

Privacy Policy

Data identifiable with particular individuals of our customers and people associated with Shinki Bus Tours, namely personal data, is an important and indispensable asset for Shinki Bus Tours. This valuable personal data is socially required to be kept confidential and to be handled accurately and securely.

In order to meet this social requirement, Shinki Bus Tours appropriately protects personal data in accordance with the following basic policy based on the spirit of Shinki Bus Tours corporate charters, observing Personal Data Protection Law and other relevant laws and regulations.

Handling of personal information

Pursuant to the Law Related to Privacy Protection and our privacy protection policy, our company strictly handles customer personal information as follows and endeavors to ensure its protection

1. Customers' personal information in our possession

Our company has possessed part of the personal information supplied by our customers as personal data at the time the customers applied for tours.

We will educate our staffs to protect the customer's personal information.

2. Purpose of use of customers' personal information

Our company and our travel agents (dealers) will use the personal information supplied by our customers on the tour application forms to make with customers; moreover, the information will be used within the scope necessary for arranging travel services offered by the transportation and accommodation service providers of the tour participated in which customers participate (the major transportation and accommodation service providers are indicated on the contract document), as well as for the procedures necessary for receiving these services.

In addition to the above, our company may use the personal information of customers for the following purposes.

1. To advertise products, services and campaigns offered by our company or our partner companies
2. To request opinions and comments after participating in a tour
3. To request a response to questionnaires
4. To provision of special-offer services
5. Preparation of statistics materials

3.As the Act on the protection of personal information (Article 16(3))

(1) Cases in which the handling of personal information is based on laws and regulations

(2) Cases in which the handling of personal information is necessary for the protection of the life, body, or property of an individual and in which it is difficult to obtain the consent of the person

(3) Cases in which the handling of personal information is specially necessary for improving public health or promoting the sound growth of children and in which it is difficult to obtain the consent of the person

4. Provision of customers' personal information to a third person

1. Our company provides the customers' name, gender, age, address, telephone number or e-mail address, passport number and credit number by electronic and other means to the transportation and accommodation

Privacy Policy

service providers, insurance companies and arrangement agencies within the scope necessary for making arrangements for the travel services that the customer has contracted and for the procedures necessary for receiving the services, or within the scope necessary for procedures related to insurance plans that secure our company's contractual responsibilities, costs at times of accidents and suchlike.

2. Our company may provide customers' personal data in our possession to souvenir shops and duty free shops in order to make shopping more convenient for the customers at the travel destination. In this case, the customer's name, passport number and the flight number will be reported beforehand by electronic or other means. If you do not wish to have your personal data provided to these business entities, please indicate so to your dealer before departure.

5. Collection and use of customers' personal information

Please note that our company handles customers' personal information as follows when collecting and managing it.

1. We shall obtain customers' consent by clearly indicating the purposes of collection and the scope of usage in our brochures and application forms.
2. We shall not use personal information for purposes other than those for collection, without obtaining the customer's prior consent.
3. When a customer's personal information is consigned or provided to a third person, the customer will be notified of the circumstances beforehand and the customer's consent shall be obtained.
4. If the customer is a minor aged under 20 years, our company will obtain the consent of customer's guardian.
5. When making an application or requesting materials from our company, it is up to the customer to decide which item of personal information he/she will supply to our company. In the event that the whole or a part of the personal information is not supplied and our company is unable to make contact with the customer or conduct the necessary procedures for arranging travel services or for having the customer receive the services, we may turn down the customer's application or request.
6. To simplify the customers' application procedures for tours, our company may share customers' personal information with our group companies indicated below. In this case, the personal information will be managed and stored under strictest control.

Shinki Bus Tours Co.,Ltd. Group Companies:

SHINKI BUS CO.,LTD. • SHINKI GREEN BUS CO.,LTD • WEST SHINKI CO.,LTD • SHIKI ZONE BUS CO.,LTD • SHINKI KANKO BUS CO.,LTD • HOPE CO.,LTD • SHINKI SANGYO CO.,LTD • SHINKI SHOKO CO.,LTD • SHINKI FOOD SERVICE CO.,LTD • SHINKI CREATE CO.,LTD • SHINKI ENVIRONMENT SERVICE CO.,LTD • HIMEJI SHINKI TAXI CO.,LTD • MAIKO SHINKI TAXI CO.,LTD • TACHIBANA SHINKI TAXI CO.,LTD • SHINKI TAXI CO.,LTD • SHINKI FOWARDING CO.,LTD • SHINKI TRAVEL CO.,LTD • ELTEO CO.,LTD • SHINKI ANGEL HEART CO.,LTD • SUIMU CO.,LTD • SHINKI KANKO HOLDINGS CO.,LTD

6. Joint usage of customers' personal information

Of customer's personal data that our company holds, we will jointly use the name, address, telephone number or e-mail address with the group companies listed in the attached table within the minimum scope necessary for

Privacy Policy

contacting the customers. Group companies may use the information to advertise their scope of businesses, to simplify application procedures for customers, to advertise campaigns and events or to forward products purchased by customers.

7. Inquiries on, disclosure, deletion and correction of customers' personal information

Customers seeking disclosure, deletion, disposal, correction, the suspension of usage or the suspension of provision to a third party of their personal data that our company holds should get in touch with the following point of contact so that we can explain the necessary procedures. In this case, we will conduct the necessary procedures without delay, pursuant to laws and regulations and our in-house regulations. In the event that we cannot accommodate all or any part of the request, we will provide an explanation.

Our company's point of contact for personal information is as follows.

For inquiries or complaints about the handling of personal information and for explanations on the procedures for disclosure and deletion of personal data, correction of personal data, termination of its usage and provision to a third person please contact one of the branches in the list, below with whom you applied for the tour.

1. SHINKI BUS TOURS CO., LTD. (Travel Division) Each branch personal information administrator

(Business Hours: 10:00~18:00 ※Except for Saturday, Sunday, and public holiday)

Product Planning & Sales	(TEL) 079-224-2555	Komori Ryosuke
Heart Tour Center	(TEL) 06-4805-7100	Sakata Yoshiki
Himeji Branch	(TEL) 079-224-1501	Yabe Takuya
Tatsuno Branch	(TEL) 0791-62-4000	Kusaka Naoya
Kobe Branch	(TEL) 078-978-0191	Nagai Tomohiro
Yashiro Branch	(TEL) 0795-42-6565	Shibuya Katsuhiko

2. When we get any complaints about personal information from you, and the problem cannot be solved between the parties, please call to the following phone No.

Japan Association of Travel Agents `J A T A` Consumer consultation Room T E L : 03-3592-1266

8. Leakage of personal information

In the event of an incident, such as the divulgence of personal information held by our company, we will notify the customers immediately. We will implement safety measures and temporarily terminate our systems as necessary. Alternatively, we will immediately announce the facts on our website.