

Privacy Policy

●The Basic Policy on Personal Information Protection

Withceed Hospitality Management Inc. (hereinafter referred to as “we”) recognizes the importance of Personal Information and handles such information with the utmost care and responsibility to ensure that our guests can use our services safely and with confidence.

This page outlines our basic policy regarding the handling of Personal Information.

We collect and use Personal Information (such as names, addresses, contact numbers, gender, dates of birth, and email addresses) only to the extent necessary to achieve the purposes set forth below.

●How We Collect Personal Information

We collect Personal Information through the following methods in connection with reservations and use of services such as accommodation, restaurants, weddings, banquets, and meetings, as well as related inquiries and surveys:

1. Directly from the individual

Via telephone, written documents (including electronic records), business cards, verbal communication, the internet, etc.

2. From authorized representatives

Including applicants, introducers, travel agencies, business partners, and operators handling package services.

3. From publicly available sources

Including the internet, newspapers, directories, publications, and other publicly accessible materials.

●How We Use Your Personal Information

We use Personal Information for the following purposes:

1. To contact guests regarding reservations, contracts, or related matters

2. To respond to inquiries or requests for materials

3. To deliver products and other items

4. To provide information about our services and products

5. To analyze and improve our services and products

6. To conduct surveys aimed at service and product improvement

7. To verify identity and conduct credit checks as necessary for business operations

8. To comply with applicable laws and regulations

9. For any other purpose deemed necessary in connection with contacting guests

● **How We Protect Your Personal Information**

We appoint a Personal Information Protection Manager and establish internal rules and systems to ensure the appropriate management of Personal Information.

We also implement robust security measures to prevent unauthorized access, loss, destruction, alteration, or leakage of Personal Information.

● **How We Disclose Personal Information to Third Parties**

We will not disclose or provide Personal Information to third parties except in the following cases:

1. With the guest's consent
2. When required by law
3. When necessary to protect human life, body, or property and obtaining consent is difficult
4. When particularly necessary for public health or the sound development of children and obtaining consent is difficult
5. When cooperation is required for governmental or public authority functions and obtaining consent may hinder such functions
6. When providing statistical data that does not identify individuals
7. In connection with business succession such as mergers, company splits, or business transfers
8. When outsourcing within the scope necessary to achieve the purposes of use

● **How We Use Service Providers**

We may entrust all or part of the handling of Personal Information to external service providers to the extent necessary to achieve the purposes of use described above.

In such cases, we carefully review the suitability of each service provider's personal data protection practices.

We also enter into contracts that appropriately set out matters such as security management measures, confidentiality obligations, conditions for re-entrustment, and other requirements related to the handling of Personal Information, and we provide necessary and appropriate supervision of such service providers.

● **How We Share Personal Information Within Our Group**

We may share Personal Information obtained by us within our corporate group, to the

extent necessary to achieve the purposes of use.

In such cases, our Personal Information Protection Manager ensures that such information is properly managed and handled in an appropriate manner.

●How We Handle Personal Information on Our Website

On our website, we may ask guests to input and transmit Personal Information when using our services. We take the following security measures to protect such information:

1. We implement reasonable security measures from both administrative and technical perspectives to prevent unauthorized access, loss, destruction, alteration, or leakage of Personal Information.
2. All transmission of Personal Information between guests and our website over the internet is protected using SSL (Secure Sockets Layer) encrypted communication.
3. We collect information through cookies (technology that stores usage data exchanged on the web in the user's browser) and access logs on our website.

However, such information is used only for statistical analysis to improve our website and services, as well as for investigating the causes of unauthorized access. If you do not wish to accept cookies, you can disable them through your browser settings.

4. Our website may include links to external websites to provide guests with additional information. However, we are not responsible for the collection or handling of Personal Information on those external websites.

Please refer to the privacy policies of those websites when using them.

●How We Handle Requests for Disclosure, Correction, and Suspension of Use

If we receive a request from an individual regarding Personal Information we hold such as requests for disclosure, correction, deletion, addition, suspension of use, or erasure; we will first verify the identity of the requester.

We will then respond within a reasonable period and within the scope permitted by applicable laws and regulations.

However, we may be unable to comply with such requests in cases where doing so may violate laws or regulations, harm the life, body, or property of a third party, significantly hinder the proper execution of our business operations, where the relevant Personal Information does not exist, or where the identity of the requester cannot be confirmed.

●How We Update This Policy

We may amend this Privacy Policy without prior notice in order to reflect changes in applicable laws and regulations, as well as evolving social needs related to the protection

of Personal Information. In such cases, we will promptly post the updated version on our website.

The revised policy shall take effect from the time it is published on our website.

●Contact Us

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