

# Privacy Policy

Updated: July 13, 2018

Welcome to the Privacy Policy of the Manila Rent a Car & Travel Service Inc. and PhilippineRentaCar Inc. companies. (we refer to these companies as “we,” “us,” or “our” in this Privacy Policy).

We may change portions of this Privacy Policy from time to time, so be sure to visit. If we make a change that significantly affects your rights, we will notify you by way of a prominent posting on our websites and/or e-mail prior to the change becoming effective.

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## **Introduction**

We want you to feel comfortable about giving us access to your personal information. Use this Privacy Policy to find out what happens to your personal information when you interact with us and what choices you have. This Privacy Policy covers the personal information we collect, use and disclose through your use of our products and services either online or offline. We need to collect personal information from you to rent a vehicle and/or provide other services. We collect personal information when you give it to us, such as by telephone, email, at the office, upon completion of an application form, or through your use of one of our website. Sometimes, we may combine your personal information with other information we received from other sources so we can provide you a more comfortable experience. We may obtain personal information about you from a third party, such as through a travel agent, an account program connected with your employer or relatives. We may also automatically collect technical information about your devices when you use our website. Any disputes regarding how we handle your personal information will be governed by the terms of your vehicle rental or the terms of use of our website, unless otherwise required by applicable law. This may include mandatory arbitration of disputes.

## **Data Protection Officer**

We are headquartered in Manila, Philippines. We had appointed an internal data protection officer for you to contact if you have any questions or concerns about our personal data policies or practices. Our data protection officer's name and contact information are as follows:

David de Castro Jr  
2610 T. Ayala St. Sta. Ana  
Manila 1004 Philippines  
[mis@manilarentacar.org](mailto:mis@manilarentacar.org)  
+63 2-524-0115

## How we collect and use (process) your personal information

### Renting a Vehicle

When you make a reservation, rent a vehicle, we collect personal information from you, such as:

- name;
- email address;
- home and/or business address;
- telephone numbers at which we can reach you;
- date of birth;
- payment information such as your credit or debit card details (CVC/CVV is obtained for transaction only - we do not keep it);
- information from driver's license and/or other government issued identification;
- special discount codes; and
- other information that may be required to rent you a vehicle and/or provide you with services

We may also collect demographic information about you such as your age, gender, habits or preferences, where you rented the vehicle, were any special needs or equipment requested, where and when you returned the vehicle, customer service inquiries or complaints, payment arrangements, insurance, gas consumption, mileage, accident history and other information related to the vehicle and your use of it. We use this information to administer your rental and also to better understand our customers and provide you with relevant offers. Some vehicles come equipped with a global positioning system (GPS) or similar type tracking device that may also collect information about the vehicle. To learn about vehicle data we collect, scroll down to read about Vehicle Data. The information we collect is used to provide you with our services like: renting a vehicle, discounts and offers. And for our business purposes like: product research and development and enforcing our legal rights. One more thing: when you call us (from any phone), we may record or monitor the call for quality control, training and/or other similar purposes.

### Vehicle Data

Some vehicles you rent from us may be equipped with devices which allow us to send commands to and receive certain information from the vehicle, including geolocation data from a global positioning system (GPS). These devices are turned on all the time, even when other services or other media in the vehicle is turned off. We and

its partners may collect and process vehicle data about the vehicle itself, such as fuel level, odometer, speed, diagnostic and performance data, tire pressure, accident or damage data, and location and direction of travel data. We do not use this information to profile your driving behavior. This information assists us in providing our services (such as unattended vehicle pick-up and return), software updates, product support, locating and responding to accidents, identifying reported lost, not returned, suspected of being stolen and stolen vehicles and as may be requested by law enforcement agencies. We may also use this information to determine certain fees to be charged in connection with our services. This data also helps us understand vehicle related behavior such as traffic patterns, fuel efficiency, vehicle usage, environmental impacts and vehicle maintenance improvement. We may share vehicle data with third parties who assist us in providing and improving our services and with law enforcement agencies and others to protect our rights or to enforce the terms and conditions of our services. If during your rental you connect or pair your mobile device with the car (for instance via Bluetooth® or USB port), please unpair your device and delete any personal data stored on the car's infotainment system.

### **Photos and Videos**

We may collect photos and videos in some instances, such as when you link your account with your social media profile. Our rental locations are also equipped with video security surveillance systems as well as cameras that record as our vehicles depart/enter our premises.

### **Online Data**

When you download, visit and use our websites, we automatically collect meta-data or technical information. This section tells you more about what technical information we collect and why we collect it.

**IP Addresses and other information collected automatically:** We may collect your IP address when you visit our websites to help us diagnose problems with our main computers, for system administration, to report aggregated information to our business partners, and to audit the use of our website. We do not normally link IP addresses to anything personally identifiable. In select circumstances, we may use IP addresses to help us identify you when we feel it is necessary to enforce compliance with our Website Terms of Use or to protect our service, site, users or others. We may also collect your browser type, Internet Service Provider (ISP), referring/exit pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site. **Cookies & other similar technologies:** We use cookies, scripts, pixel tags, etags, web beacons and other similar technologies to help us recognize you, remember your previous rentals, your travel preferences, etc., so you don't have to tell us over and over again! This helps us make the website more convenient and efficient. We also use these technologies to track website usage trends and patterns, personalize features, and tailor advertisements to you

and provide you with a personalized marketing experience. We share website usage information about visitors with selected third parties for the purpose of targeting our Internet advertisements on our websites and other websites that display our advertisements. You can control your cookies and other technology preferences by going to your browser settings and tools.

