

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

Current	Revision
<p><u>For European Economic Area (“EEA”) Customers</u></p> <p>Besides “Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy”, this Privacy Policy sets forth the <u>policy</u> which will be applied <u>with respect</u> to the processing of Personal Data <u>concerning</u> data subjects in the European Economic Area (“EEA”) in accordance with the General Data Protection Regulation (“GDPR”). In the event of the provisions resulting in a conflict between “Tokaido Sanyo Shinkansen Internet Reservation Services Privacy Policy” and this Privacy Policy, this Privacy Policy will prevail.</p> <p>1. Types of Personal Data</p> <p>In this Privacy Policy, “Personal Data” means any data relating to an identified or identifiable natural person. We may collect and process Personal Data such as <u>Membership ID, name, date</u> of birth, e-mail <u>address</u>, credit card expiration date, IC card <u>number of</u> transportation system, IP <u>address</u>, <u>Cookie</u> information, <u>terminal ID of smartphone</u>, transaction <u>history</u>, voice recordings, opinions, questions, inquiries and the like which concern the use of the service and which are collected through the communication between you and us by phone <u>or</u> e-mail <u>and so on</u>.</p> <p>2. Collection, use and disclosure of Personal Data</p> <p>(1) Purposes of use of Personal Data</p> <p>a) We collect, process and provide your Personal Data in order to achieve the purposes set forth below.</p> <ul style="list-style-type: none"> • For transactions with you concerning or for provision <u>to you</u> of, train tickets, travel-related 	<p><u>For European Economic Area (“EEA”) and UK Customers</u></p> <p>Besides “Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy”, this Privacy Policy sets forth the <u>policies</u> which will be applied to the processing of Personal Data <u>of</u> data subjects in the European Economic Area (“EEA”) <u>and the UK</u> in accordance with <u>both</u> the General Data Protection Regulation (<u>Regulation (EU) 2016/679</u>) (“<u>EU GDPR</u>”) <u>and domestic law in the UK which will be enforced by adding necessary amendments to the EU GDPR, so that the same contents under the EU GDPR, which were previously enforceable in the UK as part of EU law prior to its departure from the EU, will apply to the UK post-Brexit (“UK GDPR”)</u>. In the event of the provisions resulting in a conflict between “Tokaido Sanyo Shinkansen Internet Reservation Services Privacy Policy” and this Privacy Policy, this Privacy Policy will prevail.</p> <p>1. Types of Personal Data</p> <p>In this Privacy Policy, “Personal Data” means any data relating to an identified or identifiable natural person. We may collect and process Personal Data, such as <u>membership IDs, names, dates</u> of birth, email <u>addresses</u>, credit card expiration dates, IC card <u>numbers (for</u> transportation systems), IP <u>addresses</u>, <u>cookie</u> information, <u>smartphone terminal IDs</u>, transaction <u>histories</u>, voice recordings, opinions, questions, inquiries, and the like which concern the use of the service and which are collected through the communication between you and us by phone, <u>email, or other forms of communication</u>.</p> <p>2. Collection, use, and disclosure of Personal Data</p> <p>(1) Purposes of use of Personal Data</p> <p>a) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below.</p> <ul style="list-style-type: none"> • For transactions with you concerning or for <u>the</u> provision of train tickets, travel-related

