

GDPR Privacy Policy

This privacy policy details how we manage the personal information of customers residing in the European Economic Area (EEA) under the General Data Protection Regulation (GDPR) of the EU.

1. Management of Personal Information

We will acquire the following types of personal information in order to provide services to customers. If such information is not provided by you, we may not be able to provide services to a sufficient degree.

[Categories of personal information we acquire]

Your name, address, phone number or e-mail address, age, sex, passport information

2. Purpose of Use of Personal Information

We use personal information we acquire from you for the following purposes.

[Purposes of use]

- To communicate with customers
- To make arrangements for travel services, such as transportation, accommodation, etc. for the trip the customer has booked, and to implement procedures related to the receipt and payment of such services

3. Legal Bases

Your consent serves as the legal basis for the use of your personal information by us. The legal use of your personal information without your consent is based on the necessity to fulfill a contract concluded with you, the necessity to implement procedures as requested by you before entering into a contract with you, the necessity to pursue legitimate interests sought by us or a third party, or the necessity to comply with legal obligations we are obliged to follow. The legitimate interests pursued by us or a third party include an increase in operating income from marketing and improvement of services, and improvement of the convenience and security of our website.

4. Transfer of Personal Information to Third Countries

For the purposes of fulfilling contracts with customers, or for implementing procedures according to the customers' requests prior to entering into contracts, we may receive personal information from controllers, etc. in the EEA. On January 23, 2019, Japan achieved accreditation from the European Commission regarding an adequate level of protection. We will treat your personal information in

compliance with the supplementary rules under the Act on the Protection of Personal Information.

5. Retention Period of Personal Information

We will retain your personal information for the period of time required to achieve the purpose of use. After the set retention period has elapsed, we will erase or make your personal information anonymous using a secure method within a reasonable period of time.

6. Your Rights

You have the following rights under applicable laws and regulations. A customer may exercise these rights by contacting the Inquiry Desk mentioned in Section 11 hereof.

In the event that you exercise these rights, we will respond in good faith, barring statutory exceptions, after confirming that the person making the request is the person in question.

(1) Right to access your personal information

You have the right to confirm whether your personal information is being used, and if that is the case, access the personal information and the accompanying information.

(2) Right to request correction of personal information

You have the right to request correction of inaccurate personal information.

(3) Right to request erasure of personal information

You have the right to request erasure of your personal information under certain circumstances.

(4) Right to request restriction on use of personal information

You have the right to request restrictions on the use of your personal information under certain circumstances.

(5) Right to object to the use of personal information

You have the right to object to the use of your personal information claimed to have been for the pursuance of legitimate interests by us or a third party(s).

(6) Right to data portability

You have the right to receive personal information you have submitted to us in a structured, commonly used, and machine-readable format. You also have the right to transfer those data to other business operators without hindrance from us.

7. Withdrawal of Consent

You have the right to withdraw your consent in relation to the use of your personal data at any time.

However, withdrawal of consent will not affect the lawfulness of the use of personal data based on the consent that was granted before its withdrawal. You can withdraw your consent by contacting our Personal Information Inquiry Desk mentioned in Section 11 hereof.

8. Lodging a Complaint with a Supervisory Authority

You have the right to lodge a complaint about how your personal information is processed by us with a supervisory authority of the country, region, or international organization in accordance with applicable laws.

9. Children's Personal Information

For those under the age of 16, please provide personal information with the consent of a parent or guardian.

10. Automated Individual Decision-Making, Including Profiling

We do not make decisions that rely solely on automated decision-making including profiling of personal information.

11. Contact Details on Keio Travel Agency

For inquiries about personal information, please contact our inquiry desk.

[Inquiry Desk]

Personal Information Inquiry Desk, Travel Business Division, Keio Travel Agency Co., Ltd.

1-54-2 Hatsudai, Shibuya-ku, Tokyo 151-0061

E-mail: plan@keio-kanko.co.jp

Phone: 03-5351-7141