Revision "Supplement to (i) Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy (the "Global Privacy Policy") and (ii) Tokaido and Sanyo Shinkansen Internet Reservation Service Membership Agreement (the "Global Membership Agreement")"

|          | Current              |   | Revision     |   |  |  |
|----------|----------------------|---|--------------|---|--|--|
| US Custo | US Customers         |   | US Customers |   |  |  |
|          | (First part omitted) |   |              | (First part omitted)  |  |  |
| 2 In     | Inforn               | nation Collected  | 2            | Information Collected   |  |  |
| inf      | inform               | lect certain personal information from Members, including personal sensitive ation, such as credit card or other financial information, associated with ticket ations. Collected personal information includes:  name;  date of birth;  telephone number;  email address;  credit card number;  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 Member. | 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 Member.  (Partially omitted) |  |  |
|          |                      | (Partially omitted)   |              | interacti   |  |  |

|     | Current   |     | Revision  |
|-----|---|-----|---|
| 3   | Disclosure and Storage of Collected Information   | 3   | Disclosure and Storage of Collected Information   |
| 3.1 | Personal sensitive information, including Member credit card 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.  (Partially omitted)  | 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.  (Partially omitted)   |
| 3.5 | The Parties may retain collected personal information for 190 days after your membership is terminated (or, if your membership is terminated due to you having not used the Service for 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 Member cannot be personally identified.  (The rest is omitted) | 3.5 | The Parties may retain collected personal information for 190 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 Member cannot be personally identified.  (The rest is omitted) |

Supplement to (i) Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy (the "Global Privacy Policy") and (ii) Tokaido and Sanyo Shinkansen Internet Reservation Service Membership Agreement (the "Global Membership Agreement")

| Current  | Revision   |  |  |  |
|--|--|--|--|--|
|  |  |  |  |  |
| Canadian Customers   | Canadian Customers   |  |  |  |
| (First part omitted)   | (First part omitted)   |  |  |  |
| What personal information do we collect?   | What personal information do we collect?   |  |  |  |
| We collect the following personal information from customers:                              | We collect the following personal information from customers:                              |  |  |  |
| • name;  | • name;  |  |  |  |
| • date of birth;   | date of birth;   |  |  |  |
| • telephone number;  | telephone number;  |  |  |  |
| email address;   | email address;   |  |  |  |
| • credit card <u>number</u> ;  | credit card expiration <u>date</u> ;   |  |  |  |
| information related to IC Card;  | information related to IC Card;  |  |  |  |
| transaction history;   | transaction history;   |  |  |  |
| smartphone device information; and   | smartphone device information; and   |  |  |  |
| opinions, questions, inquiries and other similar information gathered from interactions    | opinions, questions, inquiries and other similar information gathered from interactions    |  |  |  |
| between the Parties and the customer.  | between the Parties and the customer.  |  |  |  |
| Why do we collect, use and disclose personal information?                                  | Why do we collect, use and disclose personal information?                                  |  |  |  |
| The Parties collect, use and in some cases disclose the personal information above for the | The Parties collect, use and in some cases disclose the personal information above for the |  |  |  |
| following purposes:  | following purposes:  |  |  |  |

