

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”)

US Customers

1 U.S. Privacy Policy Supplement

- 1.1** 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.
- 1.2** This supplement, provides further specific information describing how the Parties comply with U.S. federal and state law, with respect to United States customers of the Service. This supplement should be read in conjunction with the Global Privacy Policy.

2 Information Collected

- 2.1** We collect certain personal information from Members, including personal sensitive information, associated with ticket reservations. Collected personal information includes:
- 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 customers.
- 2.2** We collect personal information from customers. Personal information is not collected and retained from non-customers. Personal information regarding minors is not collected.

- 2.3** We may use 'cookies' or other similar tracking technologies on our website that help us track customer 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 recognize 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.

3 Disclosure and Storage of Collected Information

- 3.1** Personal sensitive information will be stored securely by Parties in Japan. We may provide personal information to our consolidated subsidiaries who can use the personal information for the same purposes for which the Parties collect the same information. These subsidiaries are located in Japan.
- 3.2** Members consent to the storage of payment information by the Parties. Your payment information will be stored securely and we will take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorized access, modification or disclosure. Your credit card number will be truncated when displaying the number on a website, smartphone application or receipt.
- 3.3** Third parties with access to customer personal information agree to abide by the same data protection standards as the Parties.
- 3.4** In the event of a breach of personal sensitive information, the Parties will provide notice to their customers.
- 3.5** The Parties may retain collected personal information for 365 days after your membership is terminated (or, if your membership is terminated due to you having not used the Service for more than 25 months, your personal information will immediately be destroyed or erased). At the expiry of the retention period, personal sensitive information will be securely destroyed or erased so that the information is unreadable, indecipherable through any means, and the customers cannot be personally identified.

4 Legal Rights

- 4.1** Article 25 of the Global Membership Agreement is subject to any rights you may have under U.S. federal or state law.

Revision Date: September 16, 2023