

JR TRAVEL GLOBAL

Privacy Policy & Personal Data Protection Notice

Last updated: June 2026 | ICO Registration Number: ZC173154 | jrtravel.co | concierge@jrtravel.co

1. Who We Are and What Guides This Policy

JR Travel Global is a bespoke travel planning and coordination service. We assist clients with travel arrangements such as hotels, flights, transfers, cruises, itineraries, and related travel services.

Where clients are travelling for healthcare, wellness, or preventive health screening purposes, we may assist with researching suitable hospitals, clinics, wellness providers, or healthcare facilities, and with coordinating travel logistics around those plans. Where requested by the client, we may also assist with healthcare enquiry or appointment coordination by helping communicate with the relevant hospital, clinic, or healthcare provider.

JR Travel Global is not a hospital, clinic, healthcare provider, insurer, medical adviser, or provider of clinical services. We do not provide medical advice, diagnosis, treatment, clinical interpretation, or recommendations on whether a medical test, treatment, or healthcare provider is suitable for you. All healthcare decisions, appointment confirmations, medical advice, treatment, test suitability, and interpretation of results remain solely between the client and their chosen licensed healthcare provider.

This Privacy Policy is guided by the following data protection frameworks, where applicable:

- the UK General Data Protection Regulation, also known as the UK GDPR
- the UK Data Protection Act 2018
- guidance and expectations of the UK Information Commissioner's Office, also known as the ICO
- the Malaysian Personal Data Protection Act 2010, also known as the Malaysia PDPA

For the purposes of applicable data protection laws, JR Travel Global is responsible for deciding how and why your personal data is processed when you contact us, submit an enquiry, request a quotation, or use our travel planning and coordination services.

Where UK data protection law applies, this Privacy Policy explains how we collect, use, store, share, and protect personal data in line with the UK GDPR, the Data Protection Act 2018, and ICO guidance.

Where Malaysian data protection law applies, this Privacy Policy also serves as our Personal Data Protection Notice under the Malaysia PDPA.

JR Travel Global is registered with the UK Information Commissioner's Office. Organisation Name: JR Travel Global. ICO Registration Reference: ZC173154.

2. What Personal Data We Collect

When you contact us, submit an enquiry, request a quotation, or use our services, we may collect and process the following types of personal data:

- Full name
- Email address
- Phone number or messaging contact details, where provided
- Country of residence
- Nationality or passport-related information, where needed for travel coordination
- Travel dates, destinations, preferences, budget, and itinerary requirements
- Hotel, airline, cruise, transfer, tour, or other travel preferences
- Information about other travellers included in your enquiry or booking
- Payment and billing information, where relevant
- Communication records between you and JR Travel Global
- Supplier booking references, where relevant
- General preferences relating to healthcare travel, wellness travel, hospital choice, clinic choice, or preventive health screening, where voluntarily provided by you

We do not routinely collect sensitive medical records, diagnoses, clinical histories, test results, or medical reports.

However, in limited circumstances, and only where you provide explicit written authorisation, we may receive, store, or transmit medical-related documents or information on your behalf. This may include medical reports, identification documents, appointment forms, or information requested by a hospital, clinic, insurer, or travel supplier. We will only use such information for the specific purpose you authorised.

The holding, receiving, or forwarding of medical-related information by JR Travel Global does not constitute medical advice, medical care, diagnosis, treatment, or clinical service provision.

3. How We Collect Your Personal Data

We may collect your personal data when:

- You contact us by email, website form, phone, WhatsApp, social media, or messaging platform
- You request a quotation, itinerary, booking, or consultation
- You provide information to allow us to coordinate travel services
- You ask us to contact or coordinate with a hotel, airline, cruise provider, hospital, clinic, transfer provider, insurer, tour provider, or other supplier
- You make a payment or request an invoice
- You communicate with us before, during, or after your trip
- A third party contacts us on your behalf with your authorisation

You are responsible for ensuring that any personal data you provide about another traveller, family member, companion, or third party is shared with their knowledge and, where required, their consent.