|   | Chambart  | Revision   |
|---|---|--|
|   | Current   | Revision   |
| •   | for transactions with customers concerning, or for provision to customers of, train   | • for transactions with customers concerning, or for provision to customers of, train  |
|   | tickets, travel-related products and other services related thereto and the like;   | tickets, travel-related products and other services related thereto and the like;]   |
|   |   | • For delivery of service information by the Internet or any other means;  |
| •   | for sales analysis and product development; and   | for sales analysis and product development; and  |
| •   | for the purposes of conducting investigations necessary to respond to requests made by  | • for the purposes of conducting investigations necessary to respond to requests made by   |
|   | customers and analysing and preparing statistics on member trends.  | customers and analysing and preparing statistics on member trends.   |
|   |   |  |
|   | (Partially omitted)   | (Partially omitted)  |
| Security  |   |  |
| Securi  | ty .  | Security   |
|   | curity of your personal information is important to us and we are committed to  | Security  The security of your personal information is important to us and we are committed to   |
| The se  |   | •  |
| The se  | curity of your personal information is important to us and we are committed to  | The security of your personal information is important to us and we are committed to   |
| The se handling proced                                  | curity of your personal information is important to us and we are committed to ng such information carefully. We maintain reasonable physical, electronic and   | The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and  |
| The se handling proced ("SSL"                           | curity of your personal information is important to us and we are committed to ag such information carefully. We maintain reasonable physical, electronic and ural safeguards to guard your personal information. We use secure socket layer  | The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and procedural safeguards to guard your personal information. We use secure socket layer   |
| The se handling proced ("SSL" this in:                  | curity of your personal information is important to us and we are committed to ag such information carefully. We maintain reasonable physical, electronic and ural safeguards to guard your personal information. We use secure socket layer ') technology to protect the security of your credit card information and we encrypt   | The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and procedural safeguards to guard your personal information. We use secure socket layer ("SSL/TLS") technology to protect the security of your credit card information and we   |
| The se handling proced ("SSL" this in:                  | curity of your personal information is important to us and we are committed to ng such information carefully. We maintain reasonable physical, electronic and ural safeguards to guard your personal information. We use secure socket layer ') technology to protect the security of your credit card information and we encrypt formation when it is sent over the Internet. No method of transmission over the   | The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and procedural safeguards to guard your personal information. We use secure socket layer ("SSL/TLS") technology to protect the security of your credit card information and we encrypt this information when it is sent over the Internet. No method of transmission over  |
| The se handling proceded ("SSL" this in Internet strive | curity of your personal information is important to us and we are committed to ag such information carefully. We maintain reasonable physical, electronic and ural safeguards to guard your personal information. We use secure socket layer ') technology to protect the security of your credit card information and we encrypt formation when it is sent over the Internet. No method of transmission over the et, or method of electronic storage, is 100% secure, however. Therefore, while we   | The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and procedural safeguards to guard your personal information. We use secure socket layer ("SSL/TLS") technology to protect the security of your credit card information and we encrypt this information when it is sent over the Internet. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we  |
| The se handling proceded ("SSL" this in Internet strive | curity of your personal information is important to us and we are committed to ag such information carefully. We maintain reasonable physical, electronic and ural safeguards to guard your personal information. We use secure socket layer ') technology to protect the security of your credit card information and we encrypt formation when it is sent over the Internet. No method of transmission over the et, or method of electronic storage, is 100% secure, however. Therefore, while we to use commercially acceptable means to protect your information, we cannot | The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and procedural safeguards to guard your personal information. We use secure socket layer ("SSL/TLS") technology to protect the security of your credit card information and we encrypt this information when it is sent over the Internet. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your information, we cannot |
| The se handling proceded ("SSL" this in Internet strive | curity of your personal information is important to us and we are committed to ag such information carefully. We maintain reasonable physical, electronic and ural safeguards to guard your personal information. We use secure socket layer ') technology to protect the security of your credit card information and we encrypt formation when it is sent over the Internet. No method of transmission over the et, or method of electronic storage, is 100% secure, however. Therefore, while we to use commercially acceptable means to protect your information, we cannot | The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and procedural safeguards to guard your personal information. We use secure socket layer ("SSL/TLS") technology to protect the security of your credit card information and we encrypt this information when it is sent over the Internet. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your information, we cannot |
| The se handling proced ("SSL" this in Internet strive   | curity of your personal information is important to us and we are committed to ag such information carefully. We maintain reasonable physical, electronic and ural safeguards to guard your personal information. We use secure socket layer ') technology to protect the security of your credit card information and we encrypt formation when it is sent over the Internet. No method of transmission over the et, or method of electronic storage, is 100% secure, however. Therefore, while we to use commercially acceptable means to protect your information, we cannot | The security of your personal information is important to us and we are committed to handling such information carefully. We maintain reasonable physical, electronic and procedural safeguards to guard your personal information. We use secure socket layer ("SSL/TLS") technology to protect the security of your credit card information and we encrypt this information when it is sent over the Internet. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your information, we cannot |

