

Privacy Policy

Updated: 08 January 2026

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1.0. Our Commitment

Maxibus Transport (the "TSP") is committed to protecting the privacy and security of the personal data of our customers, passengers, and website visitors. This policy explains our practices in accordance with the **Singapore Personal Data Protection Act 2012 (PDPA)**.

2.0. Data We Collect

We collect data through our website, WhatsApp booking channel, and phone inquiries:

- **Identity Data:** Full name, NRIC/Passport number (only when legally required for cross-border or high-security site entry).
- **Contact Data:** Mobile number, email address, and billing address.
- **Trip Data:** Pickup/drop-off locations, flight details, and special requirements (e.g., wheelchair access).
- **Financial Data:** Bank account details for refunds and PayNow transaction records.
- **Marketing Data:** Your preferences in receiving updates or promotional offers from us.

3.0. How We Use Your Data (The "Purposes")

We use your data for the following "Business Improvement Purposes":

- **Operational:** Dispatching drivers, tracking vehicle locations, and providing "Driver Arrived" notifications.
- **Administrative:** Processing payments, issuing invoices, and verifying "No-Show" claims.
- **Safety & Security:** Verifying passenger identities for corporate or school transport contracts.
- **Regulatory:** Maintaining logs for LTA audits or complying with police investigations.

4.0. Disclosure of Personal Data

We only disclose your data to the following parties:

- **Internal Staff:** Admin and dispatch teams who manage your booking.
- **Assigned Drivers:** Including sub-contractors/ad-hoc drivers who only receive the info necessary to reach you.
- **Professional Advisers:** Lawyers or auditors in the event of a dispute or financial audit.
- **Government Bodies:** LTA, Traffic Police, or the Singapore Police Force when required by law.

5.0. Data Security & Storage

- **Encryption:** We use secure cloud-based storage with encrypted access for all booking logs.
- **Access Control:** Only authorized personnel have access to customer databases.
- **Physical Security:** Any hard-copy manifests or invoices are stored in locked cabinets within our office.

6.0. Retention Policy

- **Active Data:** Retained for the duration of your service.
- **Financial Records:** Retained for **seven (7) years** as required by the Inland Revenue Authority of Singapore (IRAS).
- **Inactive Booking Data:** Deleted or anonymized after **two (2) years** if there has been no further engagement, to ensure we do not hold unnecessary data.

7.0. Data Protection Officer (DPO)

In compliance with the PDPA, we have appointed a Data Protection Officer. If you have questions about your data or wish to file a complaint, please contact:

- **Attn:** The Data Protection Officer
- **Email:** [Insert Email]
- **Address:** [Insert Office Address]

8.0. Your Rights (Access and Correction)

You have the right to request access to the personal data we hold about you or to ask for it to be updated/corrected.

- **Request Process:** Please email our DPO. We will respond within **30 days**.
- **Withdrawal of Consent:** You may withdraw your consent for us to use your data at any time. However, this may mean we can no longer provide transport services to you.

9.0. Cookies and Tracking

Our website uses "cookies" to improve user experience and analyze traffic. You can disable cookies in your browser settings, though some website features may stop functioning correctly.