



Privacy Statement

Las Caidas Wellness Resort (Lascaidas) as well as its representatives and/or agents fully commit to protect your right to privacy, to keep confidential your personal information, and use it strictly in compliance with Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012, its Implementing Rules and Regulations as well as other issuances by the National Privacy Commission.

This Privacy Statement shall guide you on what types of information we collect and how we process the information required when you access our website and/or apply for and avail of any of our products and services.

In all instances, we assure you that processing your personal data will strictly follow the provisions of DPA, especially the general data privacy principles of Transparency, Legitimate Purpose, and Proportionality.

How We Collect Your Information

In order to better anticipate your needs, and to provide you with better services, we collect information from you in a variety of ways, through website, company phone, or on-site with our Lascaidas teammates, such as:

Identification and Contact Information

In order to better communicate with you, and to help verify your identity, we may request for your identification and contact information during inquiries, registration/sign-ups, reservations, and payment transactions. This includes, but is not limited to, your name, date of birth, contact address, contact e-mail, and contact number.

Purchase, Transactional & Financial Information

We may collect transactional information that you provide us with from the online reservations, inquiries, and purchases you make. This includes credit or debit card details, financial account number, valid government-provided ID number, or similar identification information, and details of your transaction history, in order to address your business and/or concern.

Social Media Information

When using social media-integrated aspects of our website, or interacting with our social media channels when directed from our site, we may collect information such as your name, e-mail address, and other publicly accessible information on social media.

Location, Device, Browser, and Software Information

When visiting our website, we may collect information about the geographic location you are accessing from site access metrics, IP address, the device, browser, and software information from the device you're using to access our site.

Cookies

Cookies are files that are stored on your computer that collect information about you. When you access our website, cookies may be accepted by your browser if properly configured. These cookies may help us identify you, and help us generate metrics concerning your visits and interactions on our website. You may configure your browser to reject cookies, but doing so may prevent some transactions or uses of our sites.

Information from Third Parties

We may also collect information about you from other parties. We will use personal data only where you have provided your consent to the third party or where Lascaidas has a legitimate interest to use the personal data in order to provide you with our services.

Why Do We Collect Your Information

We collect your data for the following specific purposes:

As Lascaidas guests, we process, collect, retain, store, and when necessary share your Personal Data in order to perform functions necessary to deliver the products and services offered at Las Caidas Wellness Resort, including but not limited to processing your spa and restaurant reservation, or to verify your identity in the booking and reservation system;

To notify and update you by email, SMS, or phone call about our promotions, loyalty rewards, complimentary offers, surveys, and other forms of marketing strategy and research that are beneficial to you and necessary to improve Lascaidas' services;

To use your images where you may be a subject or included therein, taken or captured by Lascaidas for production or use in publications, websites, applications, print advertisements, and other legal and regulatory purposes it may serve;

To comply with the contractual, legal, and regulatory requirements or obligations of Lascaidas Wellness Resort.

As Lascaidas applicants, team members, and consultants, we process, collect, retain, store, and when necessary share your Personal Data in order to process your employment application, payroll, employment benefits, tax and statutory obligations, or process your performance evaluation. Your data is also processed in order to comply with the rules and regulations of the Local Government Unit of Cavinti, and other departments, bureaus, and agencies of the government including law enforcement agencies for Lascaidas to comply with a legal obligation under applicable laws.

How We Use Your Information

Marketing Purposes

These may include, but are not limited to, sharing special information, events, offers, and promotions via e-mail, direct mail, social media, phone, SMS, and similar methods.

Non-marketing Purposes

These may include but are not limited to, validating identity, conducting digital demographic or performance analysis, conducting surveys, handling reservations, purchases, and related transactions, security and surveillance, and in complying with laws and regulatory guidelines.