Current	Revision
<p>products and other services related thereto and the like;</p> <ul style="list-style-type: none"> • For the purposes of conducting investigations necessary to respond to requests made by you and analyzing and preparing statistics on our customers' <u>trends</u>; and • For sales analysis and product development. <p>b) We collect, process and provide your Personal Data in order to achieve the purposes set forth below only if we obtain your explicit consent separately;</p> <ul style="list-style-type: none"> • For delivery of advertising and other items and printed materials, as a way of advertising our business, by the Internet or any other means. <p>(2) Legal Grounds for handling <u>the</u> Personal Data</p> <p>We may handle <u>the</u> Personal Data based on the following legal grounds:</p> <ul style="list-style-type: none"> • To perform your instructions or <u>fulfil</u> the obligations under other contracts with you; • Your consent expressly given to us to handle the Personal Data in such manner. You may withdraw <u>the</u> consent to this handling at any time; however, this will not affect the lawfulness of any handling activity carried out by us <u>before</u> such withdrawal of <u>the</u> consent. • To comply with legal and regulatory obligations; and • Legitimate interests or those of any third-party recipients of the Personal Data, provided that such interests are not overridden by your interests or fundamental rights and freedoms. <p>(3) Additional processing</p> <p>In the case of processing <u>the</u> Personal Data for purposes other than the foregoing, we will notify you in advance of such purposes of use and other matters as required by applicable laws.</p> <p>(4) Necessity of providing Personal Data</p> <p>The Personal Data that you <u>are to</u> provide is necessary in order for us to provide our services to you. Therefore, without <u>the</u> Personal Data, there may be cases where we will not be able to provide the services to you, in whole or in part.</p> <p>(5) Retention period</p>	<p>products, and other services related thereto and the like;</p> <ul style="list-style-type: none"> • For the purposes of conducting investigations necessary to respond to requests made by you and analyzing and preparing statistics on <u>trends related to</u> our customers; and • For sales analysis and product development. <p>b) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below only if we obtain your explicit consent separately;</p> <ul style="list-style-type: none"> • For <u>the</u> delivery of advertising and other items and printed materials, as a way of advertising our business, by the Internet or <u>via</u> any other means. <p>(2) Legal Grounds for handling Personal Data</p> <p>We may handle Personal Data based on the following legal grounds:</p> <ul style="list-style-type: none"> • To perform your instructions or <u>fulfill</u> the obligations under other contracts with you; • Your consent expressly given to us to handle the Personal Data in such manner. You may withdraw <u>your</u> consent to this handling at any time. <u>However</u>, this will not affect the lawfulness of any handling activity carried out by us <u>prior to</u> such withdrawal of consent. • To comply with legal and regulatory obligations; and • Legitimate interests or those of any third-party recipients of the Personal Data, provided that such interests are not overridden by your interests or fundamental rights and freedoms. <p>(3) Additional processing</p> <p>In the case of processing Personal Data for purposes other than the foregoing, we will notify you in advance of such purposes of use and other matters as required by applicable laws.</p> <p>(4) Necessity of providing Personal Data</p> <p>The Personal Data that you provide is necessary in order for us to provide our services to you. Therefore, without <u>such</u> Personal Data, there may be cases where we will not be able to provide the services to you, <u>either</u> in whole or in part.</p> <p>(5) Retention period</p>

Current	Revision
<p>We will retain your Personal Data for <u>a</u> following period.</p> <ul style="list-style-type: none"> -Membership information: 190 days after withdrawal from membership. -Usage history information: 2 years and 1 month -Emergency Report: 8 years and 3 months. -Certificate of receipt: 8 years and 3 months <p>Other than above, we will retain your Personal Data as long as such data is necessary to provide the services to you, but we will promptly delete the same in the case such data is no longer needed.</p> <p>(6) Transfer of Personal Data</p> <p>We may provide your Personal Data to third parties such as our subsidiaries and affiliates, cloud vendors, outside contractors and professionals (including tax firms and law firms), etc., and your Personal Data will be processed by such third parties in order to carry out the purposes of use specified above.</p> <p>The Personal Data may be transferred to entities in countries or jurisdictions outside the EEA, such as Japan, if required for the purposes as described above. Please note that such countries or jurisdictions may not have the same data protection laws as the EEA and that they may not afford many of the rights conferred upon you in the EEA. We will ensure that any such international transfers are made subject to appropriate and suitable safeguards as required by the GDPR or other relevant laws. When doing so, we will comply with applicable data protection requirements and take appropriate safeguards to ensure the security and integrity of the Personal Data.</p> <p>3. Data subject's rights</p> <p>You may <u>make</u> a request to us for access to, correction or deletion of, or restriction of processing of your Personal Data, and may make a request for data portability <u>with</u> regard to your Personal Data retained by us. When we receive a request based on the <u>right</u> specified above, we will conduct any necessary investigation without undue delay and provide you or a nominated third party with the Personal Data or respond to such rights without undue delay.</p>	<p>We will retain your Personal Data for <u>the</u> following periods.</p> <ul style="list-style-type: none"> -Membership information: 190 days after withdrawal from membership. -Usage history information: 2 years and 1 month -Emergency Report: 8 years and 3 months. -Certificate of receipt: 8 years and 3 months <p>Other than <u>as indicated</u> above, we will retain your Personal Data as long as such data is necessary to provide the services to you, but we will promptly delete the same in the case <u>that</u> such data is no longer needed.</p> <p>(6) Transfer of Personal Data</p> <p>We may provide your Personal Data to third parties, such as our subsidiaries and affiliates, cloud vendors, outside contractors, <u>and other</u> professionals (including tax firms and law firms), etc., and your Personal Data will be processed by such third parties in order to carry out the purposes of use specified above.</p> <p>The Personal Data may be transferred to entities in countries or jurisdictions outside the EEA <u>and UK</u>, such as Japan, if required for the purposes as described above. Please note that such countries or jurisdictions may not have the same data protection laws as the EEA <u>and UK</u> and that they may not afford many of the rights conferred to you in the EEA <u>and UK</u>. We will ensure that any such international transfers are made subject to appropriate and suitable safeguards as required by the <u>EU GDPR, UK GDPR</u>, or other relevant laws. When doing so, we will comply with applicable data protection requirements and take appropriate safeguards to ensure the security and integrity of your Personal Data.</p> <p>3. Data subject's rights</p> <p>You may <u>submit</u> a request to us for access to, correction or deletion of, or restriction of <u>the</u> processing of your Personal Data, and may <u>submit</u> a request for data portability <u>in</u> regard to your Personal Data retained by us. When we receive <u>such</u> a request based on the <u>rights</u> specified above, we will conduct any necessary investigation without undue delay and provide you or a nominated third party with the Personal Data or respond to such <u>requests</u> without undue delay.</p>

