

Supplement to (i) Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy (the “Global Privacy Policy”) and (ii) Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Membership Agreement (the “Global Membership Agreement”)

Australian Customers

Australian Privacy Policy Supplement

The Global Privacy Policy describes how Central Japan Railway Company (“**JR Central**”), West Japan Railway Company (“**JR West**”) and Kyushu Railway Company (“**JR Kyushu**”) (collectively, the “**Three Companies**”), and JR TOKAI TOURS, INC. and Nippon Travel Agency Co., Ltd. (collectively, with the Three Companies, the “**Parties**” or “**We**”) collect, use, disclose and otherwise handle the personal information of customers of the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service (the “**Service**”) and travel products exclusively for members of the Service provided by the Parties based on the contract between the Three Companies.

This supplement, provides further specific information describing how we comply with the *Privacy Act 1988* (Cth) (the “**Privacy Act**”), including the Australian Privacy Principles (“**APPs**”) contained in the Privacy Act, with respect to Australian customers of the Service. This supplement should be read in conjunction with the Global Privacy Policy.

What personal information do we collect?

We collect the following personal information from customers:

- name;
- date of birth;
- telephone number;
- email address;
- credit card expiration date;
- information related to IC Card;
- transaction history;
- smartphone device information; and
- opinions, questions, inquiries and other similar information gathered from interactions between the Parties and the customer.

Why do we collect, use and disclose personal information?

The Parties collect, use and in some cases disclose the personal information above for the following purposes:

- for transactions with customers concerning, or for provision to customers of, train tickets, travel-related products and other services related thereto and the like;
- For delivery of service information by the Internet or any other means;
- for sales analysis and product development; and

- for the purposes of conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends.

To whom do we disclose your personal information?

We may disclose personal information for the purposes described in the Global Privacy Policy to:

- our employees and related bodies corporate;
- third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you);
- professional advisers, dealers and agents;
- payment systems operators (e.g. merchants receiving card payments);
- our existing or potential agents, business partners or partners;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

Disclosure of personal information outside Australia

The Parties are all located in Japan. As a result, all personal information collected from you will be stored outside of Australia (only in Japan) and may be disclosed to other entities outside of Australia, for example to third party suppliers located in Japan.

When you provide your personal information to us, you consent to the disclosure of your information outside of Australia and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with Australian Privacy Law. We will, however, take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the APPs.

Using our website and cookies

We may collect personal information about you when you use and access our website. While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your website usage and remember your preferences. Cookies are small files that store information on your computer, TV, mobile phone or other device. They enable the entity that put the cookie on your device to recognise you across different websites, services, devices and/or browsing sessions. You can disable cookies through your internet browser but our websites may not work as intended for you if you do so.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal

information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in the Global Privacy Policy and this supplement.

Security

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. However, we cannot guarantee the security of your personal information.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Global Privacy Policy, so we encourage individuals to read them before using those websites.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Please follow the process described in Paragraph 6 of the Global Privacy Policy if you would like to access or correcting your personal information.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take. Please follow the process described in Paragraph 7 of the Global Privacy Policy if you would like to make such a complaint.

Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us at the contact details set out in Paragraphs 6 and 7 of the Global Privacy Policy.

Supplement to Global Membership Agreement

Article 25 of the Global Membership Agreement is subject to any rights you may have under Australian law including the Australian Consumer Law.

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