

# Ryobi Tours Inc. Privacy Policy

In accordance with the “Act on the Protection of Personal Information” and the “Company's Personal Information Protection Policy”, Ryobi Tours Inc. (hereinafter referred to as "the Company") handles and protects the personal information of the Customer as follows.

This Privacy Policy is made in Japanese and translated into English. The Japanese text is the original and the English text is for reference purposes. If there is any conflict or inconsistency between these two texts, the Japanese text shall prevail.

Personal information means information that can be used to identify a specific individual, such as address, name, telephone number, and e-mail address (including information that can be easily cross-checked with other information to identify a specific individual) and information that is considered personal information under the law:

## 1) Personal information of Customers held by the Company

The Company holds some of the personal information which the Customers have provided to the Company when applying for a tour, etc. as their personal data.

## 2) Purpose of the use of Customers' personal information

The Company and its Contracted Travel Agents (Distributors) (hereinafter referred to as ‘the Company and its Agents’) will use the personal information provided on the application form for the tour in order to contact the customer as well as to arrange the transportation, accommodation, etc. (major transportation and accommodation agencies will be listed in the Contract Document), in accordance from the customer's applications. The use is limited to the extent necessary for the arrangement of Travel Services and the procedures for the receipt of such services.

\*In addition, the Company and its Agents’ may use the Customers’ personal information for the following purposes: [1] Providing information on the products, services and campaigns of the Company and its Agents; [2] Requesting opinions and feedback after participating in the tour; [3] Requesting surveys; [4] Providing special services; and [5] Compiling statistical information.

## 3) Provision of Customer Personal Information to Third Parties

(1) The Company will provide the Customer's name, gender, age, address, telephone number or e-mail

address and passport number to the transport or accommodation agency as well as to the agent for arranging the requested Travel Services by utilizing electronic methods etc., within the extent necessary to arrange and receive such services.

- (2) The Company may provide personal information of the Customer to souvenir shops for the convenience of the Customer's shopping, etc. at the destination. In such case, personal information relating to the Customer's name, passport number and flight number shall be provided in advance by electronic methods etc. Customers who request to stop the provision of personal information to such operators should inform the agent at which the Customer have applied for the tour, prior to departure.

#### 4) Collection and use of Customers' Personal Information

The Company hereby informs the Customers of the following practices regarding the collection and use of the Customer's personal information.

- (1) The purpose of the collection and the extent of its use are clearly stated in the brochure and application form, with consent obtained.
- (2) The information will not be used for purposes other than collection without obtaining the Customer's consent.
- (3) The Company shall inform and obtain consent in advance if the personal information is to be deposited or provided to a third party.
- (4) In case the Customer is a juvenile, the consent of their guardian shall be obtained.
- (5) In order to simplify the Customers' future travel applications, the Company may share the Customer Information with the Company and the Company's related affiliates listed in the annex, which will be strictly controlled and retained.

#### 5) Co-use of Customers' Personal Information

The Company will share the minimum range of the Customer's personal information held by the Company, such as name, address, telephone number or e-mail address which is necessary for contacting the Customer, with the Group companies available on the Ryobi Group's website ([https://ryobi.gr.jp/company\\_list/](https://ryobi.gr.jp/company_list/)).

Such companies may use the information for the purpose of informing Customers of their business, simplifying applications, providing information on the content of events, and delivering the purchased products.

#### 6) Enquiries, disclosure, deletion and correction of Customer Personal Information

Customers who wish to have their personal information held by the Company disclosed, deleted or erased, to have its content corrected, to cease its use or to cease its provision to third parties, may contact the following contact desk for information on the necessary procedures. In such cases, the necessary measures will be taken without delay in accordance with the law and the Company's internal regulations. Alternatively, the Company will provide the Customer the reasons for not being able to comply with the request partially or entirely.

The contact details for dealing with personal information in the Company are as follows.

- (1) Enquiries and complaints about the handling of personal information, as well as disclosure, deletion or removal.

Head office of Ryobi Tours Inc.

Management Officer: Osamu Tanaka

General Manager: Shinsuke Nakahara

Address: Ryobi Building, 6-1 Nishiki-cho, Kita-ku, Okayama City

TEL: 086-239-1151

Reception hours: 10:00-18:00

(Closed on Saturdays, Sundays, public holidays and 29 Dec - 3 Jan)

- (2) Correction of personal information content, cessation of use, cessation of provision to third parties.

The travel service manager of the dealer from whom the Customer have applied for the tour.

(Please check the contact details on the relevant application form copy and contract document).

### **General notes on information protection**

Where the Customer has voluntarily disclosed their personal information online in public or registered their personal information on services that can be viewed by third parties, the Customer should be fully aware of the possibility that this information may be used by third parties for purposes for which the Customer did not intend. Please be aware that voluntary disclosure, registration and publication of personal information is at Customer's own risk.

\*The privacy policy explained herein applies only to the website operated by Ryobi Tours. The Company is not responsible for the standards and content of the handling of personal information on the websites of other companies and third parties that are linked to from the Company's website.

## **About Security**

The online booking service secures personal information through the Secure Sockets Layer (SSL) system.

Information sent and received over the internet is vulnerable to eavesdropping, information falsification and spoofing. SSL allows you to send and receive secure information that is protected against these threats.

SSL secures the confidentiality of communications between the Customer and the Company's servers through mutual authentication adopting digital signatures and encrypted communications. Personal information such as the Customer's name and credit card number, as well as the information the Customer receives, will be fully protected.

In case of an SSL-related error, the Customer may need to enable SSL 2.0 or 3.0 in the browser settings. When accessing from a corporate LAN, please consult your network administrator or other relevant personnel to open port 443 in the firewall.