

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 “**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**”).
- 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 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 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: June 25, 2022

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”)

Australian Customers

Australian Privacy Policy Supplement

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 “**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**”).

This supplement, provides further specific information describing how we comply with the *Privacy Act 1988* (Cth) (the “**Privacy Act**”), including the Australian Privacy Principles (“**APPs**”) contained in the Privacy Act, with respect to Australian customers of the Service. This supplement should be read in conjunction with the Global Privacy Policy.

What personal information do we collect?

We collect the following personal information from customers:

- 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 customer.

Why do we collect, use and disclose personal information?

The Parties collect, use and in some cases disclose the personal information above for the following purposes:

- 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 delivery of service information by the Internet or any other means;
- for sales analysis and product development; and
- for the purposes of conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends.

To whom do we disclose your personal information?

We may disclose personal information for the purposes described in the Global Privacy Policy to:

- our employees and related bodies corporate;
- third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you);
- professional advisers, dealers and agents;
- payment systems operators (e.g. merchants receiving card payments);
- our existing or potential agents, business partners or partners;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

Disclosure of personal information outside Australia

The Parties are all located in Japan. As a result, all personal information collected from you will be stored outside of Australia (only in Japan) and may be disclosed to other entities outside of Australia, for example to third party suppliers located in Japan.

When you provide your personal information to us, you consent to the disclosure of your information outside of Australia and acknowledge that we are not required to ensure that overseas recipients handle that personal information in compliance with Australian Privacy Law. We will, however, take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with the APPs.

Using our website and cookies

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your 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 recognise 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.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the Privacy Act. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in the Global Privacy Policy and this supplement.

Security

We may hold your personal information in either electronic or hard copy form. We take reasonable steps to protect your personal information from misuse, interference and loss, as well as unauthorised access, modification or disclosure. However, we cannot guarantee the security of your personal information.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Global Privacy Policy, so we encourage individuals to read them before using those websites.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Please follow the process described in Paragraph 6 of the Global Privacy Policy if you would like to access or correcting your personal information.

Making a complaint

If you think we have breached the Privacy Act, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Please follow the process described in Paragraph 7 of the Global Privacy Policy if you would like to make such a complaint.

Contact Us

For further information about our Privacy Policy or practices, or to access or correct your personal information, or make a complaint, please contact us at the contact details set out in Paragraphs 6 and 7 of the Global Privacy Policy.

Supplement to Global Membership Agreement

Article 25 of the Global Membership Agreement is subject to any rights you may have under Australian law including the Australian Consumer Law.

Revision Date: June 25, 2022

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

Hong Kong Customers

1 Hong Kong Privacy Policy Supplement

This Hong Kong Privacy Policy Addendum (the “**HK Policy**”) should be read together with, and considered part of, the Global Privacy Policy. If there is a conflict or inconsistency between this HK Policy and the Global Privacy Policy, this HK Policy shall prevail in respect of customers in Hong Kong and/or personal information collected in Hong Kong.

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.

2.2 JR Central, JR West and JR Kyushu (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;

2.2.2 For delivery of service information by the Internet or any other means;

2.2.3 For sales analysis and product development; and

2.2.4 For conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends;

2.2.5 any purpose relating to or in connection with compliance with any law, regulation, court order or order of a regulatory body;

2.2.6 transfer of such data to any place outside Hong Kong for any of the above purposes; and

2.2.7 any other purposes directly related to the above.

3 Transfer of personal information

3.1 Paragraph 3 herein replaces in its entirety Section 3 of the Global Privacy Policy in respect of customers in Hong Kong and/or personal information collected in Hong Kong.

3.2 In addition to the cases specified in Section 4 of the Global Privacy Policy, for the purposes set out above in Paragraph 2 and subject to applicable law, customers’ personal information may be provided to the following parties (in Hong Kong or elsewhere):

- 3.2.1 any consolidated subsidiaries as indicated in the Securities Reports of the Parties (and for this purpose “Securities Reports” are reports containing information on the operation of the Parties prepared in accordance with the Financial Instrument and Exchange Act of Japan);
 - 3.2.2 any agent, contractor or third party service provider who provides general administration, data processing, telecommunications, computer, payment, call centre, mailing, printing, research and/or survey services to the Parties and who has a duty of confidentiality to the Parties;
 - 3.2.3 any person(s) with a right under the Personal Data (Privacy) Ordinance (the “PDPO”) to gain access to such data; and
 - 3.2.4 any government departments or other appropriate governmental or regulatory authorities.
- 3.3 The 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 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.