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| Current  | Revision   |  |  |  |
|--|--|--|--|--|
| Australian Customers   | Australian Customers   |  |  |  |
| (First part omitted)   | (First part omitted)   |  |  |  |
| What personal information do we collect?   | What personal information do we collect?   |  |  |  |
| We collect the following personal information from customers:                              | We collect the following personal information from customers:                              |  |  |  |
| • name;  | • name;  |  |  |  |
| date of birth;   | date of birth;   |  |  |  |
| • telephone number;  | telephone number;  |  |  |  |
| email address;   | email address;   |  |  |  |
| • credit card <u>number</u> ;  | credit card <u>expiration date</u> ;   |  |  |  |
| information related to IC Card;  | information related to IC Card;  |  |  |  |
| transaction history;   | transaction history;   |  |  |  |
| smartphone device information; and   | smartphone device information; and   |  |  |  |
| opinions, questions, inquiries and other similar information gathered from interactions    | opinions, questions, inquiries and other similar information gathered from interactions    |  |  |  |
| between the Parties and the customer.  | between the Parties and the customer.  |  |  |  |
| Why do we collect, use and disclose personal information?                                  | Why do we collect, use and disclose personal information?                                  |  |  |  |
| The Parties collect, use and in some cases disclose the personal information above for the | The Parties collect, use and in some cases disclose the personal information above for the |  |  |  |
| following purposes:  | following purposes:  |  |  |  |

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|---|---|---|---|
| • | for transactions with customers concerning, or for provision to customers of, train tickets, travel-related products and other services related thereto and the like; | • | for transactions with customers concerning, or for provision to customers of, train tickets, travel-related products and other services related thereto and the like; |
|   | uckers, traver-related products and outer services related trevers and tree like,   | • | For delivery of service information by the Internet or any other means;   |
| • | for sales analysis and product development; and   | • | for sales analysis and product development; and   |
|   | for the purposes of conducting investigations necessary to respond to requests made by  | • | for the purposes of conducting investigations necessary to respond to requests made by  |
|   | customers and analysing and preparing statistics on member trends.  |   | customers and analysing and preparing statistics on member trends.  |
|   | (The rest is omitted)   |   | (The rest is omitted)   |

# Revision "Supplement to Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy (the "Global Privacy Policy")"

|       | Current   |   |                     | Revision  |  |  |
|-------|---|---|---------------------|---|--|--|
| Singa | Singapore Customers   |   | Singapore Customers |   |  |  |
| Singa | Singapore Privacy Policy Supplement   |   | Singa               | Singapore Privacy Policy Supplement   |  |  |
|       | (First part omitted)  |   |                     | (First part omitted)  |  |  |
| 1     | Purpo   | ses of collection, use, processing and disclosure   | 1                   | Purpe   | oses 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.  |   | 1.1                 | • Paragraph 1.2 below replaces in their entirety Sections 2, 3(3), and 5 of the Privacy Policy.   |  |  |
| 1.2   | 1.2 JR Central and JR West (collectively, the "Parties") shall collect, use, process and disclose personal information of its customers for the following purposes: |   | 1.2                 | JR Central and JR West (collectively, the " <b>Parties</b> ") shall collect, use, predisclose 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; |                     | 1.2.1   | 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 sales analysis and product development; and   |                     | 1.2.2   | For delivery of service information by the Internet or any other means;  |  |
|       | 1,2,3   | For conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends.                             |                     | 1.2.3   | For sales analysis and product development; and  For conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends. |  |
|       |   | (The rest is omitted)   |                     |   | (The rest is omitted)  |  |

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|   | Current   | Revision  |  |  |
|---|---|---|--|--|
| Mala  | ysian Customers   | Malaysian Customers   |  |  |
|   | (First part omitted)  | (First part omitted)  |  |  |
| 1.  | Collection, etc. of personal data by the Parties  | 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 application, through proper and fair means:  | 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:   |  |  |
|   | <ol> <li>a customer's name, date of birth, phone number, e-mail address, credit card number, information related to IC Card, as well as changes to such information;</li> <li>history of past purchases of train tickets and travel-related products as well as services related thereto;</li> <li>smartphone device information; and</li> <li>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> </ol> | <ol> <li>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;</li> <li>history of past purchases of train tickets and travel-related products as well as services related thereto;</li> <li>smartphone device information; and</li> <li>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> </ol> |  |  |
|   | (Partially omitted)   | (Partially omitted)   |  |  |
| 5.  | Access, correction and limiting use of personal data  | 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<br>the notification of the purpose of use, disclosure, access, discontinuation of use, |   | The Parties will respond to any request from the principal or his or her agent for<br>the notification of the purpose of use, disclosure, access, discontinuation of use,   |  |  |

