

GDPR Privacy Policy

As stipulated in the EU General Data Protection Regulation (GDPR), we handle the personal data of customers residing in the European Economic Area (EEA) as follows:

[Type of personal data acquired]

This refers to information that can identify a specific individual, such as name, date of birth, address, contact information (telephone number or email address), or other description.

1. Personal data collected

We may collect the following personal data through our website, etc.

- Contact information you provide to us, such as your name, age, address, nationality, telephone number, email address and occupation.
- In addition, we may collect information necessary to provide the services you request, such as passport information.

2. Purpose of use of personal data

We use personal data obtained from customers for the following purposes:

[Purpose of use]

- Communicating with customers
- To arrange travel services provided by transportation and accommodation providers for the trip you have booked, and to process the receipt of those services, as well as the payment of the travel fare

3. Legal basis

In principle, the legal basis for our use of personal data is your consent. The use of personal data without your consent will be based on the necessity for the performance of a contract with you, the necessity for taking steps at your request prior to entering into a contract, the necessity for the pursuit of legitimate interests pursued by our company or a third party, or the necessity for compliance with a legal obligation to which our company is subject. The legitimate interests pursued by our company or a third party include increasing operating profits through marketing and service improvements, as well as improving the convenience and security of our website.

4. Transfer of personal data to third countries, etc.

We may obtain personal data from controllers in the EEA in order to fulfill a contract with you or to take steps at your request prior to entering into a contract. As Japan was granted an adequacy decision by the European Commission on January 23, 2019, we will handle your personal data in compliance with the Act on the Protection of Personal Information of Japan and its supplementary rules.

5. Retention period of personal data

We will retain personal data only for the period necessary to achieve the purpose of use, and after the retention period has expired, of time. We will take measures to delete or anonymize personal data in a safe manner within a reasonable period

6.Customer rights

You have the following legal and regulatory rights with respect to our company. You can exercise these rights by contacting the personal data inquiry desk set forth in Section 12.

When we receive an exercise of these rights, we will respond in good faith after verifying your identity, unless there are exceptional circumstances stipulated by law.

- ① Right of access to your personal data
The right to confirm whether your personal data is being used, and if so, to access that personal data and any accompanying information.
- ② Right to rectification of personal data
The right to have inaccurate personal data about you corrected
- ③ Right to erasure of personal data
The right to have your personal data erased in certain cases
- ④ Right to restriction of use of personal data
The right to restrict the use of your personal data in certain cases
- ⑤ Right to object to the use of personal data
The right to object to the use of your personal data based on the legitimate interests pursued by us or a third party.
- ⑥ Right to data portability
The right to receive the personal data you have provided to us in a structured, commonly used and machine-readable format and to transmit that personal data to another entity without hindrance from us.

7.Withdrawal of consent

You may withdraw your consent to the use of your personal data at any time. Withdrawal of consent will not affect the lawfulness of the use of your personal data based on consent before the withdrawal. You may withdraw your consent by contacting the inquiry desk regarding personal data set forth in Article 12.

8.Filing a complaint with a supervisory authority

You may file a complaint regarding our handling of your personal data with the head of a country, region, or international organization in accordance with applicable laws and regulations.

9.Children's Personal Data

If you are under the age of 16 and would like to provide personal data, please do so with the consent of your guardian.

10. Profiling and other automated decision-making

We do not make decisions based solely on automated processing, such as profiling of personal data.

11.Cookie

Our website, like many other websites, may use cookies and other automated information-collection programs, where required and subject to consent.

Cookies are a feature that allows our website to store information about you on your browser or hard drive, saving you the trouble of having to manually re-enter the information stored on your hard drive.

Cookies also help improve the usability of our website by recording when and how our website is used.

You can disable cookies through your browser settings, but certain features of our website may not function properly.

12. Nippon Travel Agency Corporate Solutions Information and Contact details

Our company's consultation desk for inquiries regarding personal data is as follows:

[Consultation desk]

Moriguchi CID Building, 2-5-18 Honmachi, Moriguchi City, Osaka 570-0028 , Japan

Person in charge: Personal Information Protection Officer

TEL: 06-6993-2510