



PRIVACY NOTICE

I. Service Description

We, the Philippine Amusement and Gaming Corporation (PAGCOR) is a 100% government owned and controlled corporation under the Office of the President, Republic of the Philippines. We are mandated to generate revenues for the government's nation-building programs, to operate and regulate games of chance in the country and to help boost the tourism industry.

While we perform our mandate, we are committed in protecting the privacy, confidentiality and security of personal data of those individuals or customers doing business with us, pursuant to the Data Privacy Act of 2012 (DPA) and its Implementing Rules and Regulations (IRR) and other directives as required by the National Privacy Commission and all other applicable laws.

This Privacy Notice explains how PAGCOR, as a Personal Information Controller, will deal with you as its customers in protecting your personal data. It answers what information are collected from you, how and why these are collected, stored, used, retained, disclosed and shared, and disposed, and how you can exercise your privacy rights as data subject/customer.

Please read this carefully.

II. Personal Data That We May Collect

The personal data we collect from you or from your authorized representative are the following, but not limited to:

Personal Information: name, address, job position, work assignment, contact information such as landline or mobile number and email address, gender, IP address, birth date and place, citizenship, payroll and benefits information, images recorded through CCTV.

Sensitive Personal Information: race, ethnic origin, marital status, age, color and religious, philosophical or political affiliations, health, education, genetics or sexual life, proceedings for any offense committed or allegedly to have been committed, the disposal of such proceedings, the sentence of any court in such proceedings; information issued by government agencies peculiar to an individual which includes, but not limited to, social security numbers, previous or current health records, licenses or its denials, suspension or revocation, and tax returns, specifically established by an executive order or an act of Congress to be kept classified.

Privileged Personal Information: data received within the context of a protected relationship such as: husband and wife; attorney and client; and doctor and patient.

III. Collection Method

We collect your personal data through the submission of application forms whether written, electronic or recorded means or any similar manner intended for any business dealing or service you may request from PAGCOR. Your images may also be recorded in premises installed with CCTV monitoring system.

We will collect your personal data under the following conditions:

- a) With your expressed consent, unless applicable laws and regulations do not require us to do so; and

Without your expressed consent, there will be no processing of your personal data. You can also withhold or withdraw consent and personal data previously given. However, we may not be able to process your requested service from us.

- b) Only necessary, adequate, relevant information for the processing of your requested service and/or transaction.

If you believe that there is an excessive and unjustifiable collection of your personal data, please report immediately to the Data Privacy Office.

IV. Timing of Collection

We collect personal data upon submission of application forms whether written or electronic means or any similar manner intended for any business dealing or service you may request from PAGCOR. Your images may also be recorded upon your presence in premises with installed CCTV monitoring system.

V. Purpose of Collected Personal Data

Your personal data collected will be used to process your requested service and/or transaction with PAGCOR or other legitimate purpose, such as but not limited to the following:

- a) Internal Customers/PAGCOR Directors, Officers, Employees and their dependents: *for employment-related services, benefits and compliance to government worker requirements.*
- b) External Customers: *applications for- employment, license to operate games of chance being regulated by PAGCOR, supplier/service provider accreditation, employment license (GEL); CSR services, contractual partnership;*

If you are one of our valued players, your personal data shall be processed and used for marketing purposes which may include membership; product and/or services promotions such as complimentary food and beverages, eligibility promotions on raffles, tournaments and other events, accommodations, rebates, surveys to improve the delivery of services, validating your identity when you avail discounts and rewards, and other direct marketing initiatives; and other non-marketing purposes such as security and surveillance and responding to complaints.

- c) Necessary to protect your vitally important interests as our customers including life and health;
- d) Purpose in pursuit of the interest of PAGCOR and authorized entities to whom the data may be disclosed pursuant to legal, contractual and regulatory obligations of PAGCOR; and
- e) To respond to any legal procedure, national interest such as emergency or compliance to public order and safety, to fulfill a constitutional or statutory mandate of a public authority, such as but not limited to: Anti-Money Laundering Council, bureau and agencies of the government, including law enforcement agencies and court of law;

By default, our policy prohibits the collection and processing of sensitive personal information and privileged information, provided, that such require the processing of your requested service and/or transaction with PAGCOR.

If you feel providing sensitive personal information deemed unnecessary, you have the right to object or refuse providing the same. Please report immediately to Data Privacy Office.

Further, we do not sell your personal data to any entity.

VI. Storage and Transmission of Personal Data

Your personal data collected in written, electronic or recorded means shall be stored, controlled and monitored by the departments or Personal Information Processors where the specific personal data processing system is being utilized in the collection of your personal data.

