

# HOTELS.VN

## PRIVACY POLICY

This is the updated Privacy Policy for Hotels.vn, which applies to any information provided or collected through this Hotels.vn website.

We understand that booking online involves significant trust on your part. We value your trust, and make it a high priority to ensure the security and confidentiality of the personal information you provide to us. Please read this policy to learn about our privacy practices. By visiting this website, you are accepting the practices described herein. If you do not agree with the practices described in this policy, please do not use this website or submit your personal information to us.

### **What information we collect from you:**

In General. We receive and store any information you enter on our website or give us in any other way. This includes information that can identify you ("personal information"), such as your first and last name, telephone number and postal and email addresses. We also collect non-personally identifiable information, which may be linked to your Personal Data, including your login name, IP address and password, and preferences related to specific searches. We may also request information about your hotel room preferences, and frequent flyer and car rental program information. You can choose not to provide information to us, but most of the information we request from you is required in order for you reserve a hotel, register as a member, or book travel. We may request that you provide a mobile number in order to receive your hotel confirmation details.

Travel Companion Information. When you make a reservation for someone else through this website or any App, we will request personal information and travel preferences about that individual. You should obtain the consent of other individuals prior to providing us with their personal information and travel preferences, as any access to view or change their information will be available only through your account.

### **Data we collect from you, cookies and other technologies:**

The website uses "cookies", which are small data text files and can be stored on your computer's hard drive (if your web browser permits). This website uses cookies for the following general purposes:

- To help us recognize your browser as a previous visitor and save and remember any preferences that may have been set while your browser was visiting our site.
- To help measure and research the effectiveness of website features and offerings, advertisements, and email communications (by determining which emails you open and act upon).

The “Help” portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

This site may also use web beacons (also known as clear gifs, pixel tags or Web bugs), which are tiny graphics with a unique identifier, similar in function to cookies, that are placed in the code of a web page. We use web beacons to monitor the traffic patterns of users from one page within our sites to another, to deliver or communicate with cookies, to understand whether you have come to our site from an online advertisement displayed on a third-party website, and to improve site performance. We also may allow our service providers to use web beacons to track the visitor traffic and actions on our site. This helps us measure the effectiveness of our content and other offerings.

If you have any questions about our use of cookies or other technologies, please email us using our [Contact Us](#) form.

### **How we use your information:**

We will collect and store sensitive billing information (such as cardholder name, credit card number, and expiration date) for the purpose of completing the hotel reservations you make and provide the services you purchase on our website. We may use this information to contact you and may use your email address to send you email alerts. You will have the opportunity to opt out of such alerts at any time.

We use other information about you for the following general purposes so long as you have given your consent: to provide you with the services you request; to provide you with your hotel booking confirmation and updates; to manage your account, including processing bills and providing travel notifications; to communicate with you in general; to respond to your questions and comments; to resolve disputes, collect fees, or troubleshoot problems; to prevent potentially prohibited or illegal activities; to enforce our Terms of Use, or as otherwise described to you.

Online payments will be handled by our International Network agents. You agree to provide us or our network agents’ website with accurate, current information and notify us should there be any of changes that may affect your order for services.

For privacy reasons, we will not share your personal information with any others, including your name, gender, date of birth, e-mail or residential address, telephone and fax numbers, payment details, payment details by card or bank account details.

### **With whom we share your information:**

We may share your information with the following entities:

- Third-party vendors who provide services or functions on our behalf, including operation of the website, business analytics, customer service, marketing, and distribution of surveys. We may also authorize third-party vendors to collect information on our behalf,

including as necessary to operate features of our website. Third-party vendors have access to and may collect information only as needed to perform their functions and are not permitted to share or use the information for any other purpose.

- Companies within our corporate family. We may share your personal information with our parent company and corporate affiliates, including Travel.vn, Hotels.vn ... To the extent that our parent company and corporate affiliates have access to your information, they will follow practices that are at least as restrictive as the practices described in this Privacy Policy.

### **We also may share your information:**

- In response to subpoenas, court orders, or other legal process; to establish or exercise our legal rights; to defend against legal claims; or as otherwise required by law. In such cases we reserve the right to raise or waive any legal objection or right available to us.
- When we believe it is appropriate to investigate, prevent, or take action regarding illegal or suspected illegal activities; or to protect and defend the rights, property, or safety of our company, our customers, or others.
- In connection with a corporate transaction, such as a divestiture, merger, consolidation, or asset sale, or in the unlikely event of bankruptcy.

