

# Privacy Policy

## **1. Purpose of using personal information**

Personal information, including access logs (such as IP addresses, cookie identifiers etc.), obtained from our customers will be used for the following purposes only.

Personal information obtained at registration:

- To contact customers regarding their registration.
- To share to affiliated companies (such as the provider of the customer's choice of service), in order to meet the customer's request.
- To provide information to our customers about our products (tours and experiences), other services, related events and seminars.
- To ask customers for feedback and to respond to questionnaires regarding our products and services.

Personal information acquired through inquiries:

- To contact customers regarding their inquiry.
- To share to affiliated companies in order to respond to the customer's inquiry.

Access log information:

- This website uses cookies to protect our customer's information entered through this website, as well as to protect our customer's access log information.
- This website uses Google Analytics, which uses cookies to collect data. This data is collected anonymously, and is not used to specify individuals. For details regarding Google Analytics, please refer to Google Analytics's Terms of Service page or Google's Policy page.
- After being processed so that the information cannot specify an individual, our customer's access log information, along with the pages and questions viewed by the customer, may be used in the following ways:
  - a. To improve our products (tours and experiences)
  - b. To offer other services
  - c. To create new products/services (including analyzing customer needs, creating new tours, experiences and services, evaluation and more)
  - d. To analyze our customer's access tendency

## **2. Provision of personal information to a third party**

We will not disclose or provide any personal customer information to a third party that is not an outsource or successor of our company, unless we have prior consent from the customer or when laws or regulations requires us to do so.

In the case we do provide personal customer information to a third party, or when we entrust a third party to handle our customer's personal information, we will include in the contract for the third party to take necessary measures to prevent any leaking or re-providing of personal information from the third party, unless it is under special circumstances.

### **3. Management of personal information**

In the case you wish to disclose, delete or correct any personal information, or discontinue your use of our services, please send a request to the following:

Head of personal information handling: Godo Kaisha Kiroro Resort CEO Fumihiko Niwa

Personal information Handling Desk

Godo Kaisha Kiroro Resort Administrative Department

Tel: +81(0)135-34-7171

Email: [info@kiroro.co.jp](mailto:info@kiroro.co.jp)

Reception hours: 8:30 – 16:00

### **4. Duration of safekeeping information**

In terms of data security and in order to provide stable services, we keep personal information provided by our customers for 10 years from the date of registration, or the date the information was updated. (The newest date will be used.) After this period, all information provided will be deleted.