## **Analytics**

We use analytic software, such as Google Analytics and others, to help us to better understand the functionality of our software on our websites. This software collects visitors computer information.

## **Information Sharing**

We may use and share your personal information and vehicle data to affiliated and non-affiliated organizations (partners, service providers, insurance, bank, credit card issuers, etc.), that help us:

- make and confirm your rental reservation;
- verify drivers licenses or other government identification;
- verify safe driver criteria for qualified drivers;
- verify eligibility to use designated account and discount codes;
- process payments and refunds;
- fraud check;
- provide customer assistance;
- handle debt collection;
- resolve toll, traffic or parking violations;
- processing any claims relating to accidents and/or injuries;
- providing roadside assistance services;
- to protect and/or defend our rights/well-being, our employees, customers or others;
- and, other needed services you have requested

If you are renting with a company, we may share personal information with the organization that manages the account for their own purposes. We recommend you review their privacy policy to learn more about their privacy practices.

We share personal information with government, regulatory and law enforcement agencies in the following circumstances:

- to verify your driver's license and ensure you meet our safe driver criteria;
- as requested by these agencies if the disclosure is required or permitted by law;
- to take action regarding illegal activities or violations of terms and conditions;
- if we have a good faith belief that there is an emergency that poses a threat to the safety of you or another person; and
- as otherwise required or permitted by law.

## **Safeguards**

The security of your personal information is important to us. We take reasonable steps to make sure your information is protected from unauthorized use, access, disclosure, alteration, destruction or loss. For more sensitive personal information, we use HTTPS stands for Hypertext Transfer Protocol Secure. It is the protocol where encrypted HTTP data is transferred over a secure connection. By using secure connection such as Transport Layer Security or Secure Sockets Layer, the privacy and integrity of data are maintained and authentication of websites is also validated. We do not ask for sensitive information, such as your credit card number, password, account number or pin number, in an e-mail, text or on a website not operated by us. If you do receive a suspicious request, do not provide your information and report it by contacting one our customer service representatives. You are responsible for keeping your account password and user login safe and secure. Don't share those with anyone! If there is an unauthorized use or any other breach of security involving your information, you must notify us at the customer service contact information as soon as possible! We is not responsible or liable for any loss or damage if your account password and user login are stolen or used inappropriately.

## **Storage and Retention**

We stores your personal information in the Philippines. Sometimes, we may need to transfer your information to locations outside the Philippines as part of our normal business operations, and the information may be subject to laws of other countries. If so, we takes reasonable steps to ensure your information is treated and protected similarly as if it were in the Philippines. This Privacy Policy is intended to be governed by the laws of the Manila, Philippines and meet the laws and requirements of the Philippines, which may not necessarily be consistent with the laws and regulations of the country where you live. We keeps your personal information for as long as you have an account with us or as needed to provide you our services. If you close your account, we may retain your information because we have legal, auditing and/or account obligations or it is in our archive system and cannot be separated from other information.

## **Access and Correction**

Want to know if We has your personal information on file? Need to update your contact details or other information? Want us to delete your personal information? You play an active role in helping We keep your information up to date and accurate. You can update

some of your information by logging into your account and editing your profile, or you can contact our customer service at the details below for assistance in accessing, correcting or deleting your personal information. We will respond to your request within a reasonable time-frame. We may take steps to verify your identity before granting access to your information or making corrections or deletion. Sometimes, we may not be able to provide you access or make the corrections, and will let you know how you can challenge our decision. Sometimes, we may not be able to delete your information, as explained in the Storage and Retention section above.

### Key Contacts

Want to talk to us? Check the list below to find out the best way to reach us. When you contact us, we may take steps to verify your identity for security purposes.

I Want To..	How To Reach Us
Contact Manila Rent a Car customer service	Phone: +63-999-888-6666 Email: <a href="mailto:csr@manilarentacar.com">csr@manilarentacar.com</a> Address: 2610 T. Ayala St. Sta Ana, Manila 1004 Walk-in Operating Hours: 8am to 5pm GMT+8
Contact Philippine Rent a Car customer service	Phone: +63-999-998-7777 Email: <a href="mailto:csr@philippinerentacar.com.ph">csr@philippinerentacar.com.ph</a> Address: L5 B5 St. Michael Subd. Talaba 7, Bacoor City 4102 Cavite Walk-in Operating Hours: 8am to 5pm GMT+8

IF YOU EVER HAVE A PRIVACY-RELATED ISSUE WITH US YOU SHOULD CONTACT US FIRST, AND IF AFTER YOU AREN'T SATISFIED – CONTACT **NATIONAL PRIVACY COMMISSION (NPC)**.