

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

### Singapore Customers

#### Singapore Privacy Policy Supplement

This Singapore Privacy Policy Supplement (the “**SG Policy**”) should be read together with, and considered part of, the Global Privacy Policy. If there is a conflict or inconsistency between this SG Policy and the Global Privacy Policy, this SG Policy shall prevail to the extent of that conflict or inconsistency.

#### **1 Purposes of collection, use, processing and disclosure**

- 1.1** Paragraph 1.2 below replaces in their entirety Sections 2, 3(3), and 5 of the Global Privacy Policy.
- 1.2** JR Central, JR West and JR Kyushu (collectively, the “**Three Companies**”), and JR TOKAI TOURS, INC. and Nippon Travel Agency Co., Ltd. (collectively, with the Three Companies, the “**Parties**”) providing travel products exclusively for members of the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service based on the contract between the Three Companies shall collect, use, process and disclose personal information of its customers for the following purposes:
  - 1.2.1** For transactions with customers concerning, or for provision to customers of, train tickets, travel-related products and other services related thereto and the like;
  - 1.2.2** For delivery of service information by the Internet or any other means;
  - 1.2.3** For sales analysis and product development; and
  - 1.2.4** For conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends.
- 1.3** Nothing in the Global Privacy Policy or the SG Policy shall prejudice any rights the Parties may have to collect, use, process or disclose customer personal information in accordance with any applicable laws, including the Singapore Personal Data Protection Act 2012 (the “**PDPA**”).
- 1.4** All customer personal information collected by the Parties will be stored and processed on servers in Japan, and the Parties will make reasonable security arrangements to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal

to/of that personal information in accordance with any applicable laws, including the PDPA.

## **2 Withdrawal of consent**

**2.1** A customer may withdraw any consent given to the Parties in respect of the collection, use or disclosure of his/her personal information for any purpose by submitting a withdrawal request to the Data Protection Officer (see Paragraph 4 below).

**2.2** However, please note a withdrawal of consent may render the Parties unable to provide the Services or any products to the customer, and may result in the Parties refusing to grant the customer membership for, or use of, the Services, or in a suspension or cancellation of Member Qualification (see Article 11 of the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Membership Agreement). The customer will be informed of the consequences of withdrawal of consent when he/she makes such a request.

## **3 Access or correction**

**3.1** Without prejudice to a customer's rights to request for disclosure of retained personal data under Section 6 of the Global Privacy Policy, the Parties may, upon a request by a customer to the Data Protection Officer (see Paragraph 4 below):

**3.1.1** provide that customer as soon as reasonably possible with:

- (i) personal information about the customer that is in the possession or under the control of the Parties;
- (ii) information about the ways in which that personal data has been or may have been used or disclosed by the Parties within a year before the date of the customer's request; and/or

**3.1.2** correct an error or omission in the customer's personal information that is in the possession or under the control of the Parties.

**3.2** The Parties reserve the right to:

limit or deny a customer's request for access to or correction of personal information if and to the extent the Parties are required or permitted to do so by applicable law, including the PDPA.

## **4 Data Protection Officer**

For further information or enquiries regarding this SG Policy or your personal information, please contact the Parties' Data Protection Officer at the contact details set out in Paragraphs 6 and 7 of the Global Privacy Policy.

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