



DIVE TIMOR LDA — PRIVACY POLICY

Dive Timor, LDA privacy policy — marketing site, booking accounts on book.divetimor.com, and staff Facebook/Google sign-in.

This Privacy Policy explains how **Dive Timor, LDA** ("Dive Timor", "we", "us") collects, uses, and protects personal data in connection with:

- divetimor.com (public marketing site and staff admin)
- book.divetimor.com (customer booking and related forms)

It is our own privacy policy. It applies to visitors to these sites, customers who create a booking account, and staff who sign in to the editorial admin area.

Who we are

Dive Timor, LDA
70 Avenida de Portugal, Hamahon, Kampung Alor, Dom Aleixo, Dili, Timor-Leste
Email: info@divetimor.com
Phone / WhatsApp: +670 7723 7092

What these sites do

divetimor.com is a marketing and information site for diving, courses, whale watching, accommodation, and related services in Dili. An in-app admin area is used by authorised staff to publish content and manage photos. Staff sign in with Google or Facebook (OAuth) or with a passkey — we do not use passwords on the marketing site admin.

book.divetimor.com is our booking service. Customers using that site are required to **create an account** to book and to complete related declarations. The **Dive Timor diver declaration** (previously hosted with our other forms) will be completed on book.divetimor.com as part of that customer account flow.

Other forms may still be available on forms.divetimor.com until they are retired or moved. Those services collect data needed to deliver the form or booking you submit.

What data we collect

Public website visitors (divetimor.com)

- Technical data that is typical of web hosting and delivery (for example IP address, browser type, and request logs), used to operate and secure the site.
- We do not require you to create an account to browse the public marketing pages.

Customers (book.divetimor.com)

When you create a booking account or use booking and declaration forms, we may process:

- Account details you provide (for example name, email address, and login credentials or sign-in method for your booking account)
- Booking and contact details needed to arrange dives, courses, or related services
- Information submitted in the Dive Timor diver declaration and any other booking-related forms (for example health, experience, and emergency-contact details you choose to provide)
- Technical and session data needed to keep you signed in and to secure the booking service

Staff admin users (Google / Facebook Login and passkeys on divetimor.com)

When a staff member signs in, we may process:

- Name and email address from the identity provider (Google or Facebook)
- Profile image URL supplied by the provider (if any)
- Provider account identifiers needed to link the OAuth account
- Session data (to keep you signed in securely)
- Passkey / WebAuthn credentials if you register a passkey
- Staff allowlist email addresses used to decide who may sign in after the first admin is set up

Editorial and operational data

Staff may upload or edit content and photos. Associated metadata (for example alt text, credits, and tags) is stored so we can publish and manage the site.

We do **not** sell personal data.

How we use data (purposes)

We process personal data to:

- Operate and secure the public website, booking service, and admin systems
- Create and maintain customer booking accounts
- Process bookings and the Dive Timor diver declaration (and related forms)
- Authenticate staff and enforce the staff email allowlist
- Maintain sessions and passkeys for admin access
- Publish and manage editorial content and photos
- Respond to enquiries sent to our contact addresses
- Meet legal, accounting, safety, and security obligations where applicable

Facebook and Google process sign-in according to their own policies when staff use those providers on the admin site. We receive the account information needed to create or recognise a staff user record.

Cookies and similar technologies

Admin sign-in on divetimor.com uses cookies or similar storage for session and authentication (including OAuth state handling). These are required for the admin area to function.

book.divetimor.com uses cookies or similar storage as needed for customer accounts, sessions, and booking flows. The public marketing pages on divetimor.com do not require you to create an account.

Sharing

We share personal data only as needed to run the services described above, for example:

- Hosting, database, and infrastructure providers that process data on our instructions
- Identity providers (Google, Facebook / Meta) when staff choose to sign in with them
- Where required by law, or in a genuine emergency

We do not sell personal data to third parties for marketing.

Retention

We keep customer booking accounts, declarations, booking records, staff account, session, allowlist, and related records for as long as needed to provide the services, meet safety and operational needs, and for a reasonable period afterward for security and legal records. You may request deletion as described below.

Your rights and how to request deletion

You may request access to, correction of, or **deletion** of personal data we hold about you in connection with these websites, your booking account, and admin access.

How to request deletion of your data

1. Email info@divetimor.com with the subject line **Privacy / data deletion request**.
2. Include the email address used for your booking account and/or for Google or Facebook staff sign-in (if applicable), and enough detail for us to identify your request.
3. We will confirm receipt and process legitimate requests within a reasonable time, subject to any data we must retain by law or for safety, accounting, or security (for example fraud prevention, incident, or dispute records).

If your request relates to data held only by Facebook or Google as the identity provider, you may also use those providers' own account and privacy tools.

Children

The admin area is for authorised staff only. Booking accounts and diver declarations are for customers arranging dive and related services with us. The public marketing site is general audience information about our dive centre and is not directed at children.

Changes

We may update this Privacy Policy from time to time. The current version will always be published at <https://divetimor.com/privacy>.

Contact

Privacy questions and data requests: info@divetimor.com

For general contact details, see [Contact us](#).