

Calypso Mekong Customer Privacy Policy

This page is the Calypso Mekong customer privacy policy. Calypso Mekong collects your personal data to hold your cabin, complete border formalities and keep you safe on the voyage. The data covers your name, contact details, passport and any health information you choose to declare. Each group of data has one purpose, one deletion milestone and a defined list of people who can see it. The vessel is 44.1 ft (13.44 m) long, has three cabins and sells by the cabin, so you travel with one or two other groups of guests. Those guests learn only what you choose to share. You have the right to view, correct, delete, withdraw consent and complain under Vietnamese personal data protection law. Calypso Mekong does not sell your data. If you do not want your image used in our communications, you choose No-Media mode when you book.

What to know	One-line answer	Go to
Scope	Eight groups of data, from your booking to an optional preference profile	What personal data Calypso Mekong collects
Purpose	Holding your cabin, crossing the border, keeping you safe, looking after you before and after the voyage	Why Calypso Mekong uses your data
Retention	Each group is kept until a set milestone, then deleted or anonymized	How long Calypso Mekong keeps your data
Your rights	Six groups of rights, one mailbox for requests, a reply within 72 hours	Your rights

Version 1.0 · Last updated October 14, 2026 · Responsible entity: SYMC Saigon Yacht & Marina Joint Stock Company

What personal data does Calypso Mekong collect, and when?

Calypso Mekong collects eight groups of data in the order of your journey: booking, passport, health, onboard records, photos and video, preference profile, partner data, and automatic website data. You must provide three at a minimum: your booking details, your passport, and your cabin's option A or B each evening. The rest are optional or automatic.

Basic personal data is information that identifies a person, such as a name, nationality and passport number. Sensitive personal data needs a higher level of protection, and health information is one example.

Data group	Typical fields	When collected	Required or optional	Source
Booking and contact	Name, nationality, email, phone, voyage	When you book a cabin	Required	You

Data group	Typical fields	When collected	Required or optional	Source
	language, cabin and sailing chosen			
Passport	Passport number, issue date, expiry date, image of the identity page	Before departure, through the Encrypted Guest Portal or your Dedicated Travel Advisor	Required if you board	You
Health and special requirements	Medical conditions, allergies, dietary needs, medication	With the preference form	Optional, with separate consent	You
Onboard records	Option A or B each evening, the Water Log	During the voyage	Option A or B required, Water Log optional	You
Photos and video	Images of you aboard and at anchorages	During the voyage	Optional, with separate consent. No-Media mode available	Calypso Mekong
Preference profile	Leisure preferences, such as favorite dishes, activities and cabin type. No health data	When you tick the opt-in box	Optional (opt-in)	You
Partner data	Booking details sent by a travel advisor, agent or destination management company	Before the voyage	Not entered by you directly	Partner
Website and automatic data	Cookies, IP address, access logs	When you open the website	Automatic, see the cookie section	Automatic

The table follows your journey, not the software that stores the data. Calypso Mekong confirms any partner data with you before using it.

1. Passport and border-crossing data

Passport data covers your passport number, issue and expiry dates, nationality and an image of the identity page. The vessel crosses the Vinh Xuong – Kaam Samnor border post on day 5 of the 8N sailing and may need a border-defense permit to enter the Vinh Te canal, so Calypso Mekong needs this data before departure.

- **How to submit:** you upload the file through the Encrypted Guest Portal. For late bookings, you submit it through your Dedicated Travel Advisor, who receives the file and enters it into the system for you.

- **Recommended timing:** at least 30 days before departure. For late bookings, your Dedicated Travel Advisor confirms the final deadline for each booking, because border formalities need this data before the vessel sails.
- **Who sees it:** the captain and the person in charge of immigration formalities.
- **Minimum validity:** your passport stays valid for at least 6 months from the day you enter Cambodia.
- **If you do not provide it:** without a valid passport you cannot cross the border, and Calypso Mekong cannot take you aboard.

Calypso Mekong asks you not to send your passport by ordinary email. The retention section explains when Calypso Mekong destroys the scan.

2. Health information and special requirements

Health information is what you choose to declare so the voyage is safe. The vessel is equipped with a full set of specialized medical equipment, the crew is trained in international maritime first aid, and a priority emergency-referral protocol links the vessel with medical facilities in the border region. So that these measures fit each guest, the captain needs to know four things:

- **Medical conditions** under treatment.
- **Allergies** to food and medication.
- **Dietary needs** for religious or medical reasons.
- **Medication** you bring with you.

