

This Privacy Policy sets out the basis on which any personal information that KL Metro Hotel Management Sdn Bhd. (“we”, “our”, “us”) collects from you, or that you provide to us, will be processed by us. We are committed to protecting and respecting your privacy.

Information that we may collect from you

We may collect and process the following personal information about you in relation to our website:

- Information that you provide by filling in forms on our website. This includes information provided at the time of :
- if you contact us through our general enquiry form, we may keep a record of that correspondence;
- information that you provide when completing surveys that we use for research purposes;
- details of transactions (including details of payment cards used) that you carry out through our website;
- details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and/or the resources that you access; and
- information that you provide when you enter a competition or promotion, and,
- when you report a problem with our website,
- information that you provide when registering to one of our programmes, including, but not limited to, registration to our website, corporate account request, Booking Bonus registration and claim, e-newsletter subscription, registration to our Signature loyalty programme and Optimum leisure membership,
- when you book one of our restaurants through the websites,
- Information that you provide when submitting a Meetings and Events enquiry.

Use of personal information

We process personal information about you for the purposes of:

- providing you with our services;
- dealing with your booking, enquiries and other requests;
- administering your booking and other services;
- tailoring our services to your requirements and preferences;
- direct-marketing products and services, advising you of news and industry updates, events, promotions and competitions, reports and other information and carrying out market research campaigns.
- Providing you with information about other products, special offers and services that you request from us or which we feel may interest you, where you have consented

to be contacted for such purposes. This may include products and services made available by selected partners and any member of our group of companies.

We may contact you by telephone for these purposes. Calls may be recorded for quality control purposes.

Information that you enter into our booking forms

Information that you enter into our booking forms may be collected and stored by us so that we may contact you in relation to your booking/enquiry/attempted transaction. This may be used to send operational emails to you, or to call you to respond to the enquiry, or for the purposes outlined above, or to enquire as to why the transaction was not completed. We will not use this information for any other purpose, we will not store it for longer than necessary and we certainly will not share it with any other company. Our aim is simply to provide you with the highest level of service that we can.

Where we store your personal information

The information we collect from you may be transferred to, and stored at our system. It may also be processed by staffs operating outside the KL Metro Hotel Management Sdn Bhd who work for us or one of our suppliers. Such staff may be engaged in, among other things, the processing of your payment details and the provision of services. By submitting your personal information, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this Privacy Policy.

Disclosure of your personal information

We will not sell your personal information to third parties without your prior consent. We may disclose your personal information to: any member of our group of companies, which includes our subsidiaries, our ultimate holding company and its subsidiaries; successors in title to our business; to suppliers and external agencies we engage to process information on our behalf; to third parties (including, but not limited to, professional indemnity insurers, brokers, auditors and other professional advisors); and where disclosure is required by law or any regulatory authority.

Apart from where disclosure is required by law or any regulatory authority, we will only disclose your personal information to our selected business partners and service providers:

- for the purpose of administrating your requests and any booking;
- for providing other services which you have requested; and
- to communicate an offer of other goods and services, with your prior consent.

The internet

Given that the internet is a global environment, using the internet to collect and process personal information necessarily involves the transmission of information on an international basis. Therefore, by browsing our website and communicating electronically with us, you acknowledge and agree to our processing of personal information in this way.

The transmission of information via the internet is not completely secure. Although we do our best to protect personal information, we cannot guarantee the security of your information transmitted to our website; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access or processing. For additional peace of mind, credit card details are not recorded on our website when booking a room.

Our website may, from time to time, contain links to other websites which are outside of our control and are not covered by this Privacy Policy. We do not accept any responsibility or liability for other sites' privacy policies. If you access other websites using the links provided, please check their policies before submitting any personal information.

Notification

User shall receive an email notification from the payment gateway provider within the transaction day. If you do not receive any email notification, kindly inform for getting the details of your bookings.

Cookies

We use cookies to help improve our website in a variety of different ways. Any information automatically retrieved from visitors to our website, such as site browsing patterns, will only be used in aggregate form (so that no individual users are identified).

Cancellation

Once a reservation is booked you are not allowed to modify/cancel. In case of no show the property will not refund the booking.

Refund Policy

No refund policy. Therefore, please avoid making a reservation, unless you are sure all parties agree on the date, accommodation type, and cancellation policy

Fulfilment Policy

Customer will receive a confirmation email within 24 hours after making payment. Customer has to print out the confirmation email along with their identification card for verification purposes.

Contact

If you have any requests or queries concerning your personal information or any queries with regard to our practices, please contact us at info@klmetropolitan.com