

Privacy Policy

We, Hankyu Travel Support Co., Ltd. (hereinafter also “we”, “us”) are committed to providing our whole stakeholders including our customers in the world with our highly-qualified services. To this end, we ensure that we collect, manage and protect your personal information appropriately, in accordance with treat, laws and regulations including GDPR, as our most valuable asset.

We endeavor to build various compliance programs and internal regulations relating to the process and protection of personal information and continuously review and improve it, in paying our utmost attention to managing the information appropriately and protecting it against any leakage. We have also implemented reasonable levels of safety measures to combat with unauthorized access from outside.

This Privacy Policy (“Policy”) clarifies the purposes for accessing personal information and explains how to process it.

Scope of Application

This Policy applies to all personal information processed in all countries and regions in which we have business operations, and that the Act on the Protection of Personal Information of Japan can not be applied.

Types of Personal Information that we process

We may collect and process the following categories of personal information:

- (1) Contact information: name, address, telephone number, fax number and email address;
- (2) Identifying information: date of birth (age), gender, nationality, place of origin, residence, licenses, passport, visas or other government-issued identification data, background, company name, job title, and family structure;
- (3) Information for creating online accounts;
- (4) Financial information: invoice address, payment-related data, and bank account information;
- (5) Details regarding use of services and details regarding inquiries made;
- (6) Locational information and actions on networks;
- (7) Image data, and audio and/or video information;
- (8) Customer preferences and hobbies; and
- (9) Any other information you elect to provide directly to us in connection with your use of our services.

What Are Cookies that we process

1. What are Cookies ?

Cookies are small files placed on your computer by websites you visit. Every time you visit our platform, cookies and platform will "communicate" in order for your device to be recognized. Sometimes our cookies need to collect a small amount of essential personal information, such as the IP address of your device. However, we will only process such information if you give us your consent or if the processing is necessary for you to be able to use our certain services.

2. Purpose for Processing Cookies

Please see **Purpose for Processing of Personal Information**

3. Cookie Categories

We use cookies for four key purposes.

- (1) Necessary cookies
- (2) Analytics cookies
- (3) Functional cookies
- (4) Advertising cookies

You can manage your cookie preferences and choose to block or allow above-mentioned cookies. You can also refuse to accept cookies by changing your browser settings. Please note that our service may not function properly without the use of some cookies.

4. Your Rights

Please see **Your Rights** described later in this Policy.

How to Collect Personal Information

We may acquire your personal information through the following means:

- (1) Provided by individuals: acquired through any interactions including face-to-face, telephone, mail and social media, acquired through the filing out of applications, contracts, questionnaires and online forms;
- (2) Provided by others: acquired through group companies, subcontractors, business partners, company-operated stores, franchise stores, and services providers.;
- (3) Collected during the use of our services; and
- (4) Acquired as a result of merger and other transactions that result in business succession.

The information is only collected with your consent, so that you can refuse to provide to us your personal information. However, when you do not offer certain necessary information, please note that you might result in not being able to benefit from our services or benefits.

Purpose for Processing of Personal Information

We may process your personal information that we collect for the following purposes. If we seek to process your personal information in ways that exceed the scope regulated in this section, we will obtain your consent previously.

- (1) To provide our products and services in order to offer you an optimal experience.
- (2) To communicate, in an appropriate manner, with you based on your request or a proposal from us to you.
- (3) To perform statistical studies and improve our products and services.
- (4) To conduct marketing analysis for sending you personalized advertisements and special offers based on your interests.
- (5) To comply with our legal obligations.
- (6) To execute our operations in an appropriate manner.

In addition to your consent, the following is considered as the legal basis for the processing: necessity to enter into and perform a contract, necessity for compliance with a legal obligation, necessity to protect the vital interests of you or another person, and necessity for the purposes of the legitimate interests.

Duration of Data Processing

Your information is deleted as soon as it is no longer needed for the specific purposes described above. In some cases, however, we may retain your personal information for longer periods of time pursuant to laws or regulations applicable to our business.

Who Do We Share Your Personal Information

In principle, we will not engage in shared use of your personal information; however, in the event that we wish to share its use, we will obtain your consent beforehand.

It should be noted that our websites include links to the websites of third parties to which this Policy does not apply. To find out more about how these third parties process your personal information, you can read their respective privacy policies and/or cookie management policies.

Transfers to a Third Country

Your personal information may be sent to and processed in a country/region outside the country/region in which you are located. Such countries/regions may have different regulations of data protection than those of the countries/regions where you are located.

We will take all reasonable measures required by applicable law to ensure that your personal information in a safe and secure manner.

Your Rights

In accordance with the applicable regulations, you can contact us (see **Contact Information** in below) to exercise the following rights.

- (1) Right of access
- (2) Right to rectification
- (3) Right to erasure
- (4) Right to restriction of processing
- (5) Right to data portability
- (6) Right to object

In addition, if the basis of our processing your information is based on your consent, you can withdraw at any time your consent. Please note that your consent can only be withdrawn for future effect and such a withdrawal does not have any influence on the lawfulness of past processing.

When you wish to exercise your rights, please send a request through our online webform or address listed in **Contact Information** in this Policy. In order to process your request in the best possible way, we kindly ask you to include the necessary identification details with your request (surname, first name, copy of an official identity document such as an identity card or passport, etc.) as well as any other information necessary to confirm your identity.

Requests are processed as quickly as possible and in accordance with the applicable law. However, any request that is not related to the protection of personal data cannot be processed. You can also contact us if you have any questions, comments or complaints regarding this Policy.

You also have the right to lodge a complaint with a supervisory authority.

Contact Information

Hankyu Travel Support Co., Ltd.

General Affairs Department

phone number: 06-4795-5740

[The mail form for inquiries is here](#)

Modifications

If we change this Policy, we will let you know about the changes by publishing the updated version on the website. We are committed to protecting and respecting your privacy and will continue to do so in any future changes we make to this Policy.

This version is applicable as from <January 29, 2024 >.