# Procedures for Disclosure, etc. of Retained Personal Data

When we receive a request for disclosure, etc. (meaning a request for notification of purposes of use, disclosure, correction, addition, deletion, suspension of use, erasure, suspension of provision to third parties, which is made under the Act on the Protection of Personal Information) from a data subject or his/her legal representative with respect to his/her name, address, sex, date of birth, email address, telephone number or other personally identifiable information (collectively, "Personal Information"), we handle the request as follows:

**(1) Items subject to request for disclosure, etc.**

You can request the disclosure, etc. of the following items of Personal Information ("Retained Personal Data"). When requesting the disclosure, etc., please specify the items of information that you request the disclosure, etc. in the application form.

| | | | |
|---|---|---|---|
| 1. Name | 2. Address | 3. Sex | 4. Customer Membership Number |
| 5. Email Address | 6. Telephone Number | 7. Date of Birth | 8. Usage History |
| 9. Occupation | 10. Job Position | 11. Title | 12. Hobby |
| 13. Others | | | |

**(2) Where to send the "request for disclosure, etc."**

If you wish to make a request for the disclosure, etc., please send an application form in the designated format together with the necessary documents to the address below by mail. We would appreciate it if you could write "Encls.: Documents for Request for Disclosure, etc." in red on the envelope.

Personal Information Protection, [ ] Hotel group
Address: (Zip Code: )

**(3) Documents (form) to be submitted for making the "request for disclosure, etc."**

In order to make the "request for disclosure, etc.," please print out the following application form (A), fill in all the sections and send it to the address stated in (2) above, together with the document (B) for verifying your identification.

A. Application for Notification of Purposes of Use/Disclosure/Correction, etc./Suspension of Use, etc. of "Retained Personal Data": One copy
B. Document for identity verification
Please enclose a copy of one of the following documents:
A copy of driver's license, student identification card, passport, health insurance card or certificate of residence (Please do not submit any document with your national identification number.): One copy

**(4) Procedures to be followed by the legal representative for the "request for disclosure, etc."**

If the data subject who wishes to make a "request for disclosure, etc.," is a minor or adult ward, his/her legal representative can make such request on behalf of the data subject.
If you are the legal representative, please send the following documents, in addition to the documents stated in (3) A and B above, by mail.

C. Document which evidences that you are the legal representative of the minor or adult ward, such as (in the case of a minor) an extract copy of the family register or a copy of the health insurance card on which the dependents are stated, or (in the case of an adult ward) a certificate of registered matters of guardianship of the adult: One copy
D. Documents for verifying the identification of the legal representative
A copy of driver's license, student identification card, passport, health insurance card or certificate of residence (Please do not submit any document with your national identification number.): One copy

**(5) How we respond to your request and the cases where we are unable to respond to your request**

We will send our response in the designated form to the address stated in the application form by mail (simple registered mail). Please note, however, that we will not be able to respond to your request for disclosure, etc. if such request is made without following the procedures described above or if any of the following events applies:

**[Events of Non-Disclosure]**

(i) If the identification of the applicant cannot be verified since the address or other details stated in the application form and those stated in the document for identity verification does not correspond with the information registered with us;
(ii) If the authority of representation cannot be confirmed upon application by a representative;
(iii) (In the case of a request for disclosure) if it is likely to harm the life, body, property or other rights or interests of the data subject or a third party;
(iv) (In the case of a request for disclosure) if it is likely to seriously obstruct the proper business operations of the Hotel;
(v) (In the case of a request for disclosure) if such disclosure would result in a violation of laws and regulations;
(vi) (In the case of a request other than for notification of purposes of use or disclosure) if there is no reason for the request stipulated in the Act on the Protection of Personal Information; and
(vii) (In the case of a request for suspension of use, erasure or suspension of provision to third parties) if it is difficult to respond to the request and if alternative measures are taken to protect the rights and interests of the data subject in accordance with the provisions of the Act on the Protection of Personal Information.

*If we decide not to respond to your request for disclosure, etc., we will notify you to that effect.