



PPA PRIVACY STATEMENT

Our Privacy Statement

Philippine Ports Authority ("PPA") respects our Port Users/Customers' (PU/C), employees, and prospective applicants' right to privacy. PPA has developed this privacy policy to explain how PPA uses the personal data we collect from you when you use our website and related online sites and to inform you of our privacy practices. This aims to ensure that we adopt and observe appropriate standards for personal data protection in compliance with Republic Act No. 10173 or the Data Privacy Act of 2012 (DPA), its Implementing Rules and Regulations, and other relevant policies, including issuances of the National Privacy Commission.

What data do we collect?

PPA collects the basic contact information of our port users/customers, employees/personnel, and applicants including their full name, address, email address, contact number, together with the type of business and/or service that they would like to engage in including personal identification number and other personal information, when necessary.

With your consent, PPA may also gather specific categories of sensitive data, such as health/medical information or biometric data.

PPA as the Personal Information Controller (PIC) has several offices such as the following:

- Human Resources Management Department (HRMD) at the Head Office where prospective job applicants and personnel information are processed.
- Information and Communication Technology Department (ICTD) where port customer information is collected and processed through its software/online systems.
- Port Operations Services Department (POSD), Commercial Services Department (CSD), Bids and Awards Committee (BAC), as well as the different Head Office Departments and Units, and the Port Management Offices where company information and related data are collected as a result of business engagement with PPA.



How do we collect your data?

Most of the personal data we retain is information you have shared with us. You provide us with personal data when you:

- Use any of our online software systems such as Electronic Accreditation System (eAS), Electronic Payment System (ePayment), Electronic Permit Management System (ePMS), Internet-based Port Operations and Receipting for Terminals System (iPORTS), Online Port Charges Exemption System, and Human Resource Information System (HRIS);
- Transact an official business by filling out application forms, contracts/agreements, and other similar or related documents through any of our available channels (online and/or in all port offices under PPA's jurisdiction);
- Upload employee or application document requirements using our HR online systems (HRIS-ESS, Recruitment);
- Voluntarily complete a customer survey form, provide feedback, or take part in our research posted on PPA's official website, Social media accounts, or via email.
- Get in touch with us for inquiries, file a complaint, or request for a service.
- Submit to us a completely filled official form downloaded from our website at <https://www.ppa.com.ph/?q=content/downloadable-forms>.

We also collect information as a result of your engagement with PPA when you:

- Use or view our website via your browser's cookies;
- Use our network, facilities and services using mobile devices or any other channels;
- Pay your bills at our collection centers/officers for services rendered;
- Use our self-service kiosks and portals;
- Visit any ports under PPA's jurisdiction.
- Submit customer satisfaction survey forms or evaluation forms.



How will we use your data?

PPA collects and maintains some basic information about you. We do so only for the purposes and legal bases described below:

- To establish a sound relationship with you. We process your personal data based on our legitimate interest to function effectively as a government corporation that will allow us to validate your identity for purposes of business engagement with PPA, and/or billing and collection of fees as a result of your availed port services.
- To gain insight into our commercial operations. We collect, use, process, analyze and document our services or business engagement with you so that we can fulfill our obligations under a contract with you or vice versa. Our analysis may include the volume and frequency of your use of our transactional software systems and your historical information which we determine based on an analysis of the sites where you have availed port services or engaged in business to generate insights on port traffic related to ship, cargo, and passenger as well as business opportunities.
- To improve our port services and helpdesk assistance. We analyze your usage of our network and facilities to help us manage your account, provide helpdesk assistance, investigate and resolve your service-related requests and concerns, monitor the quality and security of the network, and plan for service improvement. We may also store and process your personal contact details in an internal directory listing to communicate with you or provide you with necessary assistance.
- To manage the security of our business operations. We process your personal data to conduct IT (INFORMATION TECHNOLOGY) security operations, to manage our assets for business continuity, disaster recovery, and for government auditing purposes.
- To monitor the entry and exit of guests and visitors within PPA premises.
- To understand your preferences so that we can serve you better. We store and process data to determine your usage profile by analyzing your activities such as when you participate in our market research initiatives when you visit and transact in all ports under PPA's jurisdiction, and when you visit and use our websites and online transactional systems.