4 Access or correction

- 4.1 Without prejudice to a customer’s rights to request for disclosure of retained personal data under Section 6 of the Global Privacy Policy, in general, and subject to certain exemptions under the PDPO, a customer is entitled to:
- 4.1.1 request access to the customer’s personal data;
 - 4.1.2 request the correction of the customer’s personal data; and
 - 4.1.3 be given reasons if a request for access or correction is refused.
- 4.2 Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center is responsible for handling any request for access to and/or correction of personal data and any such request should be addressed to such responsible person by e-mail at the e-mail address indicated in Section 6(2) of the Global Privacy Policy.

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

Malaysian Customers

Malaysian Privacy Policy Supplement

The Global Privacy Policy describes how Central Japan Railway Company (“**JR Central**”), West Japan Railway Company (“**JR West**”) and Kyushu Railway Company (“**JR Kyushu**”) (each a “**Party**”, collectively, the “**Parties**”, “**us**” or “**we**”) collect, use, disclose and otherwise processes the personal data of customers of the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service (the “**Service**”).

This Malaysian Privacy Policy Supplement (“**Supplement**”) sets out the manner in which personal data is processed in accordance to the Personal Data Protection Act 2010.

This Supplement should be read in conjunction with the Global Privacy Policy.

1. 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 site, through proper and fair means:

- (1) 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;
- (2) history of past purchases of train tickets and travel-related products as well as services related thereto;
- (3) smartphone device information; and
- (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.

2. Purposes of use, etc. of personal data by the Parties

The Parties collect, use and keep personal data of customers for the following purposes:

- (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;
- (2) For delivery of service information by the Internet or any other means;
- (3) For sales analysis and product development; and
- (4) For the purposes of conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends.

3. Disclosure to third parties

We may disclose your personal data for the purposes described in this Supplement to:

- (1) any third party appointed to provide services to the Parties or to provide service on behalf of the Parties (including the Parties’ agents, professional advisors, service

- providers and payment systems operators);
- (2) any person who is under a duty of confidentiality and/or who has undertaken the responsibility to keep such data confidential
 - (3) the Parties' employees, affiliates, subsidiary and employees of such affiliate or subsidiary;
 - (4) any existing or potential business partners or partners;
 - (5) any actual or proposed assignee, participant, sub-participant or transferee of any of our rights or obligations;
 - (6) potential or actual purchasers, successors in title of business or shares (wholly or in part) of the Parties' (including their advisers and representative), as a result of potential, proposed or actual sale of business, disposal, acquisition, merger or re-organisation;
 - (7) other parties, in respect of whom the customer has consented to the disclosure of his or her personal data;
 - (8) any government, law enforcement agency or regulatory body; and
 - (9) any third party in which is required by law, court order and/or requirement of an industry regulator to be disclosed to.

4. Transfer of personal data outside Malaysia

The Parties are all located in Japan and by using the Services, the customer's personal data will be transferred and/or processed outside of Malaysia and may be disclosed to other entities outside of Malaysia for the purposes as identified above. By using the Services, the customer acknowledges and consents to the transfer and/or processing of his or her personal data to a place outside of Malaysia.

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 the notification of the purpose of use, disclosure, access, 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 (hereinafter referred to as "**Request for Disclosure, Etc.**").

- (1) Items that are subject to Request for Disclosure, Etc. (Information that assists in identifying retained personal data)
 - (i) 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
 - (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
- (2) 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 all of the above to Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center (privacy@jr-central.co.jp). Responses will be submitted by sending a file to applicant's e-mail address used for the request.

