

Privacy Policy

At **ecd-indonesia.com**, 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 electronic customs declaration (e-CD) required for entry into Indonesia.

1. Information We Collect

To facilitate the completion of your electronic customs declaration, 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.
 - 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 electronic customs declaration form.
- Ensure compliance with Indonesian customs regulations.
- Facilitate a smooth entry process upon your arrival in Indonesia.

3. Intermediary Service

ecd-indonesia.com operates as an independent service provider offering guidance and assistance in completing the e-CD. We are not affiliated with the Indonesian customs authorities. Our role is to provide information and resources to help you navigate the customs declaration process but do not guarantee approval or acceptance of any declarations.

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 customs declaration. 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 declaration process.

6. Data Retention

We retain your personal data only for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Typically, we keep your data for a maximum 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 needed for the purposes for which it was collected.
- **Objection and Restriction:** Object to or request restriction of the processing of your data under certain circumstances.

To exercise these rights, please contact us at info@ecd-indonesia.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. Changes will be posted on our website, and we encourage you to review this policy periodically.

10. Contact Information

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

- **Email:** info@ecd-indonesia.com
- **Address:** Fornheselaan 202074, 3734GE, Den Dolder, Netherlands
- **Phone:** +31 85 060 48 60

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of your information as described herein.