Those personal data that will be transmitted to Information Technology Department shall be electronically processed and stored in databases secured with firewall.

We shall employ appropriate privacy safeguards such as organizational, physical and technical security measures in order to protect your personal data at rest and in transit against loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction.

Any data security incident or breach that comes to our knowledge shall be recorded and reported as required by law. We shall take all necessary and reasonable steps to address such incident or breach and mitigate any negative effects. If there is strong suspicion that an incident affects your personal data, we will notify you of such incident in an appropriate manner and time.

VII. Method of Use

All personal data collected from you shall be used to process your requested service or transaction with PAGCOR and other legitimate purposes not contrary to DPA, its IRR and other applicable laws.

Your personal data shall be processed and accessible only to those competent and authorized personnel. Disclosure or sharing is subject to organizational or internal controls and policies to protect your privacy, confidentiality and security.

Physical and electronic records of your personal data shall be stored securely for future purposes and be disposed when no longer necessary or pursuant to organizational policies and other laws on records management.

VIII. Location of Personal Data

Your personal data transmitted to Information Technology Department for processing and storage are located in the servers being maintained by said department. The department is located at the 10th Floor, PAGCOR Main Corporate Office, iMet BPO Tower, CBP-1A Metropolitan Park, Roxas Boulevard, Pasay City.

PAGCOR does not store or transmit your personal data to any entity abroad.

IX. Third Party Transfer

Your collected personal data shall only be accessed and used by authorized individuals and shall be shared or disclosed only to authorized entities and authorities for permitted purposes under the DPA and its IRR and other applicable laws. If necessary, PAGCOR shall execute data sharing agreements to ensure protection of your privacy.

Also, authorized individuals shall be required to sign a non-disclosure agreement and undergo trainings on safeguarding your personal data.

X. Retention Period

PAGCOR as government agency is bound by its internal policies and applicable laws relative to the retention and disposal of specific documents, which may contain your personal data.

PAGCOR commits to delete or dispose collected personal data if no longer needed or necessary to maintain.

XI. Participation of Data Subject

Under Section 16 of the DPA, your rights as a data subject are listed as follows:

The Right to be Informed

Before collecting your personal data, you will be informed of the purposes of which your personal data shall be used and your rights as data subjects.

The Right to Access

You have the right to reasonable access to, upon demand, of the personal data we collected, including related concerns as permitted in the DPA and its IRR.

The Right to Correct/Rectify

You have the right to dispute the inaccuracy or error in your personal data or have us correct it immediately and accordingly.

The Right to Erasure/Blocking

You have the right to suspend, withdraw, or order the blocking, removal or destruction of your personal data.

The Right to Object

You have the right to object to the processing of your personal data. You are also given the opportunity to withhold consent in case of any amendment to the information supplied to you under the right to be informed.

We will not process your personal data without consent, unless (a) your personal data is needed pursuant to subpoena; (b) the collection and processing are for obvious purposes; and (c) your information being collected and processed because of a legal obligation.

The Right to Damages

You have the right to get indemnified for any damages sustained due to such inaccurate, incomplete, outdated, false, unlawfully obtained personal information.

The Right to Data Portability

You have the right to obtain from us a copy of your personal data processed in an electronic or structured format that is commonly used and allows further use.

Right to File a Complaint

If you believe that your personal data has been misused, maliciously disclosed, or improperly disposed, or that any of your data privacy rights have been violated, you have the right to file a complaint with the National Privacy Commission.

For any violation of your privacy rights, please contact immediately the Data Privacy Office with details provided below; or the National Privacy Commission: 5th Floor Philippine International Convention Center, Pasay City, or send an email to info@privacy.gov.ph.

XII. Updates/Revisions on this Privacy Notice

PAGCOR reserves the right to revise this notice as may be required pursuant to amendments of the DPA and its IRR and issuances of the National Privacy Commission. Any revision becomes effective upon approval of the PAGCOR's Board of Directors and shall be posted within reasonable time in PAGCOR's official website.

We encourage you to periodically check for such updates or changes.

XIII. Effective Date of this Privacy Notice

This Privacy Notice was approved by the PAGCOR's Board of Directors on October 9, 2019.

XIV. Inquiry

To be able to exercise your rights as provided above or should you have any queries, feedbacks on this Privacy Notice, and/or complaints, please contact us through the following details:

Data Privacy Section,
Information Security Division,
Information Technology Department.
10th Floor, PAGCOR Main Corporate Office,
iMet BPO Tower, CBP-1A Metropolitan Park,
Roxas Boulevard, Pasay City
Contact Nos: (02) 7755-3111 or (02) 7521-0957 local 3481
Email Address: dpo@pagcor.ph