

Information Privacy Policy

This Privacy Policy discloses how we collect, store and process information or personal data (“Personal Information”) of our customers through the website. We are committed to protecting the privacy of our customers’ personal information, and will make every effort and use appropriate measures so the information that customers provide us during the use of the website is protected from all unauthorized access.

However, we do not guarantee to prevent all unauthorized access. In the event of unauthorized access beyond our control, the company shall not be liable in any way for any claim, dispute or damage arising out of or in connection with that unauthorized access.

To better understand the policy in the collection, storage and use of personal information of the users of this website, please read the privacy policy below:

I. Purpose and scope of personal information collection

To access and use some services at the website, you may be required to register with us personal information (Email, Full Name, Contact Number, ...). All information declared must be accurate and legal. Our website is not responsible for any legal liability of the declared information. We may also collect information about website visits, including the number of pages you view, the number of links you click, and other information related to connecting to our website. We also collect information that your Web browser uses each time you visit the website, including IP address, Browser type, language used, time and addresses that the Browser export to.

II. Scope of information use

The information collected through the website andochine.com will assist us:

- * Support customers when buying products/services.
- * Answer customer’s questions.
- * Conduct customer surveys.
- * Carry out promotional activities related to andochine.com’s products and services.
- * Customers who need to request support or have questions for us through the website andochine.com, you may be required to register with personal information (email, full name, phone number...). All information declared must be accurate and legal. andochine.com will not be held any responsibility related to the information declaration.
- * When necessary, we can use this information to contact you directly in the form of: letter, confirmation, thank you letter, email, technical and security information, ...

We commit to using the customer’s personal information in accordance with the announced purposes and scope. In the event of any scope of use that is outside of the purpose and notice, we will send a notice to the customer and only use it with the consent of the customer.

III. Time to store the information

We will store the personal information provided by the customer on our internal systems during the service to the customer or until the purpose of collection is fulfilled or when the customer requests to cancel the information provided.

IV. Persons or organizations that may have access to information

The customer agrees that: when officially requested, the following agencies/organizations/individuals have the right to access and collect your information, including:

- * Board of Directors
- * Government Departments
- * Complaints can prove Customer's violation (if any)

V. Address of the unit that collects and manages customer information

Head office: Andochine Resort & Spa Phu Quoc, Duong Bao, Duong To, Phu Quoc, Vietnam.

Email: info@blueoceanhos.com

Phone number: 0297 663 9999

VI. Methods for customers to access and correct their personal data

Customers have the right to self-check, update, correct or cancel any of their information by logging into their account and accessing the admin page of their account or contacting the Administration for information. support. However, any modification, addition or cancellation of any personal information must still fully and strictly comply with the regulations on information about account registration on the website.

VII. Commitment to protecting customer's personal information

We commit to keeping the customer's personal information confidential. We will use a variety of information security technologies to protect this information from unintended retrieval, use or disclosure. We recommend that you keep your password-related information confidential and not share it with anyone else. If you use a shared computer, you should log out, or exit all open Website windows.

VIII. Policy for receiving and settling complaints related to customer's personal information

Customers have the right to send a complaint about the disclosure of personal information to a third party to the management board of andochine.com, to the company address or via andochine.com.

The Company is responsible for taking technical and professional methods to verify the complaints.

The processing time for complaints related to personal information is 7 days.

IX. Contact Information

We always welcome comments, contact and feedback from customers about this "Privacy Policy". If you have any questions, please contact Hotline:: 0297 663 9999 or Email: info@blueoceanhos.com