This is sensitive data, so it needs its own consent, separate from every other consent. The captain and the crew members responsible for safety can see it. Other guests cannot.

3. Onboard records, photos and video

The voyage produces four records. The preference form goes to each cabin 14 days before departure (D-14). The Book of Days records each cabin's option A or B every evening, after a private briefing with that cabin. The Water Log holds the water level, turbidity and birds you record, and you take it home. The Blank Chart receives your signature on the last day.

Calypso Mekong keeps	You keep
The preference form	The Water Log
The Book of Days, because the book stays aboard	The Blank Chart with your signature

The two columns split by where the original sits. Photos and video are used on the website, on social media and in advisor files, and only if you consent. That consent is separate and you can withdraw it. Calypso Mekong asks permission before photographing local people, does not photograph children without an adult's consent, and does not tag guests. Every shoot has an anonymous framing option, such as a shot from behind or one that shows only hands. Craftspeople and boat owners who appear in photos give their own consent.

You choose your image mode when you book, or through your Dedicated Travel Advisor. The default mode uses photos under the consent described above. No-Media mode keeps your image out of all Calypso Mekong communications. Guests who choose No-Media can also request a Private Digital Album: a digital album delivered directly to you, after which Calypso Mekong deletes the original photos from the vessel's cameras and storage devices once the voyage ends.

Why does Calypso Mekong use your data, and on what basis?

Calypso Mekong separates two kinds of purpose: what must happen for the voyage to run, and what happens only if you agree. The "Required or optional" column shows which kind each purpose is. The "Data used" column uses the same eight group names as the section above, so you can trace each field from collection to use.

Purpose	Data used	Basis	Required or optional	Can be withdrawn
Hold and confirm your cabin	Booking and contact	Cabin booking contract	Required	No, once the cabin is confirmed
Complete border formalities	Passport	Legal obligation	Required	No
Keep you safe aboard	Health and special requirements	Your consent	Optional	Yes
Run the daily schedule (preference form, option A or B)	Onboard records	Cabin booking contract	Option A or B required	No, once the vessel has weighed anchor
Look after you before and after the voyage	Booking and contact	Cabin booking contract	Required	No
Meet accounting and tax duties	Booking and contact	Legal obligation	Required	No
Send voyage information by email	Booking and contact	Your consent	Optional	Yes
Use photos for communication	Photos and video	Your consent	Optional	Yes
Deliver a Private Digital Album	Photos and video	Your request	Optional	Yes, before the album is sent
Personalize your future voyages (Opt-in Loyalty Profile)	Preference profile	Your consent	Optional	Yes
Share data with partners outside the voyage	Per partner	Your consent	Optional	Yes

Silence is not consent. Each optional purpose has its own box, and none is ticked in advance. Declining email, declining photo use or leaving the preference profile off does not affect your voyage.

The preference profile box reads: "Allow Calypso Mekong to keep your leisure preferences (excluding health data) to personalize your future voyages."

Who can see your data?

Six groups receive data, and each sees only what its task needs. Other guests see only what you choose to share. The captain and crew see the preference form and safety notes. The lake pilot receives dates and the number of guests.

Recipient	Data received	Why	Country	Safeguard
Other guests	Your name, language, and what you choose to share	Traveling on the same vessel	Vietnam, Cambodia	No passport, health or personal contact data
Captain and crew	Preference form, safety notes	Operations and safety	Vietnam, Cambodia	Confidentiality commitment by role
Guides and the lake pilot	Number of guests, language, activity-related notes	Guiding, lake crossing	Vietnam, Cambodia	Receive only what the task needs
Destination providers and the partner resort	Number of guests, names, language, activity-related notes	Running option A or B, registering your stay	Vietnam, Cambodia	No passport data
Authorities and border posts	Passport	Immigration formalities, border-defense permit	Vietnam, Cambodia	As required by law
Payment, email and IT providers	The part of the data the service needs	Processing payments, sending mail, running systems	Where the provider hosts its servers	Use data only for the assigned purpose and protect it to an equivalent standard

Calypso Mekong does not sell your personal data and does not buy lists of personal data from third parties. Data passes to another party in two cases: when the law requires it, and when the business is merged or transferred, in which case you receive notice.

What do the other guests on your voyage learn about you?