[A] Application forms prescribed by the Parties

- Application form for notification of purposes of use or disclosure concerning retained personal data
 - Application form for correction, etc. of retained personal data
 - Application form for discontinuation of use, etc. of retained personal data
- [B] Identification documents
- One of the following: Passport, driver's license

(Note)

With respect to requests for the access, correction, addition, or deletion of retained personal data, the information indicated in the above (1) (i) is subject to change or correction by customers themselves on the member information amendment screen that appears after the login screen of the Service

(3) Request for Disclosure, Etc. by an agent

If the person making the Request for Disclosure, Etc. is a statutory representative for the principal, a minor or an adult ward, or an agent to whom the principal entrusted the Request for Disclosure, Etc., the following document's data (file format can be JPEG, PNG, or PDF) shall be submitted in addition to the documents [A] through [B] of Section 5 (2) concerning the principal.

- [C] The agent's identification document (same as [B] of Section 5 (2))
- [D] Power of attorney or any other equivalent document
A power of attorney or any other document to prove the authority to act as an agent concerning the Request for Disclosure, Etc.

6. Matters related to accepting complaints or inquiries

Please contact the Customer Center below with complaints or inquiries concerning the handling of personal data by the Parties.

- For contact by phone

Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center
 General Manager
 JR Central Shinagawa Building A
 2-1-85 Konan, Minato-ku, Tokyo 108-8204
 Phone number (Not toll-free):
 +81-(0) 3-6632-5130 (English)
 Business hours: 5:30–23:30 (JST)

- For contact via the Internet and mail

Where inquiries are made via the Internet and mail using either Party's contact information, we will not respond to the concerns specific personal data. When responding, the Customer Center may make a phone call to the customer or contact the customer by some other means.

- Visit to either Party's place of business
Personal visits to either Party's place of business in relation to complaints cannot be accepted.

7. Cases of no consent to the Privacy Policy

It is obligatory for the customer to provide the information set out in Section 1 above, in the event that a customer cannot give his or her consent to all or part of the content of this Supplement, the Parties may refuse to grant to the customer membership for, or use of, the Service.

In the event of any inconsistency between the English version and the Bahasa Malaysia version of this Supplement, the English version shall prevail.

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Tambahan Dasar Privasi bagi Malaysia

Dasar Privasi Global memperihal bagaimana Japan Railway Company ("**JR Central**") , West Japan Railway Company ("**JR West**") dan Kyushu Railway Company ("JR Kyushu") (setiap satu "**Pihak**", secara kolektif, "**Pihak-pihak**" atau "**Kami**") mengumpul, menggunakan, menzahirkan dan memproses data peribadi pelanggan Perkhidmatan Tempahan Internet *Tokaido Sanyo Kyushu Shinkansen* ("**Perkhidmatan**").

Tambahan Dasar Privasi Malaysia ("**Tambahan**") ini menerangkan cara data peribadi diproses mengikut Akta Perlindungan Data Peribadi 2010.

Tambahan ini harus dibaca bersama Dasar Privasi Global.

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

Pihak-pihak mengumpul data peribadi pelanggan yang berikut, yang disediakan oleh pelanggan, yang diperolehi melalui pelanggan yang membekalkan data peribadinya semasa pendaftaran dengan kami dengan menggunakan laman web tempahan, melalui cara yang berpatutan dan adil:

- (1) nama pelanggan, tarikh lahir, nombor telefon, alamat e-mel, tarikh luput 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.

2. Tujuan penggunaan, dsb. data peribadi oleh Pihak-pihak

Pihak-pihak mengumpul, menggunakan dan menyimpan data peribadi pelanggan untuk tujuan-tujuan berikut:

- (1) Untuk urus niaga dengan pelanggan mengenai, atau menyediakan untuk pelanggan, tiket kereta api, produk berkaitan perjalanan dan perkhidmatan lain yang berkaitan dan bersamaan dengannya;
- (2) Untuk penyampaian maklumat perkhidmatan melalui internet atau apa-apa cara lain;
- (3) Untuk analisa jualan dan pembangunan produk; dan
- (4) Untuk tujuan menjalankan penyiasatan yang diperlukan untuk menjawab permintaan yang dibuat oleh pelanggan dan menganalisa dan menyediakan statistik kecenderungan ahli.

