



LIVINGSTON HOTEL
Wholly Owned By Miracle Landmark Sdn Bhd (868163-T)
Jalan Utara, Mile 4, 90000 Sandakan, Sabah
Tel: 089-223 223 Fax: 089-204 222

1. Privacy Policy Statement

Livingston Hotel (Miracle Landmark Sdn Bhd) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and safeguard your personal information in accordance with the Personal Data Protection Act 2010 (PDPA).

By using our website, booking with us, or providing personal information, you consent to the practices described in this policy. Should we ask you to provide information by which you can be identified, you can be assured it will only be used in accordance with this privacy policy.

This policy applies to all guests, customers, website users, and any other individuals who provide personal information to Livingston Hotel. We may update this policy from time to time. Please check our website periodically for the latest version. This policy covers online bookings, on-site reservations, interactions with our staff and any services provided by Livingston Hotel.

2. What We Collect

We may collect the following personal information:

- 2.1 Name and contact details (email, phone, address)
- 2.2 Identification documents (passport, IC) if required for check-in
- 2.3 Payment information (credit/debit card details)
- 2.4 Booking preferences, special requests, or guest notes
- 2.5 Demographic or optional information you voluntarily provide (e.g., survey responses, loyalty program info, feedback)
- 2.6 Sensitive personal data (e.g., dietary requirements, medical needs, security-related info) if voluntarily provided

3. Purpose of Collection

We collect personal information to:

- 3.1 Process reservations, payments, and billing
- 3.2 Complete credit card authorizations and guest registration
- 3.3 Provide guest services, respond to inquiries, and manage bookings
- 3.4 Send promotional emails, newsletters, and offers (only if you opt in)
- 3.5 Conduct surveys and feedback to improve our services and website experience
- 3.6 Comply with legal, regulatory, and security requirements
- 3.7 Administrative purposes including audits, fraud prevention, and safety/security investigations

- 3.8 For retention and archival purposes in accordance with internal policies and legal requirements

We only use your personal information for the purposes outlined above and for no other purpose without your consent.

4. Disclosure of Personal Information

We will **not sell, distribute, or lease your personal information**. We may disclose your information to:

- 4.1 Banks, payment processors and credit card companies to complete transactions
- 4.2 Government authorities or law enforcement if required by law
- 4.3 Authorized service providers assisting us in delivering services
- 4.4 Legal advisors or auditors for compliance or dispute resolution purposes
- 4.5 Third-party marketing partners, only if you have opted in

5. Data Security

We implement suitable physical, electronic, and managerial procedures to protect your personal information from unauthorized access, disclosure, or misuse.

This includes secure storage, encryption, and restricted access to authorized personnel only.

6. Cookies and Website Tracking

Our website may use cookies to enhance your browsing experience. Cookies do **not store your payment details**.

- 6.1 Cookies help us analyse traffic, remember preferences and provide a more personalized experience
- 6.2 You may choose to accept or decline cookies via your browser settings. Some features of the website may not function if cookies are disabled.

7. Controlling Your Personal Information

You may choose to restrict the collection or use of your personal information in the following ways: Look for the opt-in/opt-out boxes on forms or website pages for marketing purposes

- 7.1 If you previously agreed to receive marketing communications, you may withdraw your consent at any time by contacting us at the email below
- 7.2 We will promptly correct any personal information found to be inaccurate upon request

8. Access and Correction

You have the right to request access to your personal information or to request corrections. Contact us at:

Email:

reservation@livingstonhotel.com.my
online.livingston@gmail.com
livingston_reservation@yahoo.com

Phone:

089-223 223
017-813 3383

9. Links to Other Websites

Our website may contain links to other websites. Once you leave our site, we are not responsible for the privacy practices of those websites. Please check the privacy policies of any linked websites you visit.

This policy does not cover third-party applications or social media platforms.

10. Updates to this Privacy Policy

We may amend this Privacy Policy from time to time to comply with legal requirements or improve clarity. Please check our website regularly for updates.

11. Contact Information

For any privacy concerns, questions, or complaints regarding this Privacy Policy, please contact:

Email:

reservation@livingstonhotel.com.my
online.livingston@gmail.com
livingston_reservation@yahoo.com

Phone:

089-223 223
017-813 3383