



# On the Protection of Personal Information

## Privacy Policy

H.I.S. Co., Ltd. and our group companies ( hereinafter, “the Company” ) consider personal information, namely the personally identifiable information of customers and other individuals associated with the Company, to be an important and irreplaceable asset. Moreover, maintaining the confidentiality of this important personal information, and handling it properly and securely is a social obligation. To fulfill this social obligation, the Company observes all laws regarding personal information protection, and protects personal information appropriately in accordance with the following basic policy based on the spirit of the H.I.S. corporate charter. Additionally, the protection of personal information regarding My Number, which primarily concerns executives and employees of the Company, will be conducted appropriately in accordance with the separately established Basic Policy on the Proper Handling of Personal Information Regarding My Number.

1. The Company collects and handle personal information in an appropriate and fair manner within the limitations of the stated purpose of use, and works to ensure that said information is not used for any other purpose. Furthermore, the Company does not disclose or provide the personal information which it receives to any third party except with the consent of the individual or when there are legitimate reasons.
2. The Company observes the provisions of the Personal Information Protection Law and all other relevant laws, guidelines established by the national government, and other regulations. We have also established a personal information protection management system, and in addition to efforts to ensure awareness and compliance among all executives and employees, we will make continuous improvements and maintain optimal conditions kept updated.
3. The Company will store and manage personal information appropriately and carefully, making efforts to implement and continuously review reasonable and appropriate security measures from both a technical and an administrative standpoint to prevent risks such as leaking, destruction, or damage of personal information. If there should occur any leakage, loss or damage of personal information, the Company shall promptly inform the person from whom the data was obtained immediately to that effect and will take necessary, and take appropriate countermeasures and corrective actions.
4. The Company shall respond promptly to requests by individuals for the disclosure, etc of their personal information, as well as their complaints and inquiries.

Established: March 1, 2005  
Amended: Jun 7, 2021  
**H.I.S. Co., Ltd.**  
Chairman & President  
Hideo Sawada

**[ Personal Information Inquiry Contact ] H.I.S. Co., Ltd. Customer Support Center**  
**Weekdays 10:00-18:30 (Closed on weekends, holidays)**

**[Tokyo] 050-1742-9955    [Nagoya]    052-856-7800**

**[Osaka] 06-6133-0320    [Fukuoka]    092-735-5577**

[ For requests by telephone, the Company may record the contents of the conversation to verify details ]

# Handling of Customer Personal Information

## 1. Purposes of Use for Personal Information

Personal information written or entered in applications (application forms) when inquiring about or requesting travel arrangements or other products and services, or provided in communications such as telephone calls or emails may be used by H.I.S. Co., Ltd., and our group companies ( hereinafter, “the Company” ) as described below.

### < Personal Information Provided in Inquiries or Consultations >

The Company will use this personal information within the scope necessary to contact the customer, and to contact relevant organizations, etc., or verify details regarding contents of the customer’s consultation, etc.

### < Personal Information Provided When Requesting Travel Arrangements or Travel Insurance, etc. >

The Company will use this personal information within the scope necessary to contact the customer, to arrange and receive travel services provided by transport and accommodations facilities ( The principal transport and accommodations facilities will be listed in the contract ) etc., and to provide insurance-related services. Additionally, the personal information of customers with a Japanese contact address may be used if the Company determines it is necessary to contact the Japanese contact address in the event of injury or illness, etc., during travel.

### < Personal Information Provided When Requesting Other Products or Services >

The Company will use this personal information within the scope necessary to contact the customer, and to ship products or provide services requested by the customer.

In addition to the above, the Company will use it for the following:

- Market analysis to help develop better travel products and services in the future
- Providing and managing information on company products and services, as well as those of its partner companies
- Requesting feedback after participation in tours or other products or services
- Providing special services
- Preparation of statistical data
- Monitoring, preventing, analyzing, and making countermeasures against fraudulent activities, etc.