| g, discontinuation of provision to a third party of retained personal data or rrection, addition or deletion of the content of retained personal data   |   | ed personal data or   |  |  |  |
|---|---|---|--|--|--|
| •   |   | erasing, discontinuation of provision to a third party of retained personal data or   |  |  |  |
|   | the correction, addition or deletion of the content of reta   | ined personal data  |  |  |  |
| after referred to as "Request for Disclosure, Etc.").   | (hereinafter referred to as "Request for Disclosure, Etc.").  |   |  |  |  |
| Items that are subject to Request for Disclosure, Etc. (Information that assists in identifying retained personal data)   | (1) Items that are subject to Request for Disclosure, E assists in identifying retained personal data)  | tc. (Information th   |  |  |  |
| (i) A customer's name, date of birth, phone number, e-mail address, credit card <u>number</u> 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 | customer, such as a history of past purchase  | es of train tickets a   |  |  |  |
| (iii) Smartphone device information   | (iii) Smartphone device information   |   |  |  |  |
| Where and how to send Requests for Disclosure, Etc.   | (2) Where and how to send Requests for Disclosure, Etc  |   |  |  |  |
| A Request for Disclosure, Etc. is accepted when submitted by e-mail.  | A Request for Disclosure, Etc. is accepted when su  | ubmitted by e-mai   |  |  |  |
| Please download the application form from [A] below, fill in all the  | Please download the application form from [A] be  | elow, fill in all the   |  |  |  |
| designated information, attach an identification document [B] (file format  | -   |   |  |  |  |
|   |   |   |  |  |  |
| •   | •   |   |  |  |  |
|   |   |   |  |  |  |
| applicant's return address as indicated on the application form.  | sending a file to applicant's e-mail address used for the   | <u>ne request.</u>  |  |  |  |
| (Partially omitted)   | (Partially omitted)   |   |  |  |  |
|   | <ul> <li>(i) A customer's name, date of birth, phone number, e-mail address, credit card number 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>Where and how to send Requests for Disclosure, Etc.</li> <li>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 (privacy@jr-central.co.jp). Responses will be sent by mail to the applicant's return address as indicated on the application form.</li> </ul> | (i) A customer's name, date of birth, phone number, e-mail address, credit card number 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  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 of the above to Tokaido Sanyo Shinkansen Internet Reservation Service Customer Center (privacy@jr-central.co.jp). Responses will be sent by mail to the applicant's return address as indicated on the application form. |  |  |  |

### Tambahan Dasar Privasi bagi Malaysia

#### (Partially omitted)

1. Pengumpulan, dsb. data peribadi oleh Pihak-pihak

Pihak-pihak mengumpul data peribadi pelanggan yang berikut, yang disediakan oleh pelanggan, yang diperoleh melalui pelanggan yang membekalkan data peribadinya semasa pendaftaran dengan kami dengan menggunkan applikasi tempahan, melalui cara yang berpatutan dan adil:

- nama pelanggan, tarikh lahir, nombor telefon, alamat e-mel, nombor kad kredit, maklumat yang berkaitan dengan Kad IC, serta segala perubahan kepada maklumat tersebut;
- (2) sejarah pembelian tiket kereta api dan produk berkaitan perjalanan serta perkhidmatan yang berkaitan dengannya;
- (3) maklumat peranti telefon pintar; dan
- (4) pendapat, persoalan, pertanyaan dan sebagainya yang berkaitan dengan penggunaan Perkhidmatan dan yang dibuat oleh pelanggan melalui telefon atau e-mel.

