

DATA PROTECTION POLICY

Effective Date: 1 September 2025

1. Purpose

This Data Protection Policy outlines how DOIT.SG Pte. Ltd. ("we") collect, use, disclose, and protect the personal data of our customers, in compliance with the Personal Data Protection Act 2012 (PDPA) of Singapore.

2. Collection of Personal Data

We collect personal data through the following means:

- When you make bookings, enquiries, or purchases with us
- When you sign up for our mailing list or participate in our marketing activities
- When you provide feedback or interact with our staff

Types of personal data collected may include, and not limited to:

- Full name, NRIC/Passport number
- Contact information (e.g. phone number, email, address)
- Travel preferences, booking history
- Payment details
- Emergency contact information

3. Purpose of Data Collection

We collect, use, and disclose your personal data for the following purposes:

- To process travel bookings and payments
- To facilitate travel arrangements and itineraries
- To communicate updates or respond to your enquiries
- To send marketing and promotional materials (with your consent)
- To comply with legal or regulatory requirements
- To improve our services

4. Disclosure of Personal Data

We may disclose your data to:

- Travel partners and service providers (e.g. airlines, hotels, tour operators)
- Payment processors and banks
- IT and marketing service providers
- Government authorities (as required by law)

We ensure that such parties comply with data protection standards and use the data solely for the intended purpose.

4. Consent

By providing your personal data to us, you consent to its use for the stated purposes. You may withdraw consent at any time by contacting us (see Section 9). However, this may affect our ability to provide services to you.

6. Accuracy of Data

We rely on you to provide accurate and up-to-date information. Please inform us of any changes to your personal data.

7. Protection of Personal Data

We implement reasonable security measures to protect your data from unauthorized access, collection, use, disclosure, or destruction. This includes:

- Secure servers and encryption
- Restricted access to data
- Staff training on data protection

8. Retention of Personal Data

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by law. When no longer needed, the data will be securely destroyed or anonymised.

9. Access and Correction Requests / Withdrawal of Consent

You may request to access or correct your personal data, or withdraw your consent at any time by contacting our Data Protection Officer (DPO):

Name: Tricia Lui
Email: info@doit.tours
Phone: +65 94380797

10. Updates to the Policy

We reserve the right to update this policy from time to time. The latest version will be available on our website or upon request.

By engaging our services, you acknowledge that you have read and understood this Data Protection Policy.