

Personal Information Protection Policy (Privacy Policy)

1. Basic Policy

Komachi Terrace Co., Ltd. (hereinafter referred to as “the company”) recognizes that, as a business engaged in the hotel industry, the proper protection and management of our customers’ personal information is an important responsibility. Accordingly, the company has established the following Privacy Policy, ensures thorough awareness among all employees, and strives for its faithful implementation.

2. Compliance with Laws and Regulations

The company complies with all applicable laws, guidelines, and other standards relating to the protection of personal information.

3. Acquisition and Purpose of Use of Personal Information

The company acquires personal information by appropriate and fair means, within the scope necessary for purposes such as accommodation reservations, responding to inquiries, and the provision of various services, and uses such information for the following purposes:

- Reservation and provision of accommodation and related services
- Responding to inquiries
- Providing information regarding campaigns and services
- Responding to obligations under laws and regulations

4. Management of Personal Information

The company takes appropriate security measures to protect personal information against risks such as leakage, loss, damage, or unauthorized access, and makes every effort to prevent and rectify such incidents.

5. Restriction on Provision to Third Parties

Except where required by law, the company will not provide personal information to third parties without the prior consent of the individual concerned.

6. Management of Outsourced Service Providers

When outsourcing the handling of personal information, the company appropriately manages and supervises the outsourcing party.

7. Response to Requests for Disclosure, Correction, Deletion, etc.

If the individual concerned requests disclosure, correction, suspension of use, deletion, or other handling of their personal information, the company will respond promptly and within a reasonable scope.

8. Continuous Improvement

The Company will continuously review and strive to improve its system for protecting personal information.

9. Contact Information

For inquiries or consultations regarding personal information, please contact the following office:

- Komachi Terrace Co., Ltd.
- Phone: 03-4455-4975
- Email: contact@komachi-terrace.com
-

Supplementary Provisions

This policy shall come into effect on September 1, 2025.