

## Revision “Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy”

Current	Revision
<p>This Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy (hereinafter referred to as this “<b>Privacy Policy</b>”) stipulates the terms and conditions concerning the use of the Tokaido Sanyo Shinkansen Internet Reservation Service (hereinafter referred to as the “<b>Service</b>”), which Central Japan Railway Company (hereinafter referred to as “<b>JR Central</b>”) and West Japan Railway Company (hereinafter referred to as “<b>JR West</b>”; JR Central and JR West are sometimes referred to herein individually as a “<b>Party</b>” and collectively as “<b>Parties</b>”) provide to customers.</p> <p>1. Collection, etc. of personal information by the Parties</p> <p>The Parties collect the following personal information of customers through proper and fair means:</p> <p>(1) A customer’s name, date of birth, phone number, e-mail address, credit card <u>number</u>, information related to IC Card, as well as changes to such information;</p> <p>(2) 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;</p> <p>(3) Smartphone device information; and</p> <p>(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.</p> <p style="text-align: center;">(Partially omitted)</p> <p>3. Shared use of personal information</p> <p>Customers agree to the shared use of personal information as follows. Both Parties shall be responsible for the shared use, and the Tokaido Sanyo Shinkansen Internet Reservation Service Customer Center, as stipulated in Section 7, shall be the point of contact for inquiries concerning this matter.</p>	<p>This Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy (hereinafter referred to as this “<b>Privacy Policy</b>”) stipulates the terms and conditions concerning the use of the Tokaido Sanyo Shinkansen Internet Reservation Service (hereinafter referred to as the “<b>Service</b>”), which Central Japan Railway Company (hereinafter referred to as “<b>JR Central</b>”) and West Japan Railway Company (hereinafter referred to as “<b>JR West</b>”; JR Central and JR West are sometimes referred to herein individually as a “<b>Party</b>” and collectively as “<b>Parties</b>”) provide to customers.</p> <p>1. Collection, etc. of personal information by the Parties</p> <p>The Parties collect the following personal information of customers through proper and fair means:</p> <p>(1) A customer’s name, date of birth, phone number, e-mail address, credit card <u>expiration date and</u> information related to IC Card, as well as changes to such information (<u>however, excluding credit card number</u>);</p> <p>(2) 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;</p> <p>(3) Smartphone device information; and</p> <p>(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.</p> <p style="text-align: center;">(Partially omitted)</p> <p>3. Shared use of personal information</p> <p>Customers agree to the shared use of personal information as follows. Both Parties shall be responsible for the shared use, and the Tokaido Sanyo Shinkansen Internet Reservation Service Customer Center, as stipulated in Section 7, shall be the point of contact for inquiries concerning this matter.</p>

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<p>(1) Personal information subject to shared use</p> <ul style="list-style-type: none"> <li>(i) A customer’s name, date of birth, phone number, e-mail address, credit card <b>information</b> and information related to IC Card, as well as changes to such information</li> <li>(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</li> <li>(iii) Smartphone device information</li> <li>(iv) 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.</li> </ul> <p style="text-align: center;">(Partially omitted)</p>	<p>(1) Personal information subject to shared use</p> <ul style="list-style-type: none"> <li>(i) A customer’s name, date of birth, phone number, e-mail address, credit card <b>expiration date</b> and information related to IC Card, as well as changes to such information <b>(however, excluding credit card number)</b></li> <li>(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</li> <li>(iii) Smartphone device information</li> <li>(iv) 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.</li> </ul> <p style="text-align: center;">(Partially omitted)</p>
<p>6. Request for disclosure of retained personal data</p> <p>The Parties will respond to any request from the principal or his or her agent for the notification of the purposes of use, disclosure, 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 pursuant to the Act on the Protection of Personal Information of Japan (hereinafter referred to as “<b>Request for Disclosure, Etc.</b>”).</p> <ul style="list-style-type: none"> <li>(1) Items that are subject to Request for Disclosure, Etc. (Information that assists in identifying “retained personal data”) <ul style="list-style-type: none"> <li>(i) A customer’s name, date of birth, phone number, e-mail address, credit card <b>number</b> and information related to IC Card, as well as changes to such information</li> <li>(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</li> <li>(iii) Smartphone device information</li> </ul> </li> <li>(2) Where and how to send Requests for Disclosure, Etc.</li> </ul>	<p>6. Request for disclosure of retained personal data</p> <p>The Parties will respond to any request from the principal or his or her agent for the notification of the purposes of use, disclosure, 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 pursuant to the Act on the Protection of Personal Information of Japan (hereinafter referred to as “<b>Request for Disclosure, Etc.</b>”).</p> <ul style="list-style-type: none"> <li>(1) Items that are subject to Request for Disclosure, Etc. (Information that assists in identifying “retained personal data”) <ul style="list-style-type: none"> <li>(i) A customer’s name, date of birth, phone number, e-mail address, credit card <b>expiration date</b> and information related to IC Card, as well as changes to such information <b>(however, excluding credit card number)</b></li> <li>(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</li> <li>(iii) Smartphone device information</li> </ul> </li> <li>(2) Where and how to send Requests for Disclosure, Etc.</li> </ul>

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<p>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 Shinkansen Internet Reservation Service Customer Center (<a href="mailto:privacy@jr-central.co.jp">privacy@jr-central.co.jp</a>). Responses will be <u>sent by mail to the applicant's return address as indicated on the application form.</u></p> <p>(The rest is omitted)</p>	<p>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 Shinkansen Internet Reservation Service Customer Center (<a href="mailto:privacy@jr-central.co.jp">privacy@jr-central.co.jp</a>). Responses will be <u>submitted by sending a file to applicant's e-mail address used for the request.</u></p> <p>(The rest is omitted)</p>

Revision Date: March 21, 2020