How do we store your data?

- PPA stores your digitized information at our data centers located in our Central Facility (CF). Such data is backed up as well at the Disaster Recovery Center (DRC) contracted out by PPA to a third-party service provider.



- Data from online productivity platforms such as MS Office 365 are stored in a secured cloud environment that is managed by the product.

What are your data protection rights?

PPA would like to ensure that you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request access to the personal data we process about you. This right entitles you to know if we have your personal data and to request a copy of that personal data.

The right to rectification – You have the right to request rectification of your personal data. This right entitles you to request PPA to have your personal data corrected if it is found to be outdated, inaccurate, or incomplete.

The right to erasure – You have the right to request the erasure of your personal data. This right entitles you to request PPA to erase your personal data in cases when your personal data is no longer necessary to achieve the legitimate business purpose of its use or processing.

The right to restrict processing – You have the right to request the restriction of the processing of your personal data. This right entitles you to request PPA to only process your personal data in limited circumstances or under certain conditions with your consent.

The right to data portability – You have the right to request portability of your personal data. This right entitles you to receive a copy of personal data that you have provided to PPA. This includes requests for us to transmit a copy of the data we have collected to another company/organization, on your behalf.

To exercise these rights, you may contact our Data Protection Officer through the contact details provided below. In some instances, we may request supporting documents or proof before we effect any requested changes to your personal data.

If, despite our commitment and efforts to protect your personal data, you believe that your data privacy rights have been violated, we encourage and welcome individuals to come to PPA first to seek resolution of any complaint.

PPA Data Protection Officer: dpo@ppa.com.ph



When we disclose your personal data

Should there be any circumstances where PPA may need to share some of the information that you have provided to us, we ensure that your personal data is disclosed only in compliance with applicable privacy laws and regulations.

PPA will never rent, sell, share, or give away your personal data to third parties outside of PPA except in instances where you may have given your consent as described in this statement.

In some instances, we may be required to disclose your personal data to our agents, subsidiaries, affiliates, business partners, and other third-party agencies and service providers as part of our regular business operations. This means we might share your information with:

- Other government agencies or law enforcement units, but only when required by lawful orders and processes.
- Our service providers and contractors who help us provide port services and related business operations. This includes partner companies, organizations, or agencies, and their sub-contractors but only for legitimate purposes.
- Other companies which you have given consent for us to share your information with but only in unusual circumstances such as to verify your identity.

How we protect your personal data

PPA has applied organizational, technical, and physical security measures designed to protect your information from unauthorized access, misuse, disclosure, and other unlawful activities. We ensure to protect your information through the following practices:

- A Data Protection Committee (DPC) is created and headed by a designated Data Protection Officer (DPO) to monitor compliance with RA (REPUBLIC ACT) 10173.
- Information on data privacy regulation is disseminated to PPA employees and stakeholders through different channels (website, information board, etc.).
- Access to information is restricted to authorized personnel only. For digitized records, access to ICT (Information and Communication Technology) systems is in accordance with [PPA ICT Security Policy](#);
- Access mechanisms such as authentication controls using a unique Username/User ID and Password is assigned to each authorized system user.
- A secured server behind a security system, encryption and security controls are applied in our ICT infrastructure to prevent unauthorized access and intrusion to our ICT network.



- Various measures to guarantee the security and privacy of your data have been implemented as follows:
 - Security Certificates & Security Updates: We utilize security certificates and regularly update our systems to maintain robust security measures.
 - Intrusion Detection & Prevention: We employ systems that detect and prevent unauthorized access attempts and intrusions.
 - Anti-Virus: Our systems are equipped with reliable anti-virus software to protect against malware and other threats.
 - Data Backups & Disaster Recovery: We regularly back up data and have disaster recovery procedures in place to ensure data integrity and availability in the event of an unexpected incident.
 - Employee Training & Awareness: Our employees undergo training to enhance their understanding of data security practices and to foster a culture of awareness.
 - Continuous Monitoring & Reporting: We continuously monitor our systems to identify and address any security vulnerabilities or suspicious activities, and we provide regular reports to ensure transparency and accountability.