### (Partially omitted)

5. Akses, pembetulan dan penghad penggunaan data peribadi

PIhak-pihak akan bertindak balas kepada apa-apa permintaan daripada prinsipal atau ejennya untuk pemberitahuan mengenai tujuan penggunaan, penzahiran, akses, penghentiaan penggunaan, pemadaman, penghentian pemberian kepada pihak ketiga, data peribadi yang disimpan atau pembetulan, penambahan atau penghapusan

### Tambahan Dasar Privasi bagi Malaysia

#### (Partially omitted)

1. Pengumpulan, dsb. data peribadi oleh Pihak-pihak

Pihak-pihak mengumpul data peribadi pelanggan yang berikut, yang disediakan oleh pelanggan, yang diperoleh melalui pelanggan yang membekalkan data peribadinya semasa pendaftaran dengan kami dengan menggunkan <u>laman web</u> tempahan, melalui cara yang berpatutan dan adil:

- (1) nama pelanggan, tarikh lahir, nombor telefon, alamat e-mel, <u>tarikh luput</u> kad kredit, maklumat yang berkaitan dengan Kad IC, serta segala perubahan kepada maklumat tersebut;
- (2) sejarah pembelian tiket kereta api dan produk berkaitan perjalanan serta perkhidmatan yang berkaitan dengannya;
- (3) maklumat peranti telefon pintar; dan
- (4) pendapat, persoalan, pertanyaan dan sebagainya yang berkaitan dengan penggunaan Perkhidmatan dan yang dibuat oleh pelanggan melalui telefon atau e-mel.

## (Partially omitted)

5. Akses, pembetulan dan penghad penggunaan data peribadi

PIhak-pihak akan bertindak balas kepada apa-apa permintaan daripada prinsipal atau ejennya untuk pemberitahuan mengenai tujuan penggunaan, penzahiran, akses, penghentiaan penggunaan, pemadaman, penghentian pemberian kepada pihak ketiga, data peribadi yang disimpan atau pembetulan, penambahan atau penghapusan

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|--|--|--|--|--|--|
| kandungan data peribadi yang disimpan (selepas ini dikenal sebagai " <b>Permintaan untuk Penzahiran, dsb</b> "). |  | kandungan data peribadi yang disimpan (selepas ini dikenal sebagai " <b>Permintaan untuk Penzahiran, dsb</b> "). |  |  |  |
| (1)  | Item yang tertakluk kepada Permintaan untuk Penzahiran, dsb (Maklumat yang membantu dalam mengenal pasti data peribadi yang disimpan)  | (1)  | Item yang tertakluk kepada Permintaan untuk Penzahiran, dsb (Maklumat yang membantu dalam mengenal pasti data peribadi yang disimpan)  |  |  |
|  | <ul> <li>(i) nama pelanggan, tarikh lahir, nombor telefon, alamat e-mel, nombor kad kredit dan maklumat yang berikaitan dengan Kad IC, serta segala perubahan kepada maklumat tersebut;</li> <li>(ii) maklumat yang dikumpulkan oleh Pihak-pihak dari urus niaga dengan pelanggan seperti sejarah pembelian tiket kereta api dan produk yang berkaitan dengan perjalanan serta perkhidmatan yang berkaitan dengannya;</li> </ul>   |  | <ul> <li>(i) nama pelanggan, tarikh lahir, nombor telefon, alamat e-mel, tarikh luput kad kredit dan maklumat yang berikaitan dengan Kad IC, serta segala perubahan kepada maklumat tersebut;</li> <li>(ii) maklumat yang dikumpulkan oleh Pihak-pihak dari urus niaga dengan pelanggan seperti sejarah pembelian tiket kereta api dan produk yang berkaitan dengan perjalanan serta perkhidmatan yang berkaitan dengannya;</li> </ul>   |  |  |
|  | (iii) maklumat peranti telefon pintar.   |  | (iii) maklumat peranti telefon pintar.   |  |  |
| (2)  | Di mana dan bagaimana menghantar Permintaan untuk Penzharian, dsb.   | (2)  | Di mana dan bagaimana menghantar Permintaan untuk Penzharian, dsb.   |  |  |
|  | Permintaan untuk Penzahiran, dsb. diterima apabila dihantar melalui e-mel. Sila muat turun borang permohonan dari [A] di bawah, isikan semua maklumat yang ditetapkan, lampirkan dokumen pengenalan [B] (bentuk fail yang diterima ialah JPEG, PNG atau PDF) kepada e-mel dan menghantar melalui e-mel semua perkara di atas, ke Pusat Pelanggan Pekhidmatan Tempahan Internet <i>Tokaido Sanyo Shinkansen</i> (privacy@jr-central.co.jp). Maklum balas akan dihantar melalui pos ke alamat pemulangan permohonan seperti yang ditunjukkan pada borang permohonan. |  | Permintaan untuk Penzahiran, dsb. diterima apabila dihantar melalui e-mel. Sila muat turun borang permohonan dari [A] di bawah, isikan semua maklumat yang ditetapkan, lampirkan dokumen pengenalan [B] (bentuk fail yang diterima ialah JPEG, PNG atau PDF) kepada e-mel dan menghantar melalui e-mel semua perkara di atas, ke Pusat Pelanggan Pekhidmatan Tempahan Internet <i>Tokaido Sanyo Shinkansen</i> (privacy@jr-central.co.jp). Maklum balas akan dihantar dalam bentuk fail kepada alamat e-mel yang digunakan untuk pertanyaan. |  |  |
|  | (The rest is omitted)  |  | (The rest is omitted)  |  |  |

