

Privacy Policy

Regarding efforts to protect personal information

We will protect the personal information of all people related to our company.

Nankai International Travel Privacy Policy

Our company's corporate philosophy is to "contribute to comfortable lifestyles and rich culture" by providing various travel-related services to our customers, striving to be "a company that adapts to change and creates new value," "a company that promotes compliance management and fulfills its social responsibilities," and "a company that is most appreciated by our customers." Based on this corporate philosophy, and in order to comply with the Personal Information Protection Act, we believe that protecting and appropriately handling the personal information entrusted to us by our customers, business partners, employees, etc. is an essential requirement and a social responsibility. Therefore, we hereby declare both internally and externally that we will implement the following:

1. Our company will acquire personal information in a lawful and fair manner within the scope necessary for business purposes. The main methods of acquisition include obtaining all relevant documents related to our business directly from the individual, as well as by entrusting them to us by business partners as part of our contracted business.
Our company will not use the acquired personal information beyond the scope of the purpose of use set out in the performance of our business. If it becomes necessary to change the purpose of use or to use or provide the information beyond the original scope, we will respond in accordance with our internal regulations, such as obtaining consent from the individual again.
2. We comply with Japanese laws and regulations related to personal information protection, including the Act on the Protection of Personal Information, as well as national guidelines and other related standards (industry guidelines, etc.).
3. In order to prevent the risk of personal information being leaked, lost, or damaged, we have established internal regulations and a system of responsibility, and have taken reasonable and appropriate safety measures. We also regularly inspect the content of these safety measures and take corrective measures if any deficiencies are found.
4. In order to implement this policy, we have established a personal information protection management system (including this policy and rules and regulations regarding personal information protection), which we will thoroughly inform our employees and other related parties about, implement, maintain, and continuously improve.
5. We will educate our employees on the importance of protecting personal information, and will appoint a person in charge of protecting personal information in each organization that handles personal information, and will strive to manage personal information appropriately.
6. If you have any complaints or inquiries regarding the handling of personal information, we will respond promptly and appropriately at the following contact point.

Complaints and consultation desk regarding the handling of personal information window

Our CSR Promotion Office

Weekdays 9:30-17:30 (excluding weekends, holidays, and the New Year holidays)

address

Nankai SK Namba Building 8th Floor, 1-10-4 Namba-naka, Naniwa-ku, Osaka 556-0011

contact address

TEL: [06-6641-6000](tel:06-6641-6000)

FAX: 06-6631-3489

e-mail: kojin-2510@geo-nti.co.jp

* "Personal Information Protection Management System"

is a series of mechanisms for protecting personal information, including policy formulation, system development, planning, implementation, inspection and review.

- Establishment date: April 1, 2005
- Updated: February 25, 2013
- Nankai International Travel Co., Ltd.
- President and CEO Yasuhito Kiyohara

Handling of personal information

Nankai International Travel Co., Ltd. (hereinafter referred to as "our company") has established the following rules for handling customers' personal information so that customers can use our services with peace of mind.

1. Name of business operator

Nankai International Travel Co., Ltd.

2. Personal information protection manager

We appoint the following person as the Personal Information Protection Manager to be responsible for the appropriate management of personal information held by our company.

Personal information protection manager	General Manager Naoaki Matsuyama
contact address	Please contact our customer service department as described below .

3. Purpose of use of personal information

Unless permitted by law, we will handle personal information within the scope of the following purposes of use.

1. Purpose of use of personal information to be disclosed

1. ①Handling of personal information of customers regarding travel

- a. To communicate with customers regarding the trip they have booked
- b. To arrange and provide services such as transportation and accommodation facilities for the travel you have booked
- c. To apply for visas etc. for the trip you have applied for
- d. To confirm your identity and respond to inquiries

②Handling of personal information of business partners

- e. To contact you regarding transactions, etc.

f. To confirm your identity and respond to inquiries

③About the handling of personal information of job applicants and employees

g. To contact those who wish to receive information about employment, and for recruitment selection

h. For employee personnel and labor management and welfare benefits

④For other purposes for which the individual has given prior consent

2. Purpose of use of personal information subject to non-disclosure

The purposes for which personal information is used in relation to the work entrusted to us by our business partners are as follows:

1. ① To make reservations and arrangements for package tours organized by other companies.
2. ② To apply for and process payments for non-life insurance, including solicitation, underwriting, accident response, and contract maintenance for insurance companies involved in non-life insurance agency services.
3. ③To make reservations, arrangements and issue tickets for flights, ships, trains, buses and other forms of transportation.
4. ④ To verify identity when handing over personal belongings related to temporary personal belonging storage services.
5. ⑤For various procedures related to tax-free business

4. Provision of personal information to third parties

We may provide your personal information to third parties in the following cases. If you wish to stop providing your personal information to these businesses, please contact our customer service department.

