

## **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”)**

### **Canadian Customers**

#### **Canadian 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 *Personal Information Protection and Electronic Documents Act* (S.C. 2000, c. 5) (the “**PIPEDA**”), and analogous provincial privacy laws, with respect to Canadian customers of the Service. This supplement should be read in conjunction with the Global Privacy Policy. If there is a conflict or inconsistency between this supplement and the Global Privacy Policy, this supplement shall prevail to the extent of that conflict or inconsistency.

#### **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 this 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 Canada**

The Parties are all located in Japan. As a result, all personal information collected from you will be stored outside of Canada. The Parties host and process your personal information at our offices (or those of our service providers) located in Japan.

In the event that the Parties outsource to another person the collection of personal information and any actions related thereto to be conducted for any of the purposes of use indicated herein, the Parties shall, to the extent necessary for such person to conduct such outsourced actions, entrust to such person the personal information set forth in Section 1 of this supplement after having put in place appropriate contractual, administrative and technological safeguards to protect the information while being processed.

If you wish to have access to your personal information, please contact us at the contact details set out in paragraph 6 of the Global Privacy Policy. If you have questions regarding our policies and practices with respect to dealing with personal information or with respect to the service providers outside of Canada who host or process the information, please contact us at the contact details set out in paragraph 7 of the Global Privacy Policy

### **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 PIPEDA. 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**

The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and procedural safeguards to guard your personal information. We use secure socket layer ("**SSL/TLS**") technology to protect the security of your credit card information and we encrypt this information when it is sent over the Internet. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your information, we cannot guarantee its absolute security.

### **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 PIPEDA, 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.

### **Supplement to Global Membership Agreement**

Except for minor changes which do not materially affect the customers, when we intend to amend the content of the Service in accordance with Article 24(1) of the Global Membership Agreement, we will send customers, at least 30 days before the changes come into force, a written notice drawn up clearly and legibly, setting out exclusively the new clauses after the

changes, the date of coming into force and the right of the consumers to terminate the contracts entered into under the Policies.

**Revision Date:** September 16, 2023