

Privacy Policy and Website Use Terms

Privacy Policy

Synergy Tours respects your right to privacy and we will do everything we can to ensure you have a trustworthy experience on Synergy Tours.com. We understand that you care about how data and information about you is used once we hold it, so we want to share with you the policies and practices we've adopted to protect your privacy. This way, you can feel confident about how we handle the personal information you entrust to us. Below we have set out our privacy policy, which will govern the way in which we process any personal information that you provide us with. We will notify you if the way in which we process your information is to change at any time.

While we do not plan to modify our policies very often, it is always advisable to double-check our website (www.synergy-tours.com) to be sure that you have read and agree with our most current privacy policy statement. Any change in our privacy policy will be prospective only. We will not make any changes that have retroactive effect unless legally required to do so.

I acknowledge that by using this website and/or booking a tour with Synergy Tours, I understand and consent to the terms set out in this privacy policy.

The website is owned, managed and operated by Synergy Tours Address:
Lot 3-D, 3rd Floor, Bangunan Ming, Jalan Bukit Nanas, 50250 Kuala Lumpur, Malaysia.
Email: malaysia@synergy-tours.com

Users are not required to register on the Synergy Tours website in order to use it. Our commitment is to provide you with the opportunity to opt in, check or correct any information you have submitted on-line to Synergy Tours or any of its affiliates or partners. If you wish to do this, please refer to the appropriate page to review this information and/or request a correction or write to us at the above address.

How is my personal information collected through tour bookings?

When you make a tour booking with us, Synergy Tours will need to use personal information for you and other passengers included in your booking. This personal information may include each customer's name, address, phone number, email address, passport number, credit/debit card number and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organisations, and otherwise as permitted or required by law.

To whom is my personal information provided?

We may also provide personal information to contractors who provide services to or for us (eg., sending mail, processing payments, providing marketing assistance). This may involve sending personal information (including sensitive information) to countries that may not afford high levels of protection of personal information.

If we cannot pass this information to the relevant suppliers, we cannot process your booking. In making a tour booking with us, you consent to this information being passed on to the relevant persons.

Any information provided by you to Synergy Tours when making a tour booking is controlled by the relevant Synergy Tours tour operator in the country where you make the booking. Contact details for your Synergy Tours tour operator can be found on the relevant Synergy Tours tour brochure for your tour.

When booking a tour, the information you provide will be passed on to the principal and to the relevant suppliers of your travel arrangements. The information may also be provided to public authorities such as customs or immigration. We will only pass your information on to persons responsible for your travel arrangements. This applies to any sensitive information that you give to us, such as details of any disabilities or dietary/religious requirements. In making a booking, you consent to this information being passed on to relevant persons. Where the data might be passed on for marketing purposes, you have the right to opt in to future marketing. You also have the right of access to data held which can be obtained by writing to Synergy Tours Lot 3-D, 3rd Floor, Bangunan Ming, Jalan Bukit Nanas, 50250 Kuala Lumpur, Malaysia. Any bookings made globally will be made with Synergy Tours Berhad (Company Number).

Click here for more information on Booking Conditions. <http://www.synergy-tours.com/terms-and-conditions>.

How is my personal information collected through the website?

The purpose of personal information that we collect from you will depend on how you interact with Synergy Tours's website. This policy will explain in a broad sense, just how personal information may be collected via our website, and how this information contributes to the development of the Synergy Tours website.

You can access our home page and browse our site without disclosing your personal data, save information collected by cookies that we use.

Cookies

Cookies are pieces of information that a website can transfer to an individual's computer hard drive for tracking (site usage) user navigation and customising site information to further improve and enhance the user experience. We may use cookies to collect and store personal data and we link information stored by cookies with personal data you supply to us. Save for the use of cookies, we do not automatically log data or collect data save for information you specifically provide to us. Most Internet browsers are preset to accept cookies though if you prefer not to receive cookies, you can adjust your Internet browser to refuse cookies or to warn you when cookies are being used. However, this may preclude your use of certain parts of this website.

For more information about how cookies work and how to disable them, go to <http://www.allaboutcookies.org/manage-cookies/>. However, if you choose to disable cookies, you may not be able to enjoy all the functionality that our website has to offer.

Which personal information is collected through the website?

When submitting information to our website for the purposes of an enquiry, we will usually collect details such as your name, e-mail address, personal interests and needs. Some of this information is essential for us to be able identify accurately who is using the service so that we may be able to respond to your requests, and as such is indicated by mandatory fields. Mandatory information requirements are clearly identified and are denoted by an astericks (*). You will also be prompted when submitting a form if mandatory data has not been submitted. Other types of information, such as your age and gender, are collected to help us profile who is using our website and what are their interests. Information of this type is optional; you only need to fill it in if you wish to do so.

Generally, you may be asked to provide personally identifiable information when you:

- send us your comments or suggestions
- create a link to the Synergy Tours site
- register for Synergy Tours services
- subscribe to Synergy Tours publications
- request sales and advertising information
- submit an enquiry

Who may process my personal information?