3. Penzahiran kepada pihak ketiga

Kami mungkin menzahirkan data peribadi anda untuk tujuan yang dinyatakan dalam Tamabahan ini, kepada pihak-pihak berikut:

- (1) mana-mana pihak ketiga yang dilantik untuk menyediakan perkhidmatan kepada Pihak-pihak atau bagi pihak Pihak-pihak (termasuk ejen, penasihat profesional, pembekal perkhidmatan dan pengendali sistem bayaran Pihak-pihak);
- (2) mana-mana individu di bawah kewajipan kerahsiaan dan/atau yang telah mengaku janji untuk mamastikan data tersebut dirahsiakan;
- (3) pekerja-pekerja Pihak-pihak, syarikat bersekutu, anak syarikat dan pekerja-pekerja syarikat bersekutu atau anak syarikat tersebut;
- (4) mana-mana rakan kongsi atau perniagaan yang sedia ada atau yang berpotensi;
- (5) pembeli berpotensi atau pembeli yang sebenar, pengganti dalam hakmilik perniagaan atau saham (secara keseluruhannya atau sebahagiannya) Pihak-pihak (termasuk penasihat dan wakilnya), hasil daripada jualan, pelupusan, pengambilalihan, penggabungan atau pengorganisasian semula perniagaan yang sebenar atau yang berpotensi;
- (6) pihak-pihak lain yang di mana pelanggan telah memberikan kebenaran untuk penzahiran data peribadinya;
- (7) mana-mana kerajaan, agensi penguatkuasaan undang-undang atau badan kawal selia; dan
- (8) mana-mana pihak ketiga yang dikehendaki oleh undang-undang, perintah mahkamah dan/atau kehendak pengatur industri.

4. Pemindahan data peribadi ke tempat di luar Malaysia

Kedua-dua Pihak terletak di Jepun, dan dengan menggunakan Perkhidmatan, data peribadi pelanggan akan dipindahkan dan/atau diproses di luar Malaysia dan mungkin dizahirkan kepada entiti lain yang terletak di luar Malaysia untuk tujuan-tujuan seperti yang dinyatakan di atas. Dengan menggunakan Perkhidmatan, pelanggan mengakui dan memberi kebenaran untuk pemindahan data peribadinya ke dan/atau pemprosesan data peribadinya di luar Malaysia.

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, penghentian penggunaan, pemadaman, penghentian pemberian kepada pihak ketiga, data peribadi yang disimpan atau pembetulan, penambahan atau penghapusan kandungan data peribadi yang disimpan (selepas ini dikenal sebagai "**Permintaan untuk Penzahiran, dsb**").

- (1) Item yang tertakluk kepada Permintaan untuk Penzahiran, dsb (Maklumat yang membantu dalam mengenal pasti data peribadi yang disimpan)

- (i) nama pelanggan, tarikh lahir, nombor telefon, alamat e-mel, tarikh luput kad kredit dan maklumat yang berkaitan dengan Kad IC, serta segala perubahan kepada maklumat tersebut;
 - (ii) maklumat yang dikumpulkan oleh Pihak-pihak dari urusan niaga dengan pelanggan seperti sejarah pembelian tiket kereta api dan produk yang berkaitan dengan perjalanan serta perkhidmatan yang berkaitan dengannya;
 - (iii) maklumat peranti telefon pintar.
- (2) Di mana dan bagaimana menghantar Permintaan untuk Penzahiran, 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 Pkhidmatan Tempahan Internet *Tokaido Sanyo Kyushu Shinkansen* (privacy@jr-central.co.jp). Maklum balas akan dihantar dalam bentuk fail kepada alamat e-mel yang digunakan untuk pertanyaan.

[A] Borang permohonan yang ditetapkan oleh Pihak-pihak

- Borang permohonan untuk pemberitahuan tujuan penggunaan atau penzahiran mengenai data peribadi yang disimpan
- Borang permohonan pembedahan, dan lain-lain data peribadi yang disimpan
- Borang permohonan untuk menghentikan penggunaan, dan lain-lain data peribadi yang disimpan

[B] Dokumen pengenalan

- Salah satu yang berikut: Pasport, lesen memandu

(Nota)

Berhubung dengan permintaan untuk mengakses, pembedahan, penambahan, atau penghapusan data peribadi yang disimpan, maklumat yang dinyatakan di (1)(i) adalah tertakluk kepada perubahan atau pembedahan pelanggan sendiri pada skrin pindan maklumat ahli yang muncul selepas skrin log-masuk Perkhidmatan.