Other than as set out above, you will be notified when personal information about you will be shared with third parties, and you will have an opportunity to choose not to have us share such information.

We also may share aggregate or anonymous information with third parties, including advertisers and investors. This information does not contain any personal information and is used to develop content and services we hope you will find of interest.

### **How we protect your private information:**

We want you to feel confident about using the Hotels.vn website to make travel arrangements, and we are committed to protecting the information we collect. While no website can guarantee security, we have implemented appropriate administrative, technical, and physical security procedures to help protect the personal information you provide to us.

- We only collect personal information in appropriate and appropriate scope for our legitimate business purpose. And we maintain appropriate measures to ensure the safety, integrity, accuracy and confidentiality of the information provided by the User. We also take appropriate measures to ensure that third parties also use safeguards for the information we provide to them.
- Personal information, personal information of users is collected, stored and protected strictly, accurately and securely.

- The enterprise establishes software that collects and stores information separately and is implemented solely by the enterprise server system and backup server system.
- The confidentiality of personal information and personal information of users is absolute and will not be presented to any third party unless requested by the competent State authority.
- We are not responsible for misuse of passwords if this is not our fault.

Appropriate technical, administrative, and security measures to protect the personal information of users include:

- A firewall system to prevent network attacks.
- Technical staff and employees of the company who regularly monitor all activities of the website. Ensure all attacks from all sides are detected in time and implement preventive measures.
- Personal information, personal information of the user is stored securely in accordance with the steps and strict confidentiality in accordance with the provisions of law.

**In order to protect customers' interests, website transaction process provides customers with basic and important information before making the purchase of services on the website, ensuring that customers buy easily and securely. Customers should carefully review the information related to the services being offered on the website such as: price, brand, specific support services, terms of use, and address.**

Our website requires individuals to register as a customer and provide complete personal information such as: full name, contact address, email, account number, payment card number, etc., and be responsible for the legality of such information.

HI-TEK INC. is not responsible or liable for any claims relating to customers' rights in the event that the personal information provided by such individual at the time of original registration is inaccurate, not authentic, or was obtained illegally.

## **How to access your information:**

You can access and update your contact information by logging into our Account link at the top of the website. Here, you'll see your order details, email, bank information and related purchase details that you set up initially.

By providing your personal information to us through this website, you accept that we may retain your information. We may continue to process account-related information in order to complete the order, to comply with our legal and regulatory obligations, and for

analytical purposes. We employ robust technical measures to prevent unauthorized access to account information.

If you do not hold an account with us or wish to contact us in relation to any personal information that is not displayed in your account, you may ask us to access, delete or modify the information that we hold about you by emailing us or mailing us at the address listed below. You can also contact us to request an explanation as to how we process your information, and you may revoke the consent to the processing of your information.

## **Your choices with respect to the collection and use of your information:**

- You can choose not to provide us with any information, although it may be needed to book your hotel or services offered on this website.
- You also can add or update information, or close your account by emailing us or mailing us at the address listed below
- Registered member and non-members can unsubscribe from commercial email messages, or modify your choices at any time by emailing us or mailing us at the address listed below. Hotels.vn reserves the right to send you other communications, including service announcements and administrative messages, relating either to your account or to your transactions, without offering you the opportunity to opt out of receiving them.

## **Children's privacy:**

This is a general audience site and does not offer services directed to children. Should a child whom we know to be under 18 send personal information to us, we will use that information only to respond directly to that child to inform him or her that we must have parental consent before receiving his or her personal information.

## **External links:**

If any part of this website links you to other websites, those websites do not operate under this Privacy Policy. We recommend you examine the privacy statements posted on those other websites to understand their procedures for collecting, using, and disclosing personal information. **HI-TEK, Inc. is not responsible for content on external websites.**

## **Visiting our website from outside the United States:**

If you are visiting our website from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States where our servers are located and our central database is operated. The data protection and other

laws of the United States and other countries might not be as comprehensive as those in your country, but please be assured that we take steps to ensure that your privacy is protected. By using our services, you understand that your information may be transferred to our facilities and those third parties with whom we share it as described in this Policy.

### **Changes to this Privacy Policy:**

This Privacy Policy is effective as of **March 1, 2018** and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the website after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your agreement to be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

### **How you can contact us:**

If you have questions about this Privacy Policy, please write us at:

HI-TEK, Inc.  
Attn: Privacy Office  
9449 Balboa Avenue, Suite 103  
San Diego, CA 92123 USA  
Email: [info@hi-tek.com](mailto:info@hi-tek.com)

**Effective March 1, 2018**

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