4. How We Use Your Personal Data

We may use your personal data for the following purposes:

- To respond to your enquiry
- To provide travel planning and coordination services
- To prepare quotations, itineraries, proposals, or recommendations
- To assist with hotel, flight, cruise, transfer, tour, travel insurance, or other travel-related arrangements
- To assist with hospital, clinic, wellness, or preventive health screening enquiry coordination, where requested by you
- To communicate with suppliers on your behalf
- To help coordinate travel logistics around healthcare, wellness, or screening appointments
- To send you relevant information about your trip or enquiry
- To manage payments, invoices, refunds, or booking records
- To maintain business records
- To comply with legal, accounting, tax, regulatory, or insurance obligations
- To protect our legal rights and business interests
- To improve our services and client experience
- To send marketing communications only where we have a lawful basis or where you have given consent

We will not sell, rent, or trade your personal data to third parties for their own marketing purposes.

5. Legal Basis for Processing Personal Data

Contract Performance

We process personal data where it is necessary to provide the travel planning, coordination, quotation, or booking-related services you have requested.

Legitimate Interests

We may process personal data where it is necessary for our legitimate business interests, such as responding to enquiries, managing client relationships, communicating with suppliers, keeping business records, improving our services, and protecting our legal rights.

Consent

We rely on consent where required by law, including for certain marketing communications or where you provide explicit written authorisation for us to receive, hold, or transmit medical-related documents or sensitive information on your behalf.

Legal Obligation

We may process personal data where we are required to do so by law, including for accounting, tax, regulatory, insurance, fraud prevention, or legal compliance purposes.

Special Category or Sensitive Personal Data

Where we process health-related, medical-related, or other sensitive personal data, we will only do so where you have provided explicit written authorisation, where it is necessary for the service you requested, or where another lawful basis or legal exception applies.

Where Malaysia PDPA applies, we process personal data in accordance with the applicable principles under the Malaysian Personal Data Protection Act 2010.

6. Who We Share Your Data With

We may share relevant personal data with third parties where necessary to provide the services you request. These may include:

- Hotels, resorts, serviced residences, and accommodation providers
- Airlines, flight booking providers, and airport services
- Cruise lines and cruise booking partners
- Transfer, chauffeur, car rental, rail, ferry, or transport providers
- Tour operators, destination management companies, restaurants, attractions, or activity providers
- Hospitals, clinics, wellness providers, health screening centres, or healthcare facilities, where you request healthcare-related travel coordination
- Travel insurance providers, where applicable
- Payment processors, banks, accountants, or billing providers
- Technology, website, email, hosting, cloud storage, or customer management service providers
- Professional advisers, insurers, legal advisers, auditors, or regulators, where necessary
- Government authorities, immigration authorities, law enforcement, courts, or regulators, where legally required

We only share personal data that is reasonably necessary for the relevant purpose. We are not responsible for the privacy practices of independent third-party suppliers, but we take reasonable steps to work with reputable providers where possible.

7. International Data Transfers

JR Travel Global operates with support from Malaysia and the United Kingdom. Depending on the nature of your enquiry or booking, your personal data may be accessed, processed, or transferred between the United Kingdom, Malaysia, and other countries where our travel suppliers are located.

Where personal data is transferred from the United Kingdom to Malaysia or another country outside the United Kingdom, we will rely on an appropriate transfer mechanism where required by applicable law.

By submitting an enquiry, providing information, or requesting our services, you acknowledge that your personal data may be transferred internationally for the purposes described in this Privacy Policy.

8. Medical, Healthcare, and Wellness Travel Information

JR Travel Global may assist clients who are planning travel connected to preventive health screening, wellness services, hospital visits, clinic visits, specialist consultations, or other healthcare-related travel. Our role is limited to travel planning, research support, supplier communication, and coordination assistance.

We do not:

- Provide medical advice
- Recommend or decide which medical test, treatment, hospital, clinic, doctor, or healthcare provider is clinically suitable for you
- Interpret medical reports or test results
- Diagnose medical conditions
- Provide treatment
- Guarantee appointment availability, treatment outcomes, pricing, or suitability
- Accept responsibility for clinical decisions made by healthcare providers
- Replace the advice of a licensed healthcare professional

You should always consult a licensed healthcare professional before making decisions about medical tests, treatment, screening, procedures, or healthcare travel.

9. Payment Information

Where payment is required, payment information may be processed by third-party payment providers, banks, or financial platforms. JR Travel Global does not intentionally store full payment card details unless necessary and lawful. We recommend that you review the privacy policy of any payment provider used to complete a transaction.

