

Supplement to Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy (the “Global Privacy Policy”)

Malaysian Customers

Malaysian 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**”) (each a “**Party**”, collectively, the “**Three Companies**”), and JR TOKAI TOURS, INC. and Nippon Travel Agency Co., Ltd. (collectively, with the Three Companies, the “**Parties**”, “**us**” or “**we**”) collect, use, disclose and otherwise processes the personal data 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 Malaysian Privacy Policy Supplement (“**Supplement**”) sets out the manner in which personal data is processed in accordance to the Personal Data Protection Act 2010.

This Supplement should be read in conjunction with the Global Privacy Policy.

1. Collection, etc. Of personal data by the Parties

The Parties collect the following personal data of customers, which are provided by the customer, acquired through the customer providing his or her personal data when registering himself/herself with us by using a reservation site, through proper and fair means:

- (1) a customer’s name, date of birth, phone number, e-mail address, credit card expiration date and information related to IC Card, as well as changes to such information;
- (2) history of past purchases of train tickets and travel-related products as well as services related thereto;
- (3) smartphone device information; and
- (4) opinions, questions, inquiries and the like which concern the use of the Service and which are made by a customer by phone or e-mail.

2. Purposes of use, etc. Of personal data by the Parties

The Parties collect, use and keep personal data of customers for the following purposes:

- (1) For transactions with customers concerning, or for provision to customers of, train tickets, travel-related products and other services related thereto and the like;
- (2) For delivery of service information by the Internet or any other means;
- (3) For sales analysis and product development; and
- (4) For the purposes of conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends.

3. Disclosure to third parties

We may disclose your personal data for the purposes described in this Supplement to:

- (1) any third party appointed to provide services to the Parties or to provide service on behalf of the Parties (including the Parties' agents, professional advisors, service providers and payment systems operators);
- (2) any person who is under a duty of confidentiality and/or who has undertaken the responsibility to keep such data confidential
- (3) the Parties' employees, affiliates, subsidiary and employees of such affiliate or subsidiary;
- (4) any existing or potential business partners or partners;
- (5) any actual or proposed assignee, participant, sub-participant or transferee of any of our rights or obligations;
- (6) potential or actual purchasers, successors in title of business or shares (wholly or in part) of the Parties' (including their advisers and representative), as a result of potential, proposed or actual sale of business, disposal, acquisition, merger or re-organisation;
- (7) other parties, in respect of whom the customer has consented to the disclosure of his or her personal data;
- (8) any government, law enforcement agency or regulatory body; and
- (9) any third party in which is required by law, court order and/or requirement of an industry regulator to be disclosed to.

4. Transfer of personal data outside Malaysia

The Parties are all located in Japan and by using the Services, the customer's personal data will be transferred and/or processed outside of Malaysia and may be disclosed to other entities outside of Malaysia for the purposes as identified above. By using the Services, the customer acknowledges and consents to the transfer and/or processing of his or her personal data to a place outside of Malaysia.

5. Access, correction and limiting use of personal data

The Parties will respond to any request from the principal or his or her agent for the notification of the purpose of use, disclosure, access, discontinuation of use, erasing, discontinuation of provision to a third party of retained personal data or the correction, addition or deletion of the content of retained personal data (hereinafter referred to as "**Request for Disclosure, Etc.**").

- (1) Items that are subject to Request for Disclosure, Etc. (Information that assists in identifying retained personal data)
 - (i) A customer's name, date of birth, phone number, e-mail address, credit card expiration date and information related to IC Card, as well as changes to such information
 - (ii) Information collected by the Parties from transactions with a customer such as a history of past purchases of train tickets and travel-related products as well as services related thereto
 - (iii) Smartphone device information

(2) Where and how to send Requests for Disclosure, Etc.

A Request for Disclosure, Etc. Is accepted when submitted by e-mail. Please download the application form from [A] below, fill in all the designated information, attach an identification document [B] (file format can be JPEG, PNG, or PDF) to e-mail, and e-mail all of the above to Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center (privacy@jr-central.co.jp). Responses will be submitted by sending a file to applicant's e-mail address used for the request.

[A] Application forms prescribed by the Parties

- Application form for notification of purposes of use or disclosure concerning retained personal data
- Application form for correction, etc. Of retained personal data
- Application form for discontinuation of use, etc. Of retained personal data

[B] Identification documents

- One of the following: Passport, driver's license

(Note)

With respect to requests for the access, correction, addition, or deletion of retained personal data, the information indicated in the above (1) (i) is subject to change or correction by customers themselves on the member information amendment screen that appears after the login screen of the Service

(3) Request for Disclosure, Etc. By an agent

If the person making the Request for Disclosure, Etc. Is a statutory representative for the principal, a minor or an adult ward, or an agent to whom the principal entrusted the Request for Disclosure, Etc., the following document's data (file format can be JPEG, PNG, or PDF) shall be submitted in addition to the documents [A] through [B] of Section 5 (2) concerning the principal.

[C] The agent's identification document (same as [B] of Section 5 (2))

[D] Power of attorney or any other equivalent document

A power of attorney or any other document to prove the authority to act as an agent concerning the Request for Disclosure, Etc.

6. Matters related to accepting complaints or inquiries

Please contact the Customer Center below with complaints or inquiries concerning the handling of personal data by the Parties.

- For contact by phone

Tokaido Sanyo [Kyushu](#) Shinkansen Internet Reservation Service Customer Center
General Manager
JR Central Shinagawa Building A
2-1-85 Konan, Minato-ku, Tokyo 108-8204
Phone number (Not toll-free):
+81-(0) 3-6632-5130 (English)
Business hours: 5:30–23:30 (JST)

- For contact via the Internet and mail

Where inquiries are made via the Internet and mail using either Party's contact information, we will not respond to the concerns specific personal data. When responding, the Customer Center may make a phone call to the customer or contact the customer by some other means.

- Visit to either Party's place of business

Personal visits to either Party's place of business in relation to complaints cannot be accepted.

7. Cases of no consent to the Privacy Policy

It is obligatory for the customer to provide the information set out in Section 1 above, in the event that a customer cannot give his or her consent to all or part of the content of this Supplement, the Parties may refuse to grant to the customer membership for, or use of, the Service.

In the event of any inconsistency between the English version and the Bahasa Malaysia version of this Supplement, the English version shall prevail.

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