- ※ The Company may retain a portion of the personal information provided by the customer when requesting travel arrangements or other products and services, etc., as personal data.
- ※ While customers may choose whether or not to provide personal information to the Company in all cases, please note that in the event that the personal information not provided is essential to providing the requested travel arrangements or other products and services, you may be unable to use such travel arrangements or other products and services, etc., offered by the Company.

## 2. Provision of Personal Information

Personal information written or entered in applications ( application forms ) when inquiring about or requesting travel arrangements or other products and services, or provided in communications such as telephone calls or emails may be provided to third parties as follows to the extent necessary. At the time of a request, the customer’s consent shall be obtained for the provision of this personal information.

### < Personal Information Provided in Inquiries or Consultations >

The Company shall provide the customer’s personal information to organizations, etc., relevant to the contents of the customer’s consultation, etc., within the scope necessary to respond to customer inquiries and consultations.

### < Personal Information Provided When Requesting Travel Arrangements or Travel Insurance, etc. >

The Company may provide the customer’s name, gender, age, address, telephone number, email address, passport number and other services to transportation and accommodations facilities, insurance companies, and gift shops, etc., via electronic methods, etc., within the scope necessary to arrange and receive travel services requested by the customer, to complete insurance procedures to insure against expenses in the event of an accident, etc., and the Company’s travel contract liabilities, as well as to facilitate shopping by the customer in gift shops at their travel destination.

### < Personal Information Provided When Requesting Other Products or Services >

The Company may provide the customer’s name, gender, age, address, telephone number, email address, and passport number and other services to vendors which sell or ship products, booking agencies providing reservation services, contract suppliers in matching services, and insurance companies, etc., via electronic methods, etc., within the scope necessary to ship products or provide services requested by the customer, as well as to complete

insurance procedures to insure against expenses in the event of an accident, etc., and the Company's liabilities pertaining to the provision of products and services.

※ Personal information will not be provided to any third party without the customer's consent for any other purposes, with the following exceptions.

- (1) When the customer has provided consent
- (2) When it is prescribed by law
- (3) When it is necessary to preserve human life, health, or property, and it is difficult to obtain the consent of the Individual
- (4) When it is specially necessary for the improvement of public health or promotion of the sound growth of children, and it is difficult to obtain the consent of the individual
- (5) When it is necessary for cooperating with a government agency, local authority, or any entity entrusted by either of the former two in executing legally prescribed affairs, and obtaining the consent of the individual is likely to impede the execution of said affairs
- (6) When the handling of personal information is consigned in whole or in part within the scope necessary to achieve the specified purposes of use

### 3. Shared Use of Personal Information

The Company may use the following [ shared items ] in personal information provided by customers to simplify applications for travel and other products and services, contact and respond to customers, send direct mail, provide information on products and services, to conduct questionnaires, etc., conduct sales analysis and other research, and conduct new surveys. The information will be shared with the following group companies and special agents to the minimum extent necessary.

The name of the party responsible for the management of personal information : **H.I.S. Co., Ltd.**

<Group Companies and Authorized Agents>

Qualita Co.,Ltd. H.I.S.Okinawa Co.,Ltd. No.1 Travel Shibuya Co.,Ltd. Cruise Planet Co.,Ltd. Ohshu Express Co.,Ltd. Activity Japan Co.,Ltd. Tour Wave Co.,Ltd. Japan Holiday Travel Co.,Ltd. H.I.S. Dokodemo Door Co.,Ltd. H.T.B. Travel Co.,Ltd. Kyushu Sanko Group, A.G.T.Co.,Ltd. LAGUNA TEN BOSCH Co., Ltd, HS. Insurance Co., Ltd. HIS Hotel Holdings Co.,Ltd, HTB Energy Co., Ltd., H.I.S. Super Power Co.,Ltd. H.I.S Energy Holdings Co.,Ltd. Minatoku K.K. Henn-na Trading.Co.,Ltd. H.I.S.Mobile Co.,Ltd. H.I.S.Real Estate Co.,Ltd., Regional Power LAB ,Inc

[ Shared use personal information ]