- (3) Permintaan untuk Penzahiran, dsb. oleh ejen

Sekiranya orang yang membuat Permintaan untuk Penzahiran, dsb. adalah wakil berkanun prinsipal, orang yang belum dewasa, atau orang dewasa yang ditanggung, atau ejen di mana prinsipal telah meangamanahkan Permintaan untuk Penzahiran, dsb., data dokumen-dokumen berikut (bentuk fail yang diterima ialah JPEG, PNG atau PDF) hendaklah dikemukakan sebagai tambahan kepada dokumen [A] sehingga [B] Seksyen 4(2) berkenaan pelanggan:

[C] Dokumen pengenalan ejen (sama seperti [B] Seksyen 4(2))

[D] Surat kuasa wakil atau mana-mana dokumen bersamaan yang lain

Surat kuasa wakil atau mana-mana dokumen yang lain untuk membuktikan kuasa untuk bertindak sebagai ejen berkenaan dengan Permintaan untuk Penzahiran, dsb.

6. Perkara berkaitan dengan penerimaan aduan atau pertanyaan
Sila hubungi Pusat Pelanggan di bawah dengan aduan atau pertanyaan mengenai pengendalian data peribadi oleh Pihak-pihak.
- Untuk perhubungan melalui telefon

Pusat Pelanggan Perkhidmatan Tempahan Internet *Tokaido Sanyo Kyushu Shinkansen*

Pengurus Besar

JR Central Shinagawa Building A

2-1-85 Konan, Minato-ku, Tokyo 108-8204

Nombor telefon (bukan bebas tol):

+81-(0) 3-6632-5130 (Bahasa Inggeris)

- Untuk perhubungan melalui Internet dan surat-menyurat

Di mana pertanyaan dibuat melalui Internet dan surat-menyurat dengan menggunakan maklumat hubungan mana-mana Pihak, kami tidak akan membalas kepada soal khusus data peribadi. Semasa membalas, Pusat Pelanggan mungkin menelefon pelanggan atau menghubungi pelanggan melalui cara yang lain.

- Lawatan ke tempat perniagaan mana-mana Pihak

Lawatan peribadi ke tempat perniagaan mana-mana Pihak yang berkaitan mengenai aduan adalah tidak diterima.

7. Kes-kes tidak memberi kebenaran

Pelanggan adalah wajib memberikan maklumat yang dinyatakan di Seksyen 1 di atas, sekiranya pelanggan tidak memberikan kebenarannya kepada Pihak-pihak untuk memproses data peribadinya seperti di atas, Pihak-pihak boleh menolak pemberian keahlian untuk, atau, penggunaan Perkhidmatan.

Sekiranya terdapat sebarang percanggahan di antara versi Bahasa Inggeris dan versi Bahasa Malaysia Tambahan ini, versi Bahasa Inggeris akan diguna pakai.

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”)

Taiwan Customers

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.

1 Purposes of use, etc. of personal information by the Parties

1.1 Section 2(3) of the Global Privacy Policy as drafted below shall be added:

The Parties will process and use the collected personal information of customers in the areas where the shared users, as defined in Section 3, are located.

1.2 Section 2(4) of the Global Privacy Policy as drafted below shall be added:

The Parties will process and use the collected personal information of customers during the time period for which the above-mentioned specific purposes exist or during the retention period required by the laws or in line with business needs, the longer of these periods shall be applied.

1.3 Section 2(5) of the Global Privacy Policy as drafted below shall be added:

The collected personal information of customers will be used and processed by way of measures that are in compliance with the Personal Information Protection Act (“**PIPA**”) of the Republic of China, Taiwan.

2 Shared use of personal information

Section 3(2) “Shared Users” of the Global Privacy Policy shall be replaced by the following paragraph:

The users engaged in the shared use shall be the Parties, their consolidated subsidiaries as indicated in the Securities Reports of the Parties, the entities agreed by the customers, and the government authorities.

