

Your Privacy at Campbell House


At Campbell House, every guest is part of our story — and your privacy is part of our promise. From check-in to farewell, we value your trust just as much as your comfort. As a small, independent heritage hotel in the heart of George Town, your privacy matters deeply to us. This notice explains how we handle your personal data in accordance with the **Personal Data Protection Act 2010 (PDPA) of Malaysia**.

We invite you to read this carefully — and please don't hesitate to reach out if you have any questions.

1. Who We Are

Campbell House is operated by **Vintage Charm Sdn. Bhd.** (Malaysia). For any privacy-related enquiries, please contact our Front Office team:

 info@campbellhousepenang.com

 **+604 261 8290**

2. What Personal Data We Collect

In order to deliver a seamless and personalised experience, we may collect:

- Full name, email, phone number, nationality, and address
- Passport or identification number
- Credit card or payment information
- Preferences or special requests (e.g. allergies, accessibility needs)

This data may be collected via our website, online booking platforms (OTAs), by phone, WhatsApp, email, or in person during check-in.

3. Why We Collect Your Data

Here's why we collect your information — always with your comfort and service in mind:

- Process and manage bookings
- Handle check-in and check-out
- Comply with legal and regulatory obligations
- Issue invoices and maintain financial records

- Fulfil personal requests for a more comfortable stay

We do **not** use your data for direct marketing or advertising purposes.

4. Who We Share Your Data With

We share your data only when necessary, with:

- Government and tax authorities (as required by law)
- Payment terminals and secure POS systems
- Our hotel's channel manager

Some of these providers may **store data outside Malaysia**, but always under secure conditions. We take appropriate steps to ensure your data remains protected.

5. How Long We Keep Your Data

We retain your data only for as long as necessary. This helps us comply with legal standards and offer continuity for returning guests:

- Guest invoices: **7 years**
 - Registration forms: **1 year**
 - Channel manager: **as per their internal policy**
 - Email records: **cleaned annually**
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6. How We Protect It

Protecting your privacy isn't just a legal responsibility — it's how we honour your trust.

We use industry-standard security practices, including:

- **Password-protected systems**
- **Access limited to essential staff**
- **Basic access logging for sensitive data**

We review our internal processes regularly and conduct periodic staff briefings to ensure your information stays secure and confidential. Where sensitive personal data is collected (e.g. health-related dietary restrictions), we apply additional access controls and handle it with particular care.

7. Cross-Border Data Transfers

As we work with some international partners and platforms, your data may be processed or stored outside Malaysia. In such cases, we take **all reasonable precautions** to ensure your data is handled with care and in line with this notice.


8. Your Rights

You may request at any time to:

- Access the personal data we hold about you
- Correct inaccurate information
- Request deletion of data (where legally permissible)

You may do so by:

 Emailing info@campbellhousepenang.com

 Filling a simple request form at reception

We aim to respond to all requests promptly and with transparency.

9. Complaints or Concerns

We are committed to improving our internal privacy processes. We are also in the process of establishing internal procedures for data breach reporting, in line with PDPA expectations.

Should you have any concerns about how your data is handled, please contact us directly.

For general information about your rights under Malaysian law, you may also visit the [Department of Personal Data Protection Malaysia](#).

10. Children's Data

We do not knowingly collect personal data from individuals under 18 years of age without parental or guardian consent.

11. Consent

By booking with us or submitting your details during check-in, you consent to the use of your personal data as described in this Privacy Notice.

12. Updates to This Policy

This Privacy Notice was last updated on **31 May 2025**.

Future updates will be made available on our website and at reception.

We understand that privacy is personal. Our goal is not only to meet legal standards but to exceed your expectations as a responsible and respectful host. As a property rooted in tradition and known for personal touches, we see data protection as an extension of the care we offer in every corner of your stay.

Thank you

At Campbell House, we treat your data with the same care we offer every guest — discreetly, respectfully, and with sincere attention to detail.

Privacy Notice for Direct Booking

By proceeding, you acknowledge that Campbell House Penang will collect and process your personal data to manage your reservation and ensure a smooth stay.

Your information will be handled in accordance with our [Privacy Policy](#) and applicable Malaysian law (PDPA 2010).

We do **not** use your data for marketing unless you explicitly agree below.