# Revision "Supplement to Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy (the "Global Privacy Policy")"

|                     | Current  | Revision |  |  |  |
|---------------------|--|----------|--|--|--|
| Hong Kong Customers |  | Hong     | Hong Kong Customers  |  |  |
| 1                   | Hong Kong Privacy Policy Supplement  | 1        | Hong Kong Privacy Policy Supplement  |  |  |
|                     | (First part omitted)   |          | (First part omitted)   |  |  |
| 2                   | Purposes of collection, use, processing and retention of personal information  | 2        | Purposes of collection, use, processing and retention of personal information  |  |  |
| 2.1                 | Paragraph 2 herein replaces in their entirety Sections 2 and 5 of the Global Privacy Policy in respect of customers in Hong Kong and/or personal information collected in Hong Kong.   | 2.1      | Paragraph 2 herein replaces in their entirety Sections 2 and 5 of the Global Privacy Policy in respect of customers in Hong Kong and/or personal information collected in Hong Kong.   |  |  |
| 2.2                 | <ul> <li>JR Central and JR West (collectively, the "Parties") and/or any person authorised by the Parties shall collect, use, process and retain personal information of a Party's or the Parties' customers (whether provided by the customers or any other person and whether provided before or after the date of the customer's membership registration) for the following purposes:</li> <li>2.2.1 For transactions with customers concerning, or for provision to customers</li> </ul> |          | JR Central and JR West (collectively, the "Parties") and/or any person authorised by the Parties shall collect, use, process and retain personal information of a Party's or the Parties' customers (whether provided by the customers or any other person and whether provided before or after the date of the customer's membership registration) for the following purposes:  2.2.1 For transactions with customers concerning, or for provision to customers |  |  |
|                     | of, train tickets, travel-related products and other services related thereto and the like;  |          | of, train tickets, travel-related products and other services related thereto and the like;  2.2.2 For delivery of service information by the Internet or any other means;   |  |  |
|                     | 2.2.2 For sales analysis and product development; and  |          | 2.2.3 For sales analysis and product development; and  |  |  |