Current	Revision
<p>Please note that you may raise an objection to the data protection authorities having jurisdiction over us or the location of your domicile with regard to the processing of your Personal Data.</p> <p>4. Inquiries If you have any questions or concerns regarding this Privacy Policy or our processing of Personal Data, or any requests concerning the access to, correction or deletion of, or restriction of processing of Personal Data, or with regard to data portability, please contact us at the following after confirming Section 6(2) of the Global Privacy Policy:</p> <p>Tokaido Sanyo Shinkansen Internet Reservation Service Customer Center JR Central Shinagawa Building A 2-1-85 Konan, Minato-ku, Tokyo 108-8204 Email Address: privacy@jr-central.co.jp Phone Number (Not toll-free): +81-(0) 03-6632-5130 (English only)</p> <p>Representative The contact information for our representative is as follows: DP-Dock GmbH Smart EX Ballindamm 39 20095 Hamburg, Germany Email Address: smart-ex@gdpr-rep.com</p>	<p>Please note that you may raise an objection to the data protection authorities having jurisdiction over us or the location of your domicile with regard to the processing of your Personal Data.</p> <p>4. Inquiries If you have any questions or concerns in regard to this Privacy Policy or our processing of Personal Data, or any requests concerning the access to, correction or deletion of, or restriction of processing of Personal Data, or with regard to data portability, please contact us via the following contact information after confirming Section 6(2) of the Global Privacy Policy:</p> <p>Tokaido Sanyo Shinkansen Internet Reservation Service Customer Center JR Central Shinagawa Building A 2-1-85 Konan, Minato-ku, Tokyo 108-8204 Email Address: privacy@jr-central.co.jp Phone Number (Not toll-free): +81-(0) 03-6632-5130 (English only)</p> <p>Representative The contact information for our representative is as follows:</p> <p>EEA representative DP-Dock GmbH Smart EX Ballindamm 39 20095 Hamburg, Germany Email Address: smart-ex@gdpr-rep.com</p> <p>UK representative DP Data Protection Services UK Ltd. Smart EX</p>

Current	Revision
<p>5. Revision of this Privacy Policy</p> <p>We may change the contents of this Privacy Policy when necessary. <u>We</u> will announce the revised Privacy Policy on our website when a revision is made. Please make sure to regularly check the contents of this Privacy Policy.</p> <p>After the policy is revised, you <u>shall</u> be deemed to have agreed to the revised policy when you use our services or view this Privacy Policy.</p>	<p><u>16 Great Queen Street, Covent Garden,</u> <u>London, WC2B 5AH, United Kingdom</u> <u>Email Address: smart-ex@gdpr-rep.com</u></p> <p>5. Revision of this Privacy Policy</p> <p>We may change the contents of this Privacy Policy when necessary, <u>and we</u> will announce the revised Privacy Policy on our website when a revision is made. Please make sure to regularly check the contents of this Privacy Policy.</p> <p>After the policy is revised, you <u>will</u> be deemed to have agreed to the revised policy when you use our services or view this Privacy Policy.</p>

Revision date: March 6, 2021