3 Request for disclosure of retained personal data

3.1 First paragraph of Section 6 of the Global Privacy Policy shall be replaced by the following paragraph:

The Parties will respond to any request from the customer or his/her agent for the notification of the purposes of use, disclosure, discontinuation of use, deletion, 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 PIPA (hereinafter referred to as “**Request for Disclosure, Etc.**”). The customer is entitled to exercise the following rights with respect to his/her personal information collected by the Parties:

- Save in the exceptional circumstances as provided in Article 10 of the PIPA, the customer may inquire and request for a review or make duplications of the customer's personal information. However, the Parties may charge necessary handling fees in accordance with Article 14 of the PIPA.
- The customer may request to supplement or correct the customer's personal information. However, according to Article 19 of the Enforcement Rules of the PIPA, the customer shall give an appropriate statement outlining the reasons and facts for such request.
- According to Article 11, paragraph 4 of the PIPA, the customer may request the Parties discontinue collection, processing or use of the customer's personal information where a violation of the PIPA has occurred during collecting, processing or using the customer's personal information.
- According to Article 11, paragraph 2 of the PIPA, the customer may request the Parties to discontinue processing or using the customer's personal information in the event of a dispute regarding the accuracy of personal information. However, the preceding may not be applicable when it is necessary for the Parties to perform official duties or fulfil legal obligations and such performance or fulfilment has been recorded.
- According to Article 11, paragraph 3 of the PIPA, the customer may request the Parties to delete, discontinue processing or using the customer's personal information when the specific purpose no longer exists or time period expires. However, the preceding may not be applicable when it is necessary for the Parties to perform official duties or fulfil legal obligations and such performance or fulfilment has been recorded.

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.

- If the principal cannot be identified due to, among other things, any inconsistency among the content indicated on the application form, the content indicated on the identification document and the content of retained personal data.
- 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 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 disclosure will constitute a violation of any other laws and regulations.

PART 2

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 the Global Membership Agreement, this supplement shall prevail to the extent of that conflict or inconsistency.

1 Effect of the Global Membership Agreement

1.1 Article 1.3 of the Global Membership Agreement shall be replaced by the following paragraph:

The Parties may provide individual terms and conditions for the Service by the method specified in Article 5. In such case, the individual terms and conditions shall be effective as an integrated part of the Global Membership Agreement. If any matter contained in the individual terms and conditions overlaps or conflicts with the Global Membership Agreement, the individual terms and conditions shall prevail. The customer might be asked to accept the individual terms and conditions before the next use of the Service. If the customer does not agree to the individual terms and conditions, the customer may not be allowed to use the Service and the Member shall discontinue the use of the Service.

1.2 Article 1.4 of the Global Membership Agreement shall be replaced by the following paragraph:

The Parties may amend the Global Membership Agreement to reflect changes to the laws or the rulings of the Republic of China ("Taiwan") or changes to the Service, and only the amended content shall be effective after such amendment. Notification of amended content shall be made by the method specified in Article 5. Changes will not apply retroactively. The customer might be asked to accept the newly amended Global Membership Agreement before the next use of the Service. If the customer does not agree to the amended Global Membership Agreement, the customer may not be allowed to use the Service and the Member shall discontinue the use of the Service. The customer shall review the terms of the Global Membership Agreement regularly.

2 Notices on the Service and Method of Consent

Article 5.4 of the Global Membership Agreement shall be replaced by the following paragraph:

The customer 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 of the notices as set forth in paragraph 1.

3 Responsibility and Obligations of Customers

Article 7.5 of the Global Membership Agreement shall be replaced by the following paragraph:

When using the Service, the customer shall be responsible for all the acts performed by such customer and the results thereof, as well as all the acts performed using the Membership ID and the results thereof, whether or not such act is actually performed by the customer, provided that such results can be attributed to the customer. If the customer causes any disadvantage to a third party, the customer shall settle the dispute arising with such third party at his or her own responsibility and expense.

4 Contact for Inquiry from Customers

Article 8.1 of the Global Membership Agreement shall be replaced by the following paragraph:

Any inquiry from the customer about how to use the Service and others, including matters related to the consumer complaint, shall be made to the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center (hereinafter referred to as the "**Customer**

Center”), and the method and times of receiving inquiries, etc. shall be separately determined by the Parties and posted on the Service Guidance Website.

