

## **DATA PRIVACY POLICY**

The Bureau of Customs is committed to protecting and respecting your privacy in compliance with Republic Act No. 10173, or the Data Privacy Act of 2012, and Customs Memorandum Order 16-2021, titled "Privacy Manual." This privacy policy explains how your personal information is collected, used, and disclosed by the Bureau.

This privacy policy applies to the website, [www.customs.gov.ph](http://www.customs.gov.ph), and its associated subdomains. By accessing and using our service, registering an account, or making an inquiry, you signify that you have read, understood, and agree to our collection, storage, use, and disclosure of your personal information as described in this privacy policy and our terms of service.

### **Scope of Policy**

This policy covers all parties (employees, personnel, contractors, clients, importers, exporters, customs brokers, stakeholders, and other interested parties) who provide any personal information to the Bureau of Customs.

### **Disclosure of Information**

During the course of your involvement with the Bureau of Customs, you have given consent to collect, use, or disclose personal information to the following:

- Full name;
- Date of Birth;
- Residential Address;
- Postal Address;
- Email Address;
- Home telephone number;
- Work telephone number;
- Mobile telephone number;
- Occupation and business address;
- Flight details;
- Information details as a passenger;
- Financial information including details of employer, income, name of bank or financial institution;
- Details of your spouse, de facto, and dependent children; or
- Details of properties owned by you.
- Other necessary details in accordance to the service requiring such information.

## **Utilization of Information**

The information we collect from you may be used in one of the following ways:

- Personalize your experience to help us better respond to your individual needs;
- Improve our service based on the information and feedback we receive from you;
- Enhance stakeholder-oriented service;
- Process transactions in relation to customs procedures, such as, but not limited to, importation, exportation, airport operations, baggage and/or currency declarations, tax exemption endorsements, clearances from legal service and CIIS, applications for drawback, processing requests for utilization of BOC-approved TCC, revalidation of tax credit certificate from the Tax Credit Committee, tax credits, VAT refund, and information related to the e2M and other online systems of the Bureau;
- Assist in the application for employment or a job contract with the Bureau;
- Assist in entering into agreements with the Bureau;

## **How do we protect your information?**

The Bureau of Customs respects and values the privacy rights of data subjects and makes sure that all personal data collected, including that of the Bureau's clients and stakeholders, is treated with the utmost care and confidentiality.

The Bureau ensures that it collects, shares, stores, transmits, and disposes of data fairly, transparently, and with respect for individual rights. It shall inform data subjects of the bureau's data protection and security measures.

Employees and agents of the bureau are required to strictly respect and obey the rights of the data subjects. The personal information shall be held under strict confidentiality and shall only be used for the declared purposes. The Bureau shall designate appropriate offices to be responsible for monitoring such compliance and developing the appropriate disciplinary measures and mechanisms.

## **Rights of the User**

Subjects shall have the following rights in connection with the processing of their personal data:

- Right to be informed (whether the personal data are being or have been processed);
- Right to object (in regards to the processing of their personal data and be given an opportunity to withhold consent to the processing);
- Right to access (upon demand of their contents of the personal data, manner in processing reasons for disclosure, date where last accessed, and the like);
- Right to rectification (to dispute the inaccuracy or rectify the error in their personal data, and the Bureau shall correct it immediately and accordingly, unless otherwise unreasonable);
- Right to erasure or blocking (in suspension, withdrawal, or order of blocking, removal, or

destruction of their personal data from the Bureau's filing system);  
- Right to Data Portability (whether processed electronically or in a structured and commonly used format); and  
Right to damages

### **Non-applicability of Privacy Rights**

The Privacy Policy shall not be applicable if the processed personal information is used only for the needs of scientific and statistical research and, on the basis of such, no activities are carried out and no decisions are taken regarding the data subject. The same applies to personal information gathered for the purpose of investigations in relation to any criminal, administrative, or tax liabilities of a data subject.

### **Web Browser Cookies**

The Bureau's website uses cookies and other applications that may collect personal data in the course of storing and tracking information about visitors to the site. The user may choose to modify these cookies in their browser settings to limit the information being gathered. This may, however, limit the usage and potentially not fully utilize the website's function.

### **Feedback, Inquiries and Complaints**

For any questions or concerns regarding the exercise of your rights to data privacy, please contact the Bureau through the Public Information and Assistance Division (PIAD) at [boc.cares@customs.gov.ph](mailto:boc.cares@customs.gov.ph) or landline number (02) 8705-6000.