You travel with one or two other groups of guests, because three cabins hold at most three parties. Those guests know your name and language. Each evening, the captain or crew speaks privately with each cabin about the next day's schedule and records that cabin's option A or B in the Book of Days (the Private Butler Briefing). Other guests learn your choice only if you join the shared social space and tell them.

Other guests can know

Your name and language
What you share yourself in the shared social space

Other guests are not told

Your cabin's option A or B, unless you share it
Your passport number
Your health information
Your personal contact details

Sharing a vessel does not mean everyone knows everything about each other. A group that books all three cabins travels without other guests.

Which data leaves Vietnam, and what protects it?

Yes. The voyage enters Cambodia and works with a local agent, local guides, the lake pilot and a partner resort, so part of your data leaves Vietnam.

Country	Recipient	Data	Purpose
Cambodia	Local agent, guides, lake pilot, partner resort	Name, language, number of guests, safety notes	Guiding, accommodation
Cambodia	Kaam Samnor border post	Passport	Entry formalities

Three safeguards apply:

- **Limit** the data sent to what the recipient needs for its task.
- **Require** the recipient to use the data only for that purpose and protect it to an equivalent standard.
- **Complete** the procedures that Vietnamese law sets for sending data abroad.

How long does Calypso Mekong keep your data?

Calypso Mekong keeps each group of data until the milestone in the table, then deletes or anonymizes it. Retention matches the purpose. Data held under a legal duty, such as accounting and tax records, stays for the period the law sets.

Data group	Kept until	Then
Booking and contact	The voyage ends and both sides have met all obligations	Deleted, except what accounting law requires

Data group	Kept until	Then
Passport	Border formalities for the voyage are complete	Scan and paper copy destroyed
Health and special requirements	The voyage ends	Deleted
Preference form and Book of Days	The voyage ends	Deleted or anonymized
Photos and video	You withdraw consent	Removed from channels Calypso Mekong controls
Original photos for a Private Digital Album	The album is delivered to you	Deleted from the vessel's cameras and storage devices after the voyage
Preference profile	You withdraw consent	Deleted
Marketing email	You unsubscribe	Removed from the list, with a minimal record kept
Website access logs	The analytics purpose ends	Deleted
Accounting and tax records	The retention period under accounting and tax law ends	Destroyed

When is data deleted or anonymized?

Calypso Mekong takes three actions when a milestone arrives or when you ask:

- **Delete** a record from the system.
- **Destroy** a passport scan and any paper copy.
- **Anonymize** data kept only for statistics, so it no longer identifies you.

A deletion request does not remove everything at once. Data held under a legal duty, such as accounting and tax, stays until the legal period ends. After deletion, Calypso Mekong keeps a minimal record so it does not contact you again and so it can log what it shared with recipients. You receive an email when the deletion is complete.

Which rights do you have, and how do you use them?

You have six groups of rights over your data. You send a request to info@saigonyacht.com, and Calypso Mekong replies within 72 hours of receiving a valid request. The sections below cover each right, how to send a request, how to withdraw consent and where to complain.

Your 6 rights under personal data protection law

All six rights use one procedure, described in the next section.

Right	What you can do	How	Limit
1. Be informed	Learn which data is processed, why, and by whom	Read this page or send a question to info@saigonyacht.com	None
2. Consent, refuse and withdraw consent	Choose each optional purpose	The consent boxes at booking, the unsubscribe link in emails	Does not affect a voyage already booked
3. View and request correction	See the data Calypso Mekong holds and fix errors	Send a request to info@saigonyacht.com	Issued accounting documents are not edited
4. Request a copy, deletion or restriction	Get a copy, delete data, or pause processing	Send a request to info@saigonyacht.com	Data held under a legal duty stays until the period ends
5. Complain, sue and seek compensation	Complain to Calypso Mekong, to the competent authority, or in court	See the section on responsibility and complaints	As set by procedural law
6. Request protective measures	Ask for measures to protect your data	Send a request to info@saigonyacht.com	As decided by the competent authority

The "Limit" column states each right's condition in its own row.

How to send a request, and how long it takes

You send a request by email, and Calypso Mekong answers in five steps.

1. **Send** your request to info@saigonyacht.com, naming the right you want to use and your booking reference.
2. **Confirm** your identity from the email address you used to book. Calypso Mekong does not ask for data beyond what it already holds.
3. **Receive** a reply within 72 hours of a valid request. Completing the request falls within the period Vietnamese law sets.
4. **Check** the result. If Calypso Mekong refuses all or part of a request, it states the reason in writing.
5. **Escalate** to the competent authority if you are not satisfied.

