

# Privacy Policy

## ➤ Our Commitment to Your Privacy

Meeting the needs and expectations of our customers has always been our highest priority and that includes protecting your privacy. This statement applies to the privacy practices at Hokkaido Resort Service and its properties, as based in Japan. We encourage you to read this disclosure to understand how we use your personal information to provide the services you request and inform you about special offers and promotions. You have a choice in how your information is used, and our commitment to use your information responsibly. We also encourage you to contact us directly should you have any privacy concerns questions or suggestions. You may contact us via email regarding any privacy enquiries.

## ➤ Information We Need To Collect to Provide the Services You Request

In the ordinary course of business, we will request that you provide, and seek your consent to use certain personal information such as your name, address and telephone number to enable us to process the services you request. In addition, other information may be requested and provided at your choice. Any information that is generated during your business with us, such as billing information or messages is treated as confidential and respected according to our privacy policy. The information you provide to us is processed in our computer system in Japan.

## ➤ How We Use Your Information

Booking information and personal information provided by you will be used to provide services you request, and to facilitate billing and collection. On occasion, we may use the services of a third party service provider to provide services such as mailing services. As a result, these service providers would be provided with the personal information necessary to perform the requested service. Any service provider we use is prohibited from using the information for any purpose other than providing the service we request. We prohibit the sale, transfer or sharing of personal information with any other third parties. We do not disclose your information for any other purpose without your consent, unless it is required by law.

## ➤ Maintaining the Accuracy of Your Information

We make every reasonable effort to maintain the accuracy of all customer information and employ controls to make sure our records are accurate. If you become aware that information we maintain about you is inaccurate or if you would like to update your information, please let us know by contacting us as indicated at the top of this statement.

## ➤ Securing Your Information

We are committed to securing the information you provide to us. We have deployed processes and technology measures to provide reasonable assurance that your information is protected against misuse and loss and from unauthorized access, modification or disclosure. We take reasonable precautions to ensure that our staff do not disclose your information to anyone but you. We encourage all of our passengers to be careful of their personal information in their travels, and would be pleased to help you dispose of sensitive information in our secure waste. As previously stated, we respect your privacy expectations and will do our best to provide you with the information you need to address any questions or concerns. We encourage you to raise any questions or concerns about our procedures directly with us so that we may promptly address them.

## ➤ How to Access and Correct Information We Maintain About You

You may contact us to inquire about the personal information pertaining to you that is maintained by us by sending an email. An administrative charge may be levied if you request a copy of your information, as permitted by law. We will promptly correct our records for any information that you inform us is incorrect.

## ➤ Where Your Information is Sent

As is that case for many international organisations, we need to transfer data internationally to serve our customers and maintain our accounting records. We take reasonable measures to ensure that information is adequately protected during and after data transmission.