SSB-PP-001

SANUR STAYZ Privacy Policy

PT Sanur Stayz Bali
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Revision History

Version	Effective Date	Approved By	Summary of Changes
1.0	20 July 2026	PT Sanur Stayz Bali	Initial release of the Privacy Policy.

Document Information

Document	Privacy Policy
Document Code	SSZ-PP-001
Owner	PT Sanur Stayz Bali
Version	1.0
Effective Date	20 July 2026
Review Frequency	Annually or as required by changes in law or business operations
Next Scheduled Review	July 2027
Applies To	All visitors to the Sanur Stayz Website, guests, property owners, suppliers and users of our services.
Supersedes	All previous Terms of Service (if any)

Version Control

Sanur Stayz may amend this Privacy Policy from time to time to reflect changes in legislation, technology, our business operations or the services we provide.

The most current version will always be published on our Website together with the revised Effective Date.

Continued use of our Website or Services after the Effective Date constitutes acceptance of the revised Privacy Policy.

Previous versions may be retained by Sanur Stayz for legal, regulatory and administrative purposes.

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Definitions

For the purposes of this Privacy Policy.

Booking
A confirmed reservation made through Sanur Stayz or an authorised Booking Channel.

Booking Channel
Any authorised method through which a Booking is made with or for Sanur Stayz, including but not limited to: the Sanur Stayz Website; Airbnb; Booking.com; Agoda; Expedia; Vrbo; authorised travel agents; referral partners; and any other booking platform or reservation system authorised by Sanur Stayz from time to time.

Where these Terms refer to the applicable Booking Channel, they also include the relevant booking conditions, payment procedures and platform requirements of that Booking Channel to the extent they do not conflict with applicable law or these Terms.

Personal Information
Information that identifies, relates to or can reasonably identify an individual.

This may include names, addresses, telephone numbers, email addresses, passport details, payment information and online identifiers.

Property
Any villa, residence or accommodation managed, marketed or operated by Sanur Stayz.

Services
Accommodation together with any concierge services, guest services, transport arrangements, experiences, activities or other products and services offered or arranged by Sanur Stayz.

Website
The Sanur Stayz website together with any associated websites, online booking engines, guest portals and digital services operated by Sanur Stayz.

Introduction

Sanur Stayz respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how PT Sanur Stayz Bali ("Sanur Stayz", "we", "our" or "us") collects, uses, stores, shares and protects personal information obtained through our Website, authorised Booking Channels and the Services we provide.

This Privacy Policy applies whether you: browse our Website; make a Booking; stay at one of our Properties; enquire about accommodation; use our concierge services; contact us by telephone, email or WhatsApp; subscribe to marketing communications; or otherwise interact with Sanur Stayz.

By using our Website or Services, you acknowledge that you have read and understood this Privacy Policy.

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1. Our Commitment to Privacy

Sanur Stayz is committed to handling personal information responsibly, transparently and securely.

We collect only the information reasonably necessary to: provide accommodation; manage Bookings; communicate with Guests; comply with Indonesian legal obligations; improve our Website and Services; and deliver a high standard of guest experience.

We will never sell your personal information to third parties.

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2. Information We Collect

Depending on your interaction with Sanur Stayz, we may collect information including:

Personal Details; Full name; Date of birth (where required); Nationality**;** Residential address**;** Postal address**;** Telephone number**;** Email address

Identification; Where required by Indonesian law or operational requirements: Passport information; Government-issued identification; Visa or immigration information where applicable

Booking Information; Arrival and departure dates**;** Number of guests**;** Property booked**;** Special requests**;** Travel information**;** Flight details where airport transfers are arranged

Payment Information; Depending on the Booking Channel: Payment status; Transaction reference numbers; Deposit information; Refund information.Sanur Stayz does not store complete credit card numbers. Card payments are securely processed by authorised payment providers.

Communications; We may retain copies of communications including: Email correspondence; WhatsApp messages; Contact forms; Telephone notes; Guest reviews; Feedback provided during or after your stay

Website Information; When you visit our Website we may automatically collect: IP address; Browser type; Device information; Operating system; Website pages visited; Time spent on pages; Referring website; Approximate location derived from IP address.

This information helps us improve our Website and understand how visitors use our services.

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3. How We Collect Information

We collect personal information in a variety of ways, including when you: make a Booking; submit an enquiry; contact us by email, telephone or WhatsApp; complete guest registration; subscribe to newsletters; request concierge services; complete surveys; participate in promotions; browse our Website; or interact with our social media pages.