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|-----|------------------------------------|---|------------------------------------|----------|--|--|
|     | 2.2.3                              | For conducting investigations necessary to respond to requests made by          |                                    | 2.2.4    | For conducting investigations necessary to respond to requests made by         |  |
|     |                                    | customers and analysing and preparing statistics on member trends;              |                                    |          | customers and analysing and preparing statistics on member trends;             |  |
|     | 2.2.4                              | any purpose relating to or in connection with compliance with any law,          |                                    | 2.2.5    | any purpose relating to or in connection with compliance with any law,         |  |
|     |                                    | regulation, court order or order of a regulatory body;                          |                                    |          | regulation, court order or order of a regulatory body;                         |  |
|     | 2.2.5                              | transfer of such data to any place outside Hong Kong for any of the above       |                                    | 2.2.6    | transfer of such data to any place outside Hong Kong for any of the above      |  |
|     |                                    | purposes; and   |                                    |          | purposes; and  |  |
|     | 2.2.6                              | any other purposes directly related to the above.                               |                                    | 2.2.7    | any other purposes directly related to the above.                              |  |
|     |                                    |   |                                    |          |  |  |
|     |                                    |   |                                    |          |  |  |
| 3   | 3 Transfer of personal information |   | 3 Transfer of personal information |          |  |  |
|     |                                    | (Partially omitted)   |                                    |          | (Partially omitted)  |  |
| 3.3 | The P                              | Parties may retain collected personal information for the purposes set out      | 3.3                                | The P    | Parties may retain collected personal information for the purposes set out     |  |
|     | above                              | for 190 days after your membership is terminated (or, if your membership is     |                                    | above    | for 190 days after your membership is terminated (or, if your membership       |  |
|     | termin                             | ated due to you having not used the Service for 25 months, your personal        |                                    | is term  | ninated due to you having not used the Service for more than 25 months, your   |  |
|     | inforn                             | nation will immediately be destroyed or erased). At the expiry of the retention |                                    | persor   | nal information will immediately be destroyed or erased). At the expiry of the |  |
|     | period                             | , personal sensitive information will be securely destroyed or erased so that   |                                    | retenti  | on period, personal sensitive information will be securely destroyed or        |  |
|     | the inf                            | Formation is unreadable, indecipherable through any means, and the Member       |                                    | erased   | so that the information is unreadable, indecipherable through any means,       |  |
|     | canno                              | t be personally identified.   |                                    | and th   | e Member cannot be personally identified.                                      |  |
|     | (The rest is omitted)              |   |                                    |          | (The rest is omitted)  |  |

Revision "Supplement to (i) Tokaido Sanyo Shinkansen Internet Reservation Service Privacy Policy (the "Global Privacy Policy") and (ii) Tokaido and Sanyo Shinkansen Internet Reservation Service Membership Agreement (the "Global Membership Agreement")"

| Current  |  | Revision   |  |  |
|--|--|--|--|--|
| Taiwan Customers   |  | Taiwan Customers   |  |  |
| <u>PART 1</u>  |  | PART 1   |  |  |
| Part 1 of this supplement should be read together with, and considered part of, the Global Privacy Policy. If there is a conflict or inconsistency between this supplement and the Global Privacy Policy, this supplement shall prevail to the extent of that conflict or inconsistency. |  | Part 1 of this supplement should be read together with, and considered part of, the Global Privacy Policy. If there is a conflict or inconsistency between this supplement and the Global Privacy Policy, this supplement shall prevail to the extent of that conflict or inconsistency. |  |  |
| (Partially omitted)  |  | (Partially omitted)  |  |  |
| 3  | Request for disclosure of retained personal data   | 3  | Request for disclosure of retained personal data   |  |
|  | (Partially omitted)  |  | (Partially omitted)  |  |
| 3.2  | Section 6 "(Guidance) Reasons for refusal to disclose retained personal data" of the Global Privacy Policy shall be replaced by the following paragraph:   | 3.2  | Section 6 "(Guidance) Reasons for refusal to disclose retained personal data" of the Global Privacy Policy shall be replaced by the following paragraph:   |  |
|  | Disclosure of retained personal data shall be refused in the following cases. If a decision to refuse disclosure is made, a notification to that effect will be sent along with the reason for the refusal.  |  | Disclosure of retained personal data shall be refused in the following cases. If a decision to refuse disclosure is made, a notification to that effect will be sent along with the reason for the refusal.  |  |
|  | • If the principal cannot be identified due to, among other things, any inconsistency among the <u>address</u> indicated on the application form, the <u>address</u> indicated on the identification document and the <u>information</u> registered on a Party's database. |  | • If the principal cannot be identified due to, among other things, any inconsistency among the <u>content</u> indicated on the application form, the <u>content</u> indicated on the identification document and the <u>content of retained</u> <u>personal data.</u> |  |