5 Suspension and Cancellation of Customer Qualification

Article 11.1(6) of the Global Membership Agreement shall be replaced by the following paragraph:

Where the customer has attempted to directly or indirectly resell or convert into cash all or part of a product purchased via the Service or has actually performed such an act for the purpose of making a profit.

6 Exemption of the Parties from Their Liability and Payment of Damages

6.1 Article 25.1(2) of the Global Membership Agreement shall be replaced by the following paragraph:

Any disadvantage caused to the customer or a third party by the erroneous use of the Membership ID or a password or the loss, theft or unsatisfactory management of a smartphone that can be attributed to the customer.

6.2 Article 25.1(3) of the Global Membership Agreement shall be replaced by the following paragraph:

Any disadvantage caused to the customer or a third party by the use of the Membership ID or a password by a third party authorized by the customer

6.3 Article 25.1(10) of the Agreement shall be replaced by the following paragraph:

Any disadvantage caused to the customer or a third party where the Membership 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 that are considered to be reasonably satisfactory in accordance with applicable law.

6.4 Article 25.1(11) of the Global Membership Agreement shall be replaced by the following paragraph:

Any disadvantage caused to the customer or a third party where any unremoved 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 applicable law.

6.5 Article 25.1(20) of the Global Membership Agreement shall be replaced by the following paragraph:

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

Revision Date: June 25, 2022

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”)

Canadian Customers

Canadian Privacy Policy Supplement

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 “**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**”).

This supplement, provides further specific information describing how we comply with the *Personal Information Protection and Electronic Documents Act* (S.C. 2000, c. 5) (the “**PIPEDA**”), and analogous provincial privacy laws, with respect to Canadian customers of the Service. This supplement should be read in conjunction with 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.

What personal information do we collect?

We collect the following personal information from customers:

- 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 customer.

Why do we collect, use and disclose personal information?

The Parties collect, use and in some cases disclose the personal information above for the following purposes:

- 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 delivery of service information by the Internet or any other means;
- for sales analysis and product development; and
- for the purposes of conducting investigations necessary to respond to requests made by customers and analysing and preparing statistics on member trends.

To whom do we disclose your personal information?

We may disclose personal information for the purposes described in this privacy policy to:

- our employees and related bodies corporate;
- third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you);
- professional advisers, dealers and agents;
- payment systems operators (e.g. merchants receiving card payments);
- our existing or potential agents, business partners or partners;
- anyone to whom our assets or businesses (or any part of them) are transferred;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

Disclosure of personal information outside Canada

The Parties are all located in Japan. As a result, all personal information collected from you will be stored outside of Canada. The Parties host and process your personal information at our offices (or those of our service providers) located in Japan.

In the event that the Parties outsource to another person the collection of personal information and any actions related thereto to be conducted for any of the purposes of use indicated herein, the Parties shall, to the extent necessary for such person to conduct such outsourced actions, entrust to such person the personal information set forth in Section 1 of this supplement after having put in place appropriate contractual, administrative and technological safeguards to protect the information while being processed.

If you wish to have access to your personal information, please contact us at the contact details set out in paragraph 6 of the Global Privacy Policy. If you have questions regarding our policies and practices with respect to dealing with personal information or with respect to the service providers outside of Canada who host or process the information, please contact us at the contact details set out in paragraph 7 of the Global Privacy Policy

Using our website and cookies

We may collect personal information about you when you use and access our website.

While we do not use browsing information to identify you personally, we may record certain information about your use of our website, such as which pages you visit, the time and date of your visit and the internet protocol address assigned to your computer.

We may also use 'cookies' or other similar tracking technologies on our website that help us track your 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 recognise 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.

We may also use cookies to enable us to collect data that may include personal information. For example, where a cookie is linked to your account, it will be considered personal information under the PIPEDA. We will handle any personal information collected by cookies in the same way that we handle all other personal information as described in the Global Privacy Policy and this supplement.

Security

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 guarantee its absolute security.