10. Marketing Communications

We will not use your personal data for direct marketing unless we have a lawful basis to do so. Where consent is required, we will only send marketing communications if you have opted in or otherwise provided consent. You may unsubscribe or withdraw consent at any time by contacting us at concierge@jrtravel.co or by using any unsubscribe method provided in the communication.

We will not sell your data to third parties for marketing purposes.

11. Cookies and Website Data

Our website, jrtravel.co, may use cookies or similar technologies to improve your browsing experience, understand website usage, and improve our services. You can control or disable cookies through your browser settings. Disabling some cookies may affect the functionality or performance of the website.

12. Third-Party Links

Our website, emails, messages, or itineraries may contain links to third-party websites, including hotels, airlines, hospitals, clinics, payment providers, travel suppliers, insurers, or other service providers. We are not responsible for the privacy practices, content, accuracy, security, or terms of third-party websites.

13. How Long We Keep Your Data

We retain personal data only for as long as necessary for the purposes for which it was collected, or as required for legal, accounting, tax, regulatory, insurance, or dispute-resolution purposes. Our general

retention periods are:

- Enquiry data where no booking is made: up to 12 months
- Booking, client, invoice, and transaction records: up to 6 years
- Supplier communication records: for as long as reasonably necessary to manage the booking or enquiry
- Marketing consent records: until you withdraw consent or until the record is no longer required
- Medical-related documents provided with explicit authorisation: only for as long as necessary for the specific coordination purpose, unless a longer period is required by law

After the applicable retention period, personal data will be securely deleted, anonymised, or archived where appropriate.

14. How We Keep Your Data Secure

We take reasonable technical and organisational measures to protect personal data against unauthorised access, loss, misuse, alteration, disclosure, or destruction. These measures may include:

- Secure storage of client information
- Limited access to personal data on a need-to-know basis
- Password protection and account access controls
- Use of secure communication channels where possible
- Careful handling of medical-related or sensitive documents
- Internal procedures for managing personal data securely

No method of internet transmission or electronic storage is completely secure. You should avoid sending highly sensitive information unless necessary and should contact us if you have concerns about how to transmit information securely.

15. Your Rights

Depending on where you are located and which data protection laws apply, you may have rights in relation to your personal data. These may include:

- The right to request access to the personal data we hold about you
- The right to request correction of inaccurate or incomplete personal data
- The right to request deletion of your personal data in certain circumstances
- The right to request restriction of processing
- The right to object to certain processing activities
- The right to withdraw consent where processing is based on consent
- The right to request data portability, where applicable
- The right to ask questions or make a complaint about how your personal data is handled

Where Malaysia PDPA applies, you may also have the right to access and correct your personal data, subject to applicable legal requirements and exceptions.

To exercise your rights, please contact us at: concierge@jrtravel.co. We may need to verify your identity before responding. We will respond within the timeframe required by applicable law.

16. Accuracy of Personal Data

You are responsible for ensuring that the personal data you provide to us is accurate, complete, and up to date. Please inform us as soon as possible if your personal data changes. We are not responsible for issues caused by inaccurate, incomplete, outdated, or misleading information provided to us.

17. Data About Other Travellers

If you provide personal data about another person, such as a family member, travel companion, employee, client, or dependent, you confirm that:

- You have authority or consent to provide their personal data to us
- You have informed them that their personal data will be shared with JR Travel Global
- You have directed them to this Privacy Policy where appropriate
- The information you provide is accurate and up to date

For minors or dependents, personal data should only be provided by a parent, guardian, or person with appropriate authority.

18. Complaints

If you have concerns about how we handle your personal data, please contact us first so that we can try to resolve the issue.

If UK data protection law applies and you are not satisfied with our response, you may have the right to lodge a complaint with the UK Information Commissioner's Office at ico.org.uk or by calling 0303 123 1113.

If Malaysia data protection law applies, you may also have the right to contact the Personal Data Protection Department of Malaysia.

19. Updates to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, business operations, legal obligations, or data protection practices. Any updated version will be posted on our website with a revised 'Last updated' date. We encourage you to review this Privacy Policy periodically.

20. Contact Us

If you have any questions about this Privacy Policy, wish to exercise your data rights, or have concerns about how your personal data is handled, please contact us:

JR Travel Global

Website: jrtravel.co

Email: concierge@jrtravel.co