Privacy Policy

Indonesia-Arrival.com

At Indonesia-Arrival.com, operated by TheorieDigitaal B.V., we are committed to safeguarding your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, store, and protect your data when you utilize our services to assist with the Indonesia Arrival Card (which combines the electronic customs declaration and health declaration) required for entry into Indonesia.

1. Information We Collect

To facilitate the completion of your Indonesia Arrival Card, we collect the following information:

- **Personal Information:** Full name, passport number, nationality, and date of birth.
- **Contact Information:** Email address and phone number.
- **Travel Details:** Flight number, date and time of arrival, port of arrival, and seat number.
- **Baggage Information:** Number of checked and carry-on bags.
- **Customs Declaration Details:** Information regarding items you are bringing into Indonesia, including currency exceeding the equivalent of IDR 100,000,000; goods subject to import duties, excise, or other taxes; restricted or prohibited items such as narcotics, firearms, or endangered species; plants, animals, fish, or related products; and commercial goods or samples.
- **Health Information:** Responses to health-related questions as mandated by Indonesian authorities.

2. Purpose of Data Collection

We collect this information to:

- Assist you in accurately completing the Arrival Card.
- Ensure compliance with Indonesian customs and health regulations.
- Facilitate a smooth entry process upon your arrival in Indonesia.

3. Intermediary Service

Indonesia-Arrival.com operates as an independent service provider offering guidance and assistance in completing the Arrival Card. We are not affiliated with the Indonesian authorities. Our role is to provide information and resources to help you navigate the process, but we do not guarantee approval or acceptance of any submissions.

4. Data Storage and Security

Your personal information is stored securely on our servers, which are protected by industry-standard security measures, including encryption and access controls. We implement appropriate technical and organizational measures to safeguard your data against unauthorized access, alteration, disclosure, or destruction.

5. Data Sharing

We share your information only with relevant Indonesian authorities as required to process your Arrival Card. We do not share your personal data with third parties for marketing or other purposes without your explicit consent, unless required by law.

Please note that your data may be transferred internationally as part of the processing of your Arrival Card.

6. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by law. Typically, we retain your data for a maximum period of 2 years.

7. Your Rights

You have the following rights regarding your personal data:

- **Access:** Request access to the personal data we hold about you.
- **Correction:** Request correction of any inaccurate or incomplete information.
- **Deletion:** Request deletion of your personal data when it is no longer required.
- **Objection and Restriction:** Object to or request restriction of the processing of your personal data under certain circumstances.

To exercise these rights, please contact us at info@indonesia-arrival.com.

8. Cookies and Tracking

We use cookies and similar tracking technologies to enhance your experience on our website. For detailed information, please refer to our Cookie Policy.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be published on our website, and we encourage users to review this Privacy Policy periodically.

10. Contact Information

For any questions or concerns regarding this Privacy Policy or our data practices, please contact us:

TheorieDigitaal B.V.
Otto Reuchlinweg 114-2
3072 MD Rotterdam
The Netherlands
Email: info@indonesia-arrival.com
Chamber of Commerce (KvK): 68026951
VAT number: NL857271246B01

By using our services, you acknowledge that you have read and understood this Privacy Policy.