

# Privacy Policy

Our corporate mission is to create a world filled with smiles by inspiring encounters among people around the world. To achieve this end, in our travel and travel-related services businesses we will continue to tell stories that inspire, that bring a smile, and that foster confidence.

We believe that protecting the personal information of our customers and all those affiliated with our company is a major responsibility as we put our mission into practice, in addition to declaring our intent to take all possible measures to protect personal information based on the amended Act on the Protection of Personal Information, Act on the Use of Numbers to Identify a Specific Individual in the Administrative Procedure, Specific Personal Information Protection Assessment Guidelines which enacted by the Japanese Government, General Data Protection Regulation (GDPR) which enacted by European Union, and other laws and regulations, we will engage in the following efforts:

## 1. Collection and use of personal information

We will carrying out appropriate collection, use and transfer personal information in light of our description and scope of business.

In the case of collecting personal information, we will make the purpose of use clear and will collect personal information with obtaining clear consent if necessary.

We will also establish an internal management system and implement safety measures to ensure that personal information is not used outside the scope of the purpose of use.

## 2. Management and protection of personal information

We will carefully manage personal information and will not disclose or provide such data to third parties except in cases where the customer has given their consent.

We will also implement safety measures and take corrective action to prevent personal information from being leaked, lost or damaged.

## 3. Observance of laws and norms

We will abide by laws that apply to the personal information which we hold, guideline and other norms enacted by each nations and region.

4. Handling of complaints and inquiries

We have established a system and procedures for accepting and handling inquiries and complaints with respect to the personal information which we hold and respond to them promptly.

5. Continuous improvement of management system and mechanisms for protection of personal information

We will carry out continuous improvement of our management system and mechanisms for the protection of personal information.

January 1, 2013 enacted

January 1, 2015 Revised

September 28, 2015 Revised

April, 1, 2018 Revised

KNT-CT Holdings Co., Ltd.

President Takashi Maruyama

(For EU residents)

[Processing of EU Personal Data](#)

[Consent Form of Acquiring EU Personal Data](#)

[Application Form of Request of Disclosure, etc. of EU personal data](#)

Note : This application is accepted only by airmail.

< Inquiry Desk >

EU Personal Data Management Officer

Manager of general affairs and public relations department

KNT-CT Holdings Co., Ltd.

2-6-1, Nishi-Shinjuku, Shinjuku-ku, Tokyo, Japan 163-0239

Phone number: +81-3-5325-8512

Reception hours: 9: 30 ~ 17: 00 (excluding weekends, holidays and from 29 Dec. to 3 Jan.)

E-mail: [privacysomu@or.knt.co.jp](mailto:privacysomu@or.knt.co.jp)