PPA keeps your information depending on the use and only for as long as necessary for use to (1) fulfill our mandate (2) provide the port services that you avail from us (3) to comply with existing laws, (4) for special cases when required in government audit, legal claims and/or for a maximum retention period as follows:

- Ten (10) years if your personal information is determined to be related to financial related transactions in accordance with BIR (Bureau of Internal Revenue) Revenue Regulations (RR) No. 17-2013 which requires taxpayers to preserve books of accounts, including subsidiary books & other accounting records, for a period of ten years.
- One month if your information is determined to be non-relevant to any financial-related transaction.
- In accordance with the requirements of RA 9470, the National Archives of the Philippines Act of 2007.

PPA Website and Online Systems Privacy Policy

The policies below are applicable to the official website and related online sites of the Philippine Ports Authority (PPA) found at www.ppa.com.ph and/or those owned or managed by PPA through ICTD and its respective Port Management Offices (PMO). Please be advised that the practices described in this Privacy Policy apply only to information gathered at the abovementioned websites. They do not apply to information



that you may submit to us offline, or on other websites maintained by other organizations/companies to which we may link or may have links through us.

By visiting PPA Web Site/Online Sites, you are accepting the practices described in our Privacy Policy. PPA collects personal information, voluntarily submitted by port users/customers, employees, applicants and visitors to the Web Site/Online Sites, which enables us to respond to request or inquiries and/or to process transactions related to PPA services. PPA adheres to the ethical practices in all our operations and is dedicated to protecting the privacy of all users/visitors to our Web site/Online Sites. PPA does not sell, exchange, share or give away your personal information to anyone outside of PPA.

PPA, when necessary, use third-party affiliates/partners, contractors or consultants to perform functions such as software development/programming, technical support services, data analytics, cloud services, security management, etc., on our behalf. These entities, whenever necessary, may have access to the personal information needed to perform their functions and are contractually obligated to maintain the confidentiality and security of any personal information collected from the Web site/Online Sites. They are restricted from selling and distributing these data in any way other than to provide the requested services to the Web site/Online Sites.

The PPA Web Site and related Online Sites are published within and are subject to laws of the Republic of the Philippines. If you are located outside the Republic of the Philippines and voluntarily submit personal information to us, you consent to the general use of such information as provided in this Privacy Policy and to the transfer of that information to, and/or storage of that information in, the Republic of the Philippines. PPA shall not be liable under any circumstances for damages resulting from your use of the PPA Web Site and other related Online Sites.

PPA may change this Privacy Policy to reflect, among others, changes in the way we collect visitor information.

Cookie Policy

PPA uses cookies in a range of ways to assist us in improving our website design and functions. A cookie is a small text file, often containing a unique identifier, stored by your web browser when you visit a website. PPA uses cookies that are essential for navigating and enabling certain functioning of PPA websites/online sites. Cookies assist PPA in authenticating you and your device for security purposes and to personalize your web experience. If you choose to disable these cookies, specific features of the PPA websites/online sites, such as accessing your account, uploading documents or making a transaction, may not be available. PPA does not warrant that transmission of data will be completely secured, and any and all submissions are at the visitor's risk. Please be



advised that the practices described in this Privacy Policy do not apply to information gathered through other third-party websites linked with PPA website/online sites. Any information you share in public areas, such as message boards or feedback sections, becomes public and does not apply to this Privacy Policy.

What are your options with cookies?

You have available options on how you manage your cookies. Through your browser settings, you can accept, refuse or delete cookies. However, if you choose to delete or refuse to accept cookies, there may be functions on our PPA websites/online sites that may not be available to you.

Links to Third-Party Sites

The PPA Website contains links to other websites (social media such as Facebook and Twitter, International Organization/Community/Agency Websites), which are not managed by PPA. We encourage you to read the privacy policies of each website that you visit. Please be reminded that PPA will not be responsible for the privacy practices of third-party websites.

Changes to our privacy statement

PPA keeps its privacy policy under periodic review and posts any updates on this webpage. We may update our privacy statement to comply with changes in government and regulatory requirements, to adapt to recent technologies, and to align with industry best practices in parallel with improvements in business operations.

This privacy policy was last updated in 03 AUG 2023


JAY DANIEL R. SANTIAGO
General Manager

