**DATA PRIVACY POLICY OF THE PHILIPPINE BUREAU OF CUSTOMS**

The **BUREAU OF CUSTOMS** is committed to protecting and respecting your privacy in compliance with the Data Privacy Act (Republic Act No. 10173). We want to tell you how we use and protect your personal information. This includes informing you of your rights regarding your personal information that we hold. The Bureau also has a full privacy policy which can be found on our website www.customs.gov.ph.

**I. Information, Collection, Use, and Disclosure**

During the course of your involvement with the Bureau of Customs and/or after ticking the box, you have given your consent for us to collect, use or disclose personal information about you for the following purposes as may be applicable to you:

* Assisting you in your Import Transactions;
* Assisting you in your Export Transactions;
* Assisting you in your Airport Operations;
* Assisting you in your Baggage and/or Currency Declarations;
* Assisting you in processing of Tax Exemption Certificates;
* Assisting you in issuance of Clearance of No Pending Case by the Legal Service;
* Assisting you in issuance of Clearance of No Pending Case by the CIIS;
* Assisting you in processing of application for Drawback (One Stop Shop Drawback Center);
* Assisting you in processing of the request for the utilization of BOC approved TCC;
* Assisting you in processing of the request for the utilization of TCC jointly issued by BOC-OSS;
* Assisting you in processing of application for special revalidation of TCC with the Tax Credit Committee;
* Assisting you in processing of application for special revalidation of TCC District Collector’s Office (Reduction of Duty Rate);
* Assisting you in processing of application for VAT Refund through Tax Credit;
* Assisting you in processing of application for employment or job contracting with the Bureau;
* Use of the Information and Communications System of the Bureau;
* Assisting you in processing of data requests with the Bureau;
* Assisting you in entering into agreements with the Bureau;
* Recording or accessing information on the E2M and other online system of the Bureau;

The types of personal information we may collect, use or disclose about you includes but is not limited to:

* Your full name;
* Your date of birth;
* Your residential address;
* Your postal address;
* Your email address;
* Your home telephone number;
* Your work telephone number;
* Your mobile telephone number;
* Your occupation and business address;
* Your flight details;
* Your information details as a passenger;
* Financial information including details of your employer, income, name of bank or financial institution;
* Details of your spouse, de facto, and dependent children; or
* Details of properties owned by you.

In order to provide services to you, we may disclose your personal information to the persons/organizations described below:

* Your legal advisor(s) and the legal advisor(s) representing the other party(s) involved in your transaction;
* Your financial institution and/or financial advisor;
* Insurance providers and brokers;
* Utility providers and utility connection service providers;
* Persons or organizations involved in providing, managing or administering your shipment or goods including independent contractors engaged by the Bureau.
* Tradespeople engaged by us to repair or maintain a property owned or leased by you;
* Organizations involved in maintaining, reviewing and developing the Bureau’s systems, procedures and infrastructure including maintaining or upgrading our computer systems;
* Organizations involved in the payments systems including financial institutions, merchants, and payment organizations;
* Tariff Commission;
* Bureau of Internal Revenue;
* Department of Finance;
* Philippine National Police;
* National Bureau of Investigation;
* Anti-Money Laundering Council;
* Bangko Sentral ng Pilipinas;
* Other Government Agencies with respective mandates to secure to process personal information relevant to your transaction;
* With third parties because you have given consent.

Whenever it is reasonable or practicable to do so, we will collect your personal information directly from you. Sometimes it will be necessary for us to collect information from a third party or a publicly available source, such as your legal adviser, your past or current employers, your past or current clients, and your past or current brokers or agents.

In the course of providing services to you, it may be necessary for us to enter your personal information into forms generation software and customs websites. Depending on the terms of use of such software and websites, a third party may acquire rights to use or disclose information entered into the relevant forms or websites.

We need your permission to collect, use, and disclose your personal information and we therefore ask that you sign the consent on the first page of this document to indicate your consent.

In the event that you do not consent to the Bureau of Customs collecting and releasing your personal information as described above, we may be unable to provide the services requested by you.

**II. Access to, and correction of personal information**

You have the right to request access to your personal information and to request that the Bureau update or correct your personal information.

Our privacy policy contains further information about how you may request access to, and correction of, your personal information.

**III. Contacting Us**

You may contact us by mail, email or telephone as follows:

Mail:

Public Information and Assistance Division (PIAD) Office located at the Office of the Commissioner Building, Gate 3, South Harbor, Port Area, Manila

E-mail:

piad@customs.gov.ph

Telephone:

8705-6000