

Privacy Policy | The Floating Surf Resort

At The Floating Surf Resort, we respect and prioritize your privacy. This Privacy Policy outlines how we collect, store, use, and protect your personal information.

1. Information We Collect

When you book a stay with us, we collect the following personal data:

- **Basic Information:** Name, email address, phone number
- **Booking Details:** Check-in and check-out dates, special requests
- **Payment Information:** Billing details (processed through secure third-party payment providers; we do not store payment data)
- **Identification Documents:** Passport copies for government compliance

2. How We Use Your Information

We use your data to:

- Process bookings and confirm reservations
- Communicate important updates about your stay
- Comply with legal and immigration requirements
- Improve our services and guest experience
- Send marketing and promotional materials (only if you opt-in)

3. Data Protection & Security

- Your data is stored securely and protected against unauthorized access.
- We do **not** share, sell, or distribute personal information to third parties unless required by law.
- Payment transactions are encrypted and handled by a **secure third-party payment provider**.

4. Guest Rights & Choices

You have the right to:

- Request access to the personal data we store about you
- Update or correct your information
- Request data deletion (subject to legal obligations)
- Opt out of marketing communications at any time

5. Data Retention

We retain personal information **only as long as necessary** for booking purposes, compliance with legal obligations, and improving guest experience. Identification documents required by Indonesian authorities will be securely deleted after regulatory retention periods expire.

6. Third-Party Services

We may use trusted third-party providers for:

- Payment processing
- Website analytics and performance tracking
- Email communication and marketing (if opted-in)

These third parties are contractually bound to protect your information and comply with privacy laws.

7. Updates to This Policy

The Floating Surf Resort reserves the right to modify this Privacy Policy at any time. Updates will be posted on our website.

If you have any questions about our data policies, please contact us directly.

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