Mail address, Name (Family, First), Date of Birth, Gender, Nationality, Address, Post Code, Telephone number, Passport Number, Name, Nationality, Passport Expiry Date, Receipt day, Emergency Contact Name, Call Number, relationship, Cookie Data, Other Services

### 4. Procedures for Disclosure of Personal Information

When a customer makes an inquiry about the customer's personal data in the possession of the Company, or requests the disclosure, deletion, erasure, correction, suspension of use, or suspension of provision to third parties, etc., of such data, we will guide you through the necessary procedures, so please ask the Company's support center. In accordance with laws and Company regulations, we will respond to requests within a reasonable period of time and inform the individual of the results. Furthermore, if a request cannot be fulfilled in whole or in part, we will explain the grounds.

[ **Personal Information Inquiries Contact** ] **H.I.S. Co., Ltd. Customer Support Center**

### 5. Subcontracting

We may outsource a part of our business and provide personal information to the subcontractor within the scope necessary to achieve the purpose of use to provide products and services to our customers. The Company will enter into confidentiality agreements with subcontractors regarding the handling of customer personal information, and will appropriately manage and supervise all subcontractors.

### 6. Anonymizing information

The Company will anonymize information and when providing it to third parties when allowed by laws and regulations, after taking appropriate protective measures to ensure that specific individuals cannot be identified using said information, and that the information cannot be restored to its pre-anonymized state. In addition, the

Company will endeavor to take necessary and appropriate measures for the secure management of the anonymized information, and process complaints regarding the handling, and take any measures necessary to ensure the proper handling thereof.

## 7. Other Matters

H.I.S. Co., Ltd. is a member of the authorized personal information protection organization listed below. Customers may request that said organization resolve complaints against H.I.S. Co., Ltd. regarding personal information.

[ Name of Authorized Personal Information Protection Organization and Complaint Resolution Request Contact Information ]

Japan Institute for Promotion of Digital Economy and Community ( JIPDEC )

Personal Information Protection Consultation Service Office (Telephone: 03-5860-7565 Toll Free: 0120-700-779)

**This office does not handle inquiries regarding the Company's product and services.**

This document is concerned with the handling of personal information within the nation of Japan by H.I.S. Co., Ltd.,

It is not applicable to other affiliated companies in Japan or to overseas subsidiaries.

We request that customers under the age of 16 obtain the consent of a parent or guardian before providing personal information.

The Company may amend this document to manage customer personal information more appropriately or due to changes in relevant laws.

Due to the nature of its contents, the Basic Policy on the Proper Handling of Personal Information Regarding My Number does not apply to customers.

Established: March 1, 2005

Amended: Jun 7, 2021

**H.I.S. Co., Ltd.**

Chairman & President Hideo Sawada

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## Regarding Cookies

We may use Cookies on our website for the purpose of providing better services to our customers.

Cookies are a mechanism that allows a website provider to temporarily write and store data on your computer through your web browser.

The cookies that we use do not contain any records that can identify your personal information.

For detailed instructions on how to set cookies, please refer to the "Cookies" section in the "Help" menu of your browser.

Please note that if you choose to reject all cookies, you may not be able to receive services that require authentication, or you may be restricted from using some services on the Internet.

What our website does with cookies

Our website uses cookies for the following purposes

- When you log in to our authentication services, we reference your stored registration information to provide customized services to you.
- To study the number of users and traffic on our website.
- To improve the services on our website.
- To prompt customers to re-enter their passwords (re-authentication) after a certain period of time has passed to maintain security.
- To display the most appropriate advertisements on other companies' websites based on the customer's interests and their usage of our website.

We use network advertisements (including behavioral targeting advertisements) provided by third party companies to distribute advertisements on our website and other websites.

In order to deliver advertisements that meet the needs of customers in the network advertisements of each company, we accumulate and use behavioral history information through cookies. This information is managed and used in accordance with the policies of each company. Please check the policies of each company on the following pages to use their services with peace of mind.

If you do not wish to receive advertisements that use cookies, you can refuse to accept cookies on the corresponding pages.