We may also receive information from authorised Booking Channels and trusted Third-Party Providers where necessary to manage your Booking or deliver requested Services.

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4. Why We Collect Your Information

We collect and use your personal information for purposes including: confirming and managing Bookings; communicating before, during and after your stay; arranging airport transfers and concierge services; complying with Indonesian legal and reporting obligations; processing payments and refunds; responding to enquiries; improving our Website and Services; detecting fraud and maintaining security; meeting insurance requirements; maintaining business records; and sending marketing communications where you have consented or where permitted by applicable law.

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5. Booking Information

When you make a Booking, we collect and use the information necessary to confirm, administer and fulfil your reservation.

This may include: your name and contact details; arrival and departure dates; the Property booked; the number of Guests; special requests; flight information where airport transfers are requested; emergency contact details where provided; and communications relating to your Booking.

We use this information to: confirm your reservation; communicate before, during and after your stay; prepare the Property; coordinate check-in and check-out; arrange requested Services; and comply with our legal obligations.

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6. Payment Information

Payments for Bookings may be processed through various authorised payment providers depending on the applicable Booking Channel. These may include: Charge Automation; Xendit; Airbnb; Booking.com; authorised banking institutions; and other secure payment providers approved by Sanur Stayz.

Sanur Stayz does not store complete credit card numbers or payment card security codes. Payment information is processed using secure payment systems operated by our authorised providers.

Guests should also refer to the privacy policies of the relevant payment provider used to process their transaction.

6.1 Security Deposits and Pre-authorisations

Where applicable, Sanur Stayz may request a Security Deposit or temporary credit card pre-authorisation before check-in.

Any personal information collected for this purpose is used solely to administer the Booking and protect the Property against damage, excessive cleaning, unpaid charges or breaches of our Terms of Service.

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7. Identity Verification

Indonesian laws and local regulations may require accommodation providers to collect and verify identification for Guests.

Where required, Sanur Stayz may collect: passport information; government-issued identification; visa information where applicable; and other information reasonably required by Indonesian authorities.

This information is collected solely for lawful purposes and is retained only for as long as necessary to comply with applicable legal obligations.

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8. Website Analytics & Cookies

Our Website uses cookies and similar technologies to improve functionality, analyse Website performance and enhance your browsing experience.

Cookies may be used to: remember your preferences; maintain secure sessions; understand Website usage; improve Website performance; personalise content; and measure the effectiveness of marketing campaigns. Most web browsers allow you to control or disable cookies through your browser settings.

Please note that disabling certain cookies may affect the functionality of our Website.

8.1 Analytics

Sanur Stayz may use website analytics services to better understand how visitors interact with our Website.

Analytics information may include: pages visited; time spent on pages; navigation paths; referring websites; approximate geographic location; browser type; operating system; and device information.

Analytics data is generally aggregated and used to improve our Website, Services and guest experience.

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9. Marketing Communications

Where permitted by law, Sanur Stayz may send you information about: accommodation offers; seasonal promotions; new Properties; local events; travel inspiration; concierge services; and other information that may be relevant to your interests.

You may unsubscribe from marketing communications at any time by: clicking the unsubscribe link in our emails; contacting Sanur Stayz directly; or updating your communication preferences where available.

Opting out of marketing communications will not affect important Booking-related communications.

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10. Sharing Your Information

Sanur Stayz treats your personal information as confidential.

We only share personal information where reasonably necessary to operate our business, provide requested Services or comply with legal obligations.

Information may be shared with: authorised employees; trusted contractors; Property owners where necessary to administer your stay; payment providers; technology providers; government

authorities where legally required; insurance providers where necessary; professional advisers; and Third-Party Providers engaged to deliver requested Services.

We require our service providers to handle personal information responsibly and only for authorised purposes.

We do not sell your personal information.

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11. Third-Party Booking Channels

Many Guests make Bookings through third-party booking platforms.

These platforms operate their own privacy policies and collect personal information independently of Sanur Stayz. Examples include: Airbnb; Booking.com; Agoda; Expedia; Vrbo; and other authorised Booking Channels.

When a Booking is made through one of these platforms, Sanur Stayz receives only the information necessary to manage your reservation. Guests should also review the privacy policies of the relevant Booking Channel.

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12. Third-Party Service Providers

At your request, Sanur Stayz may arrange or recommend Services provided by independent Third-Party Providers.

