

Privacy Statement for  
SWOnline Web Application,  
SWOnline Operation Mobile App  
And  
SWOnline Merchant Mobile App

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## 1 Introduction

This Privacy Statement applies to the SWOnline Web Application, SWOnline Operation Mobile App and SWOnline Merchant Mobile App (“SWO”) provided by Sea Wheel Travel Pte Ltd (“Seawheel”).

This privacy statement explains how we collect data about customers of the travel and tourism industry and users of SWO, how we use that data, and to whom that data might be sent.

## 2 Definitions

**Travellers** : Actual traveller of hotel / attraction / group tour booking

**Agencies** : Local or overseas Travel Agencies that purchase local products from Seawheel through SWO

## 3 Who do we collect data from?

SWO collects information from Agents for the completion of search and booking of travel products.

Travellers information might be obtain through Agents, whom been authorised to access the information for the purpose of search and booking of travel products.

## 4 What data do we collect?

SWO collects information that required for the completion of booking according to the requirements from the actual product providers (e.g. hotels, attraction ticket operators) and government legislation body. This might consist of full name, age, email, contact number and emergency contact information. Personal identity or travel document information will NOT be collected.

## 5 How do we use/process the data?

Personal data will be processed in accordance with applicable local law and regulations regarding data privacy.

Personal data will be processed, stored and disclosed only for business purposes as described below:

- To provide you with the best travel product search and booking experience
- To facilitate the issuance of attraction tickets and booking confirmation vouchers
- For administrative purposes and for internal analysis

Non-personal data may be used to compile and analyse travel trends and/or other demographic information.

## 6 To whom may the data be disclosed?

Personal information will be disclosed to hotels and attraction operator for the fulfilment of your booking.

## 7 Our Security

We maintain reasonable and appropriate security measures to protect your personal information from loss, misuse, and unauthorized access, disclosure, alteration and destruction. We will take all reasonable steps to ensure the safety of your personal information.

All transmission of your personal information will be through Secure Socket Layer ("SSL") which lets your browser automatically encrypt or scramble your data before you send it to us.

## 8 Cookies

SWO uses cookies or other similar tracking technologies to provide you with better Services. We may collect information about your activities on our Services through the use of cookies, clear GIFs or web beacons, local shared objects or Flash cookies, or through other similar identifiers and technologies ("Cookies"). Cookies are pieces of information a website transfers to your computer's hard disk for record-keeping purposes. We use both session and persistent Cookies. Cookies can either be persistent (i.e., they remain on your computer or device until you delete them) or temporary (i.e., they last only until you close your browser). We use first-party and third-party Cookies. First-party Cookies are used and controlled by us. Third-party Cookies are controlled by third parties, mostly for the purpose of analytics.

Cookies can make the Web more useful by storing information about your preferences for a particular site. The use of Cookies is an industry standard, and many major websites use them to provide useful features for their customers. By using our services, you consent to our use of Cookies and our processing of information collected through such Cookies, in accordance with this Privacy Statement. You can withdraw your consent at any time by deleting placed Cookies and disabling Cookies in your browser. However, if you refuse to accept Cookies, you may not be able to take full advantage of the functionality of the Services. We currently do not respond to "do not track" browser headers with respect to the Services.

## 9 Transfer of information and Third Party Processing

Where a third party is used to process personal data on behalf Seawheel, the third party will be obliged to take measures to protect that personal data.

If it is necessary to transfer your data to another company (e.g. for the purpose of fulfilling your booking) then we will instruct such companies to process your personal data in accordance with all applicable rules and regulations. We will also take any other required measures to ensure that such transfer is lawful.

Currently Seawheel authorised the following party to process your personal data:

- Agoda
- Resorts World Sentosa (RWS)

## **10 Concerns or Questions regarding your privacy**

Any questions or concerns regarding this Privacy Statement should be directed to [info@seawheel.com.sg](mailto:info@seawheel.com.sg)