If Calypso Mekong needs more time, it tells you by email before the deadline.

How to withdraw consent

You can withdraw consent at any time, and doing so does not affect a voyage already booked. There are three channels:

- **Unsubscribe** through the link at the bottom of each email.
- **Write** to info@saigonyacht.com.

- **Tell** the captain or guide during the voyage.

After receiving your request, Calypso Mekong removes photos from channels it controls. Printed material cannot be recalled. Withdrawing consent differs from requesting deletion and from requesting restriction, as the questions at the end of this page explain.

Who is responsible for your data, and where to complain

The entity below decides the purpose and means of processing your data.

Item	Details
Legal entity	SYMC Saigon Yacht & Marina Joint Stock Company, operator of Calypso Mekong
Address	29 Nguyen Van Quy Street, District 7, Ho Chi Minh City, Vietnam
Company registration number	[[company registration number]]
Email for data requests	info@saigonyacht.com
Phone	(+84) 28 5410 1051
Point of contact	The person who monitors the mailbox above and routes your request to the right team

Complain to Calypso Mekong first. If the matter is not resolved, send your complaint to the competent state authority for personal data protection. This page is not legal advice.

How does Calypso Mekong protect your data?

Calypso Mekong protects data in two ways: physical safeguards aboard and in the office, and technical safeguards on its systems. No system gives absolute security, and the two sections below state the limits alongside the measures.

Safeguards on the vessel and in the office

The vessel is 44.1 ft (13.44 m) long and has three cabins, so access to data stays with a few roles. Three practices apply:

- **Store** paper passports and the guest list in a locked place, with a designated role holding the key.
- **Keep** the Book of Days aboard, record each cabin's choice after a private briefing, and leave the book on the vessel after the voyage.
- **Grant** access by role, not by name.

Technical safeguards and their limits

Calypso Mekong applies four technical safeguards:

- **Receive** passports through the Encrypted Guest Portal instead of ordinary email.
- **Encrypt** connections while data is in transit.
- **Restrict** system access by role.
- **Bind** staff and data processors with confidentiality commitments.

The clearest limit is this: an email sent to the wrong address cannot be recalled, however well the system encrypts. If you suspect your data has been exposed, write to info@saigonyacht.com at once. The last section of this page describes what Calypso Mekong does then.

How are children's data and sensitive data handled differently?

Children travel with an adult in their cabin. A parent or guardian provides the child's data and gives consent on the child's behalf. Health data is sensitive, so it needs its own consent.

Guests under 18

A parent or guardian decides which of the child's data Calypso Mekong collects. Three rules apply:

- **Consent:** an adult consents for the child to every optional purpose.
- **Photos:** Calypso Mekong does not photograph a child without an adult's consent.
- **Health:** a parent or guardian declares the child's health information.

Sensitive data Calypso Mekong does and does not process

Sensitive data needs its own consent and a higher level of protection. The table shows what Calypso Mekong processes and what it does not.

Processes	Does not process
Health information, as described above	Biometric data
	Tracking of guests' location

Which cookies and tracking tools does the Calypso Mekong website use?

The website uses four categories of cookies: essential, functional, analytics and advertising. Calypso Mekong switches on the advertising category only if it uses advertising tools, and it

does not use them now. The consent bar sits in the footer, does not cover content and has no pre-ticked box.

Cookie categories

Category	Purpose	Tool	Consent needed
Essential	Keeps the website running and remembers your consent choice	Website cookies	No
Functional	Remembers your display language	Website cookies	Yes
Analytics	Counts visits and pages read	Google Analytics	Yes
Advertising	Not used	None	Yes, if used in future

How to manage or switch off cookies

You manage cookies in three ways:

- **Select** or clear cookie categories on the consent bar in the footer.
- **Change** the cookie settings in your browser.
- **Use** the Google Analytics opt-out tool.

If you switch off functional cookies, the website forgets your language, and you choose it again each time you visit. The website does not yet respond to the Do Not Track signal from your browser.

What should you do before your trip so your data is handled correctly?

Five tasks come before the voyage. The preference form arrives on D-14, which is a fixed milestone. The other timings appear in each step.

