

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 Act on the Protection of Personal Information, we will engage in the following efforts:

1. Collection and use of personal information

We will make the purpose of use clear and will only collect personal information within the scope necessary for the purpose.

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 have obtained JIS Q 15001 certification for personal information protection management systems and operate our system appropriately in observance of laws, national guidelines and other norms that apply to the personal information in our care.

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 in our care and respond to them promptly.

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

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



旅行業公正取引
協議会 会員