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|--|--|--|
| If the authority of agency cannot be confirmed when an application form is sent by an agent.                                       | If the authority of agency cannot be confirmed when an application form is sent by an agent.   |  |
| If any of the prescribed application documents is insufficient.  | If any of the prescribed application documents is insufficient.  |  |
| • If the target of the Request for Disclosure, Etc. is not among the retained personal data.                                       | • If the target of the Request for Disclosure, Etc. is not among the retained personal data.   |  |
| If there is a risk of harming the life, body or property, or any of the rights and interests of the principal or of a third party. | • If there is a risk of harming the life, body or property, or any of the rights and interests of the principal or of a third party. |  |
| If disclosure will constitute a violation of any other laws and regulations.   | If disclosure will constitute a violation of any other laws and regulations.   |  |
| PART 2   | <u>PART 2</u>  |  |
| Part 2 of this supplement should be read together with, and considered part of, the Global   | Part 2 of this supplement should be read together with, and considered part of, the Global   |  |
| Membership Agreement. If there is a conflict or inconsistency between this supplement and  | Membership Agreement. If there is a conflict or inconsistency between this supplement and  |  |
| the Global Membership Agreement, this supplement shall prevail to the extent of that   | the Global Membership Agreement, this supplement shall prevail to the extent of that   |  |
| conflict or inconsistency.   | conflict or inconsistency.   |  |
| (Partially omitted)  | (Partially omitted)  |  |
| 2 Notices on the Service and Method of Consent   | 2 Notices on the Service and Method of Consent   |  |
| Article <u>5.3</u> of the Global Membership Agreement shall be replaced by the following paragraph:                                | Article <u>5.4</u> of the Global Membership Agreement shall be replaced by the following paragraph:                                  |  |

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|---------|--|-----|--|--|
|         | The Member may be deemed to have consented to the content of notices by using        |     | The Member may be deemed to have consented to the content of notices by using        |  |
|         | the Service in which such content of notices has been reflected after the provision  |     | the Service in which such content of notices has been reflected after the provision  |  |
|         | of the notices as set forth in paragraph 1.  |     | of the notices as set forth in paragraph 1.  |  |
|         | (Partially omitted)  |     | (Partially omitted)  |  |
| 6       | Exemption of the Parties from Their Liability and Payment of Damages                 | 6   | Exemption of the Parties from Their Liability and Payment of Damages                 |  |
|         | (Partially omitted)  |     | (Partially omitted)  |  |
| 6.3     | Article 25.1(11) of the Agreement shall be replaced by the following paragraph:      | 6.3 | Article 25.1(10) of the Agreement shall be replaced by the following paragraph:      |  |
|         | Any disadvantage caused to the Member or a third party where the Membership          |     | Any disadvantage caused to the Member or a third party where the Membership          |  |
|         | ID, a password or other transaction information is divulged due to the interception  |     | ID, a password or other transaction information is divulged due to the interception  |  |
|         | of data on the communication route, etc., although the Parties have taken measures   |     | of data on the communication route, etc., although the Parties have taken measures   |  |
|         | that are considered to be reasonably satisfactory in accordance with applicable law. |     | that are considered to be reasonably satisfactory in accordance with applicable law. |  |
| 6.4     | Article 25.1(12) of the Global Membership Agreement shall be replaced by the         | 6.4 | Article 25.1(11) of the Global Membership Agreement shall be replaced by the         |  |
|         | following paragraph:   |     | following paragraph:   |  |
|         | Any disadvantage caused to the Member or a third party where any unremoved           |     | Any disadvantage caused to the Member or a third party where any unremoved           |  |
|         | virus is attached to an e-mail sent by the Parties, although the Parties have taken  |     | virus is attached to an e-mail sent by the Parties, although the Parties have taken  |  |
|         | measures that are considered to be reasonably satisfactory in accordance with        |     | measures that are considered to be reasonably satisfactory in accordance with        |  |
|         | applicable law.  |     | applicable law.  |  |
| 6.5     | Article 25.1(23) of the Global Membership Agreement shall be replaced by the         | 6.5 | Article 25.1(20) of the Global Membership Agreement shall be replaced by the         |  |
|         | following paragraph:   |     | following paragraph:   |  |
|         |  |     |  |  |

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|---|---|
| Any disadvantage caused to the Member or a third party by the Service where the   | Any disadvantage caused to the Member or a third party by the Service where the   |
| Parties have exercised due care that is considered to be reasonable in accordance | Parties have exercised due care that is considered to be reasonable in accordance |
| with applicable law.  | with applicable law.  |