1. **Check** that your passport stays valid for at least 6 months from the day you enter Cambodia.
2. **Send** your passport file through the Encrypted Guest Portal, ideally at least 30 days before departure. For late bookings, send it through your Dedicated Travel Advisor.
3. **Complete** the preference form, including health and dietary needs, when it arrives on D-14.
4. **Choose** whether to consent to photos, email and the preference profile, and choose No-Media mode if you want it.
5. **Tell** your emergency contact that their name is in your file.

If you cannot meet a deadline, write to info@saigonyacht.com before it passes so Calypso Mekong can agree a way forward. These five tasks use the data groups and rights described above. The six questions that follow cover what guests most often ask while preparing.

Questions about personal data on a three-cabin vessel

The six questions below come from the shared-voyage model and are not answered elsewhere on the website. Each answer points back to the main section.

Does Calypso Mekong sell my data?

No. Calypso Mekong shares data only with the six recipient groups listed under "Who can see your data", and each group receives only what its task needs.

Do I have to give my passport, and what happens if I do not?

Yes, if you board. The vessel crosses the Vinh Xuong – Kaam Samnor border post, so Calypso Mekong needs your passport file before departure, ideally at least 30 days ahead. You send it through the Encrypted Guest Portal, or through your Dedicated Travel Advisor for a late booking. Without a valid passport you cannot cross the border and cannot board. The passport section above has the details, and the booking conditions are in [Terms and conditions for booking a cabin](#).

What counts as personal data on a voyage?

Personal data is information that identifies you or helps identify you. Aboard, that includes a cabin choice linked to your name, a line about you in the Book of Days and a note you sign in the Water Log. Calypso Mekong keeps the Book of Days and the preference form. The Water Log stays with you.

Which data is required, which is optional, and which needs consent?

The table below combines the first two sections of this page, for readers who skipped them.

Required	Optional	Only with your consent
Booking and contact	Water Log	Health and special requirements
Passport		Photos and video
Onboard records (option A or B)		Email with voyage information
Website and automatic data (essential cookies)		Website and automatic data (functional and analytics cookies)
		Preference profile

The three columns run from least to most under your control. The schedule for each sailing is on the [Six-sailing schedule](#) page.

How do withdrawing consent, requesting deletion and restricting processing differ?

The three actions differ in what stays behind.

Action	What happens	What stays	How to ask
Withdraw consent	Calypso Mekong stops processing that rests on your consent	Data collected earlier, and the voyage already booked	See "How to withdraw consent"
Request deletion	Calypso Mekong deletes your data	Data held under a legal duty	See "How to send a request, and how long it takes"
Request restriction	Calypso Mekong pauses processing	The data stays stored	See "How to send a request, and how long it takes"

How do my rights differ if I live in the EU, the UK or California?

Guests in the EU, the UK or California may have extra rights under the law where they live. Send your request to the same mailbox, info@saigonyacht.com, and Calypso Mekong handles it under the law that applies to you.

Region	Possible extra rights	What does not change
EU	Object to processing, receive your data in a reusable format	Calypso Mekong does not sell data
UK	Object to processing, receive your data in a reusable format	Same mailbox for requests
California	Know and delete your data, opt out of the sale or sharing of data	Calypso Mekong does not sell data

When does this policy change, and how will you be told?

Calypso Mekong reviews this policy at least every 12 months and whenever the law changes. When a change alters a purpose, a retention milestone or a recipient of your data, Calypso Mekong emails guests with a booking before the change takes effect. The effective date moves only when the content moves.

Version	Effective date	Main change
1.0	October 14, 2026	First version

What happens if your data is breached?

If your data is breached, Calypso Mekong notifies the competent state authority within 72 hours of discovery, and notifies you within 72 hours if your data is affected. A data breach is any case where personal data is accessed, disclosed, lost or altered without authorization.

1. **Contain** the incident.
2. **Assess** which data and which people are affected.
3. **Notify** the competent authority within 72 hours of discovery.
4. **Tell** you within 72 hours of discovery, if your data is affected: which data was exposed, the likely consequences, what you should do and who to contact.
5. **Repair** the cause.

This policy opens with a promise to protect your data and ends with what Calypso Mekong does when that promise is not kept. Report a suspected breach through [Contact Calypso Mekong](#).

Sources

- Law on Personal Data Protection No. 91/2025/QH15, issued by the National Assembly, effective January 1, 2026.
- Decree No. 356/2025/ND-CP of the Government, guiding implementation of the law, effective January 1, 2026.