose your personal data when necessary to deliver our services or comply with legal obligations. Such disclosures may include:

- HMGC employees and authorized representatives who process bookings.
- Third-party service providers, such as airlines, hotels, travel operators, embassies, insurance companies, and IT support providers.
- Regulatory and government authorities, when legally required (e.g., visa processing, immigration requirements, BIR compliance).
- Other entities or individuals with your express consent.

Some of these service providers may be located outside the Philippines, and as such, your data may be stored or processed in foreign jurisdictions with data protection laws different from those in the Philippines.

5. PROTECTION OF PERSONAL INFORMATION

We implement reasonable physical, organizational, and technical safeguards to protect your data against unauthorized access, disclosure, alteration, or misuse. These include:

- Secure storage of physical and electronic records
- Restricted employee access to sensitive data
- Regular monitoring of IT systems and data security protocols
- We do not sell, rent, or lease your personal information to third parties.

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6. DATA RETENTION AND DISPOSAL

We retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, or as required by law, regulations, or legitimate business purposes. Once no longer needed, your information will be securely deleted or disposed of to prevent unauthorized access or use.

As part of our standard practice of HMGC Travel & Tours, clients are kindly encouraged to create and manage their own Google Drive folder, which will serve as a secure and convenient repository for all required softcopy documents. Once the transaction has been completed, clients may choose to remove the travel agent's access to this folder at their discretion. Likewise, for messaging apps or group chats (e.g., viber, messenger and whats app) created to facilitate communication, travel agents will promptly exit the chat upon the completion of the transaction.

7. DATA SUBJECT RIGHTS

Under the Data Privacy Act of 2012, you have the following rights:

- Right to be Informed - know how your data is collected, used, and shared.
- Right to Access - request a copy of your personal data we hold.
- Right to Rectification - correct any inaccurate or outdated information.
- Right to Erasure or Blocking - request the deletion or suspension of your personal data under lawful conditions.
- Right to Data Portability - obtain and transfer your data for your own use.
- Right to Object - refuse processing of your personal data for unauthorized purposes.
- Right to File a Complaint - with the National Privacy Commission (NPC) if you believe your data rights have been violated.

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To exercise these rights, please email us at book@hmgctravelandtours.com with proof of identity and a clear description of your request.

8. USE OF THE INTERNET AND ONLINE PLATFORMS

While HMGC Travel & Tours takes appropriate measures to protect your data online, please be aware that transmitting personal information over the internet carries inherent risks. By using our services, you acknowledge and accept these risks.

9. CHANGES TO THIS PRIVACY POLICY

We may revise or update this Privacy Policy from time to time to reflect changes in laws, technology, or business practices. The latest version will be posted on our official communication platforms and website, and changes shall take effect immediately upon posting.

10. CONTACT INFORMATION

For questions, concerns, or requests related to this Privacy Policy, please contact:

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book@hmgctravelandtours.com

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