Examples include: airport transfers; private drivers; scooter hire; bicycle hire; vehicle hire; grocery delivery; in-villa chefs; massage therapists; babysitting; tours and activities; boat transfers; laundry services; and restaurant reservations.

Where necessary to arrange these Services, we may share only the personal information reasonably required to complete your request. This may include: your name; contact number; pickup location; Booking dates; and other information directly relevant to the requested Service.

Third-Party Providers are responsible for their own privacy practices, and Guests are encouraged to review their privacy policies where appropriate.

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13. International Data Transfers

As an international accommodation provider, Sanur Stayz may transfer or permit access to personal information across national borders where reasonably necessary to operate our business or provide requested Services.

This may occur where our authorised service providers, booking platforms, cloud-based software providers or technology partners process information on servers located outside Indonesia.

Where personal information is transferred internationally, Sanur Stayz will take reasonable steps to ensure that appropriate safeguards are in place to protect your information in accordance with applicable privacy laws and recognised industry practices.

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14. Data Security

Sanur Stayz takes the security of your personal information seriously and implements reasonable administrative, technical and organisational measures designed to protect it against unauthorised access, disclosure, alteration, misuse or destruction.

These measures may include: secure password-protected systems; restricted staff access; encrypted communications where appropriate; secure cloud-based service providers; regular software updates; access controls; and staff awareness of privacy obligations.

While we take reasonable precautions, no method of electronic transmission or data storage can be guaranteed to be completely secure. Accordingly, Sanur Stayz cannot guarantee absolute security but will continue to implement reasonable safeguards appropriate to the nature of the information we hold.

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15. Data Retention

Sanur Stayz retains personal information only for as long as reasonably necessary to: administer Bookings; provide our Services; comply with legal and regulatory obligations; maintain financial and taxation records; resolve disputes; enforce our legal agreements; and protect our legitimate business interests.

When personal information is no longer required, we will take reasonable steps to securely delete, destroy, anonymise or de-identify the information, unless we are legally required to retain it for a longer period.

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16. Your Privacy Rights

Subject to applicable law, you may have the right to: request access to your personal information; request correction of inaccurate or incomplete information; request deletion of personal information where legally permitted; withdraw consent where processing is based upon consent; object to certain uses of your personal information; request restriction of processing in certain circumstances; and make a complaint regarding the handling of your personal information.

Requests should be submitted using the contact details provided at the end of this Privacy Policy.

Before responding to certain requests, Sanur Stayz may need to verify your identity to protect your privacy and security.

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17. Children's Privacy

Sanur Stayz does not knowingly collect personal information directly from children except where it is reasonably necessary to administer a Booking made by a parent, legal guardian or authorised adult.

Where information relating to children is collected as part of a family Booking, it will be used solely for the administration of the Booking and the delivery of our Services.

If you believe that a child has provided personal information directly to Sanur Stayz without appropriate authorisation, please contact us and we will take reasonable steps to investigate and, where appropriate, remove the information.

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18. External Websites

Our Website may contain links to third-party websites, booking platforms or online services operated independently of Sanur Stayz.

These websites are governed by their own privacy policies and terms of use.

Sanur Stayz is not responsible for the privacy practices, security or content of external websites and encourages users to review the privacy policies of any third-party website they visit.

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19. Changes to this Privacy Policy

Sanur Stayz may update this Privacy Policy from time to time to reflect: changes in legislation; changes in technology; new business practices; new Services; improvements to our Website; or operational requirements.

Where significant changes are made, the revised version will be published on the Sanur Stayz Website together with the updated Effective Date.

Your continued use of our Website or Services after the Effective Date constitutes acceptance of the updated Privacy Policy.

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20. Contact Us

If you have any questions regarding this Privacy Policy, wish to exercise your privacy rights or would like further information about how Sanur Stayz handles personal information, please contact us.

PT Sanur Stayz Bali
Sanur, Bali, Indonesia
📞 +62 0811 388 023
📧 hello@sanurstayz.com
🌐 **www.sanurstayz.com**

We will endeavour to respond to privacy enquiries within a reasonable timeframe.

Final Acknowledgement

By using the Sanur Stayz Website, making a Booking, staying at one of our Properties or using any of our Services**,** you acknowledge that you have read and understood this Privacy Policy and consent to the collection, use and disclosure of your personal information as described in this document, where such consent is required by applicable law.