1. ①Provision to transport companies

Purpose of provision	To make reservations, arrangements, and issue tickets for various boarding and ferry services
Provided items	Name, contact information (phone number, email address)
Means or method of provision	Mail, email, fax, telephone
Provided to	Airlines, railway companies, bus companies, etc.
Agreement regarding personal information	Comply with the handling of personal information by the transport company
How personal information is collected	Obtained directly from the individual in writing

2. ②Providing to accommodation facilities

Purpose of provision	To contact guests
Provided items	Name, contact information (phone number, email address)
Means or method of provision	Mail, email, fax, telephone
Provided to	Accommodation facilities (hotels, inns, guesthouses, etc.)
Agreement regarding personal information	Comply with the accommodation's personal information handling policy

How personal information is collected	Obtained directly from the individual in writing
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3. ③Providing to souvenir vendors

Purpose of provision	To notify visitors (customers)
Provided items	Name, contact information (phone number, email address)
Means or method of provision	Mail, email, fax, telephone
Provided to	Souvenir business
Agreement regarding personal information	Comply with the souvenir vendor's personal information handling policy
How personal information is collected	Obtained directly from the individual in writing

4. ④Other

- a. When consent has been obtained from the individual
- b. When required by law
- c. When it is necessary to protect a person's life, body, or property, and it is difficult to obtain the individual's consent
- d. When it is particularly necessary for the improvement of public health or the promotion of healthy development of children, and it is difficult to obtain the consent of the individual.
- e. When it is necessary to cooperate with a national government agency, local government, or a party commissioned by them to carry out duties prescribed by law, and obtaining the individual's consent may impede the performance of said duties

5. Entrustment of personal information handling

In order to provide better service to our customers, we may outsource some of our business operations. In doing so, we may entrust personal information to the outsourcing company. In such cases, we will select an outsourcing company that meets a sufficient level of personal information protection, conclude an outsourcing contract regarding the protection of personal information, and thoroughly manage and supervise the outsourcing company.

6. Complaints and inquiries regarding personal information

1. Your rights regarding your personal information

When we receive a request from an individual to notify or disclose the purpose of use of their personal information, or to correct, add, or delete, or to suspend or erase the use of, or to suspend provision to a third party (hereinafter collectively referred to as "disclosure, etc."), we will respond in good faith in accordance with laws and regulations. Please contact the "Customer Service Center" below for such requests. Please note that we may not be able to respond to requests for disclosure, etc. of personal information related to commissioned work that is not subject to disclosure. In such cases, we will direct you to the reception desk of the outsourcing business.

2. Inquiry Desk

If you have any complaints or inquiries regarding the handling of personal information, please contact the customer service center below. After confirming that the request is from the individual in question, we will respond appropriately and promptly.

Complaints and consultation desk regarding the handling of personal information window

Our CSR Promotion Office

Weekdays 9:30-17:30 (excluding weekends, holidays, and the New Year holidays)

address

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contact address

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FAX: 06-6631-3489

e-mail: kojin-2510@geo-nti.co.jp

Name of the authorized personal information protection organization and contact point for complaint resolution

Name of the certified personal information protection organization

Japan Information Technology Promotion Association

Contact for complaint resolution

Personal Information Protection Complaints Consultation Center

address

Roppongi First Building, 1-9-9 Roppongi, Minato-ku, Tokyo 106-0032

contact address

TEL: [03-5860-7565](tel:03-5860-7565)

Toll-free number: [0120-700-779](tel:0120-700-779)

*This is not the contact number for inquiries regarding our products or services.

3. procedure

Procedures for disclosure of personal information, etc. require documentation that can verify the identity of the individual or their representative.

4. commission

For requests for notification of the purpose of use or disclosure of personal information, a handling fee of 1,000 yen (excluding tax) per personal data item will be charged, plus a postage fee of 520 yen (Letter Pack Plus).