To Whom We May Share Your Information

We will share your personal data only if you grant us your permission to do so. Accordingly, we may share your personal data with the following recipients:

Regulatory Bodies

We may share your personal data with regulatory bodies, and other departments, bureaus, and agencies of the government, including law enforcement agencies, when we believe it is necessary for us in order to comply with a legal obligation under applicable law.

We may also share your personal data in order to respond to a legal procedure, a national emergency, specific requirements of public order and safety, or fulfill a constitutional or statutory mandate of a public authority.

Service Providers and Others

We may share your personal data with our service providers and outsourcing entities with valid contracts with Lascaidas for us to give you the quality services and offers that you deserve.

Risk Involved

Risk refers to the potential of an incident to result in harm or danger to a data subject or organization. Risks may lead to the unauthorized collection, use, disclosure, or access to personal data. It includes risks involving the confidentiality, integrity, and availability of personal data or the risk that processing will violate the general data privacy principles and the rights of data subjects.

Lascaidas ensures that adequate physical, technical, and organizational security measures are in place to protect personal information's confidentiality, integrity, and availability. However, this does not guarantee absolute protection against certain risks involving the processing of personal data, such as when systems are exposed to targeted cyberattacks, malware, ransomware, and computer viruses or when manual records are accessed without authority.

However, adequate policies are in place to ensure appropriate security incident management in line with existing company policies.

Data Protection and Security Measures

We safeguard the confidentiality, integrity, and availability of your personal information by maintaining a combination of organizational, physical, and technical measures based on generally accepted data privacy and information security standards. Among the measures we implement are the following:

- Policies on access control in both digital and physical infrastructures to prevent unauthorized access to personal information.
- Acceptable use policies
- End-to-end encryption and data classification whenever suitable.
- Security measures against natural disasters, power disturbances, external access, and similar threats.
- Technical measures to protect our computers and databases against accidental, unlawful, or unauthorized usage, interference, or access.

Storage and Retention

We store files containing personal information in our computers and servers, which are kept in a secure environment. We may also store your personal information with cloud-based third-party data storage providers. We shall ensure that proper measures are adopted to protect your information.

Personal data shall be stored in a database for two (2) years after inquiries and requests are acted upon. After which, records shall be disposed of securely.

Other categories of data may be kept longer than two (2) years when its retention period is determined by other relevant laws and regulations.

Disposal

Physical records shall be disposed of through shredding, while digital files shall be anonymized. In all instances, our manner of disposal shall ensure that the personal information shall no longer be retrieved, processed, or accessed by unauthorized persons.

Rights of Data Subject

Under the DPA, you have the right to be informed regarding processing the personal information we hold about you.

Further, you may be entitled to request:

- a. Access to personal data we process about you. It is your right to obtain confirmation on whether or not data relating to you are being processed;
- b. Rectification of your personal data. This is your right to have your personal data corrected if it is inaccurate or incomplete;
- c. Erasure or order blocking of your personal data whenever warranted;
- d. The right to object if the personal data processing involved is based on consent or on legitimate interest;
- e. The right to data portability through which you may obtain and electronically move, copy, or transfer your data securely for further use.

You may claim compensation if you believe you suffered damages due to inaccurate, incomplete, outdated, false, unlawfully obtained, or unauthorized use of personal data or violating your rights and freedoms as a data subject.

Suppose you think that your personal information has been misused, maliciously disclosed, or improperly disposed of or that your data privacy rights have been violated. In that case, you have a right to file complaint with the NPC.

Changes to the Privacy Notice

Lascaidas reserves the right to update or revise this policy notice at any time and will provide a new privacy notice whenever there are substantial changes. Prior versions of the privacy notice shall be retained by the Company and shall be provided to data subjects upon request.

Feedback on our Privacy Notice

Suppose you have suggestions or comments regarding our privacy statement and notice or for any issues concerning Lascaidas' data privacy practices. In that case, you may reach us through our Data Protection Officer via this address: Banco Road, Brgy. Layasin, Cavinti Laguna or email us at lascaidaswellnessresort@gmail.com

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