Your personal information (which includes your name, address and any other details you provide to us which concern you as an individual) may be processed both by us and by other companies within our group. We will share your information with our e-commerce partners and travel agents with whom we work, who may use it to send you promotional information which they think may be of interest to you.

Some of those to whom we may transfer information (as specified above) are located in countries which at present have not been designated as having an adequate system of data protection in place. By entering this website you are indicating your agreement with these terms and your consent to the transfer of your information to countries not designated as having an adequate system of data protection. If you do not accept these terms, please leave this website now. Whilst your data is outside the Europe or Asia it will continue to be handled in accordance with this data protection policy.

What is the purpose of processing my personal information?

We will use your information for the purpose of fulfilling orders placed by you, processing any other transactions authorised or made by you with us, informing you of special offers and providing other marketing information to you which we think you may find of interest, undertaking product or customer research/development and for other sales, editorial and marketing purposes.

The information we gather from your use of our website enables us to provide better services, which are tailored to your needs. For example recording usage patterns help us identify the areas of our website that are popular and those that are not. The data, which is gathered, is aggregated for analysis by Synergy Tours. Identifiable characteristics and the user's name remain anonymous.

We use information that you submit via an on-line form from our website in any one of the following ways:

- to make changes to your profile at your request
- to register information at your request
- to respond to your submission or enquiry

We will only record your e-mail address if you send us a message or disclose it to us.

Disclosure of Information

In the unlikely event that a liquidator, administrator or receiver is appointed over us or all or any part of our assets that insolvency practitioner may transfer your information to a third party purchaser of the business provided that purchaser undertakes to use your information for the same purposes as set out in this policy. We undertake not to provide your personal information to third parties save in accordance with this policy. Your information will not be disclosed to government or local authorities or other government institutions save as required by law or other binding regulations.

Security Measures

We have implemented security policies, rules and technical measures to protect the personal data that we have under our control from unauthorised access, improper use and disclosure, unauthorised destruction or accidental loss. We also use our commercially reasonable efforts to be sure that third parties who work with us agree to protect personal information that they must access in order to serve our site and our visitors.

Access to Information

You may ask us whether we are storing personal information about you by emailing us at malaysia@synergy-tours.com and, if you wish [and upon payment of a fee of USD10], we will provide you with a copy of the personal data we hold about you by email. We may ask for proof of your identity before providing any information and reserve the right to refuse to provide information requested if identity is not established.

Copyright

All website design, text, graphics, the selection and arrangement thereof are Copyright © 2014 Synergy Tours. ALL RIGHTS RESERVED.

Disclaimer of Warranty and Liability

The following provisions may be curtailed or disallowed by the laws of the country in which the person accessing this website is situated. In such case, the terms hereof are to be read as excluding or limiting such term so as to satisfy such jurisdiction.

We do not represent or warrant that the information accessible via this website is accurate, complete or current. We have no liability whatsoever in respect of any use which you make of such information.

The information provided on this website has not been written to meet your individual requirements and it is your sole responsibility to satisfy yourself prior to ordering any products or services from us that they are suitable for your purposes.

Whilst we make all reasonable attempts to exclude viruses from the website, we cannot ensure such exclusion and no liability is accepted for viruses. Thus, you are recommended to take all appropriate safeguards before downloading information or images from this website.

All warranties, express or implied, statutory or otherwise are hereby excluded.

Neither we nor any of our employees or affiliated entities will be liable for any kind of damages and howsoever arising including, without limitation, loss of profits, compensatory, consequential, direct, exemplary, incidental, indirect, punitive or special, damages or any liability which you may have to a third party, even if we have been advised of the possibility of such loss.

We are not responsible for the direct or indirect consequences of you linking to any other website from this website. Neither we nor any of our employees or affiliated entities will be liable for any kind of copyright infringement related to the images and pictures utilized. We will do our best to eventually remove and substitute in case of claim or dispute in the shortest time possible.

This website is intended for use by those over the age of 18 years. No one under that age should carry out any activity whatsoever based on the information on this website. If you are under the age of 18 years please leave the site immediately.

These terms and this disclaimer and any claim based on use of information from this website shall be governed by the laws of Malaysia and [for our benefit] you agree to submit to the non-exclusive jurisdiction of the Courts of Malaysia.

Consent and Enquiries

By entering this website you are indicating your agreement with these terms. If you do not accept these terms, please leave this website now. If you do not accept any of these terms, leave this website now.

If you have any enquiry or concern about our privacy policy or the way in which we are handling personal data please contact malaysia@synergy-tours.com If at any time you wish us to cease processing your information please email that address and insert “unsubscribe” as the subject heading.

How often should I check this privacy policy?

We may make changes to this policy from time to time, so you may like to check it each time you visit the website.

Community

We may offer message boards and photo galleries for our customers’ enjoyment. As we are sure you are aware, anything you post online is available for the world to see. We make no representations and undertake no obligations as to information you voluntarily post. By posting a message on our site or social network pages or sending in photos or videos for our galleries, you understand it becomes public domain and therefore may be used by Synergy Tours for marketing purposes without any compensation required to be paid to you.