7. Measures taken to ensure the safe management of retained personal data

(Establishment of basic policy)

In order to ensure the proper handling of personal data, basic policies have been established regarding "compliance with relevant laws, regulations, guidelines, etc." and "contact point for handling questions and complaints."

(Establishment of rules regarding the handling of personal data)

Basic handling methods have been established when acquiring, using, storing, etc. personal data.

(Organizational safety control measures)

The person in charge will confirm that personal data is being handled in accordance with the established handling methods.

A reporting and communication system has been established for employees to the person in charge.

(Personal safety control measures)

Regular training is provided to employees regarding points to note regarding the handling of personal data.

Matters regarding the confidentiality of personal data have been included in the work regulations.

(Physical safety control measures)

Measures have been implemented to prevent personal data from being easily viewed by anyone other than employees who are allowed to handle personal data and the person in question.

Equipment that handles personal data, Measures will be taken to prevent theft or loss of electronic media and documents, and measures will be implemented to prevent personal data from being easily identified when carrying such devices, electronic media, etc., including when moving within the workplace

(technical security control measures).

Devices that can handle personal data and employees who handle such devices will be clarified to prevent unnecessary access to personal data.

A system will be introduced to protect devices that handle personal data from unauthorized external access or malicious software.

8. Personal information protection systems in foreign countries

If a third party to whom your personal information is provided is located in a foreign country, information regarding the protection of personal information in that foreign country is as follows (please check the schedule, etc. for specific country names).

- (1) Countries subject to the GDPR (EU General Data Protection Regulation) and the United Kingdom (The Personal Information Protection Commission has designated these countries as foreign countries etc. with systems for the protection of personal information that are deemed to have the same level of protection as Japan:
Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Liechtenstein, Iceland, Norway, and the United Kingdom
(see Personal Information Protection Commission Public Notification No. 1 and No. 5 of 2019)
- (2) Countries and regions that have been certified as adequate under Article 45 of the GDPR (the European Commission has recognized that the country has an adequate level of data protection under the GDPR):
Argentina, Andorra, the United Kingdom, Israel, Uruguay, Canada, Switzerland, and New Zealand
(see: <https://www.ppc.go.jp/enforcement/infoprovision/laws/GDPR/>)
- (3) APEC CBPR System member countries and regions (which have laws and regulations that comply with the APEC Privacy Framework):
United States, Mexico, Canada, Singapore, South Korea, Australia, Taiwan, and the Philippines
(see: https://www.ppc.go.jp/enforcement/cooperation/international_conference/)
- (4) A country that complies with all eight principles of the OECD Privacy Guidelines. (The OECD Privacy Guidelines set out eight basic principles: (1) Principle of collection limitation, (2) Principle of data content, (3) Principle of purpose clarification, (4) Principle of use limitation, (5) Principle of security protection, (6) Principle of disclosure, (7) Principle of individual participation, and (8) Principle of

responsibility.)

China

- If the third parties to whom we provide your personal information are located in the countries listed in (1) to (4) above, all such third parties will take measures to protect personal information in accordance with the eight principles of the OECD Privacy Guidelines.
- The Personal Information Protection Commission's website has published information about systems for protecting personal information in certain countries and regions. Please refer to the "Survey of systems for protecting personal information in foreign countries" on the page.
(Reference: <https://www.ppc.go.jp/personalinfo/legal/kaiseihogohou/>)

9. Voluntary provision of personal information

Whether or not you provide your personal information to us is up to you. However, please note that if you do not provide the necessary information, we may not be able to conclude a contract or provide you with services.

10. Cookies

Our website uses cookies (an industry-standard technology that allows web servers to identify your computer). Cookies are a technology that identifies your computer, but do not identify you as an individual. Users can refuse to accept cookies by changing their browser settings, but please note that in this case, some services may not be available to you.

11. Links

Our website may link to other sites, but we do not share personal information.

If personal information is collected on the linked site, please refer to the explanation of how personal information is handled on that site.

12. Handling of customer personal information

[For more information, please click here \(opens in a new window\).](#)

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- Establishment date: February 25, 2013
- Updated: October 1, 2023
- Nankai International Travel Co., Ltd.
- President and CEO Yasuhito Kiyohara

*Translated by Google Translate

*Original text <https://nankai-travel.com/privacy-policy>