Links

Our website may contain links to websites operated by third parties. Those links are provided for convenience and may not remain current or be maintained. Unless expressly stated otherwise, we are not responsible for the privacy practices of, or any content on, those linked websites, and have no control over or rights in those linked websites. The privacy policies that apply to those other websites may differ substantially from our Global Privacy Policy, so we encourage individuals to read them before using those websites.

Accessing or correcting your personal information

You can access the personal information we hold about you by contacting us using the information below. Sometimes, we may not be able to provide you with access to all of your personal information and, where this is the case, we will tell you why. We may also need to verify your identity when you request your personal information.

If you think that any personal information we hold about you is inaccurate, please contact us and we will take reasonable steps to ensure that it is corrected.

Please follow the process described in Paragraph 6 of the Global Privacy Policy if you would like to access or correcting your personal information.

Making a complaint

If you think we have breached the PIPEDA, or you wish to make a complaint about the way we have handled your personal information, you can contact us using the details set out below. We will acknowledge your complaint and respond to you regarding your complaint within a reasonable period of time. If you think that we have failed to resolve the complaint satisfactorily, we will provide you with information about the further steps you can take.

Please follow the process described in Paragraph 7 of the Global Privacy Policy if you would like to make such a complaint.

Supplement to Global Membership Agreement

Except for minor changes which do not materially affect the customers, when we intend to amend the content of the Service in accordance with Article 24(1) of the Global Membership Agreement, we will send customers, at least 30 days before the changes come into force, a written notice drawn up clearly and legibly, setting out exclusively the new clauses after the changes, the date of coming into force and the right of the consumers to terminate the contracts entered into under the Policies.

Revision Date: June 25, 2022

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

For European Economic Area (“EEA”) and UK Customers

Besides “Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy”, this Privacy Policy sets forth the policies which will be applied to the processing of Personal Data of data subjects in the European Economic Area (“EEA”) and the UK in accordance with both the General Data Protection Regulation (Regulation (EU) 2016/679) (“EU GDPR”) 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”). In the event of the provisions resulting in a conflict between “Tokaido Sanyo Kyushu Shinkansen Internet Reservation Services Privacy Policy” and this Privacy Policy, this Privacy Policy will prevail.

1. Types of Personal Data

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 membership IDs, names, dates of birth, email addresses, credit card expiration dates, IC card numbers (for transportation systems), IP addresses, cookie information, smartphone terminal IDs, transaction histories, 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, email, or other forms of communication.

If you purchase train tickets for a companion travelling with you, you will be asked to enter information about the companion. We may obtain your companion's Personal Data when you enter information about him or her. This Personal Data may include your companion's transport IC card number.

2. Collection, use, and disclosure of Personal Data

(1) Purposes of use of Personal Data

a) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below.

- For transactions with you concerning or for the provision of train tickets, travel-related products, and other services related thereto and the like;
 - For the purposes of conducting investigations necessary to respond to requests made by you and analyzing and preparing statistics on trends related to our customers; and
 - For sales analysis and product development.
- 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;
- For the delivery of advertising and other items and printed materials, as a way of advertising our business, by the Internet or via any other means.

(2) Legal Grounds for handling Personal Data

We may handle Personal Data based on the following legal grounds:

- To perform your instructions or fulfill the obligations under other contracts with you;
- Your consent expressly given to us to handle the Personal Data in such manner. You may withdraw your consent to this handling at any time. However, this will not affect the lawfulness of any handling activity carried out by us prior to 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 (e.g. provision of goods and services, investigation and analysis, and product development). For further details regarding legitimate interests, please contact us using the contact information indicated below in Section 4.

(3) Additional processing

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.

(4) Necessity of providing Personal Data

The Personal Data that you provide is necessary in order for us to provide our services to you. Therefore, without such Personal Data, there may be cases where we will not be able to provide the services to you, either in whole or in part.

(5) Retention period

We will retain your Personal Data for the following periods.

-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

Other than as indicated 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 that such data is no longer needed.

(6) Transfer of Personal Data

We may provide your Personal Data to third parties, such as our subsidiaries and affiliates, cloud vendors, outside contractors, and other 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.

The Personal Data may be transferred to entities in countries or jurisdictions outside the EEA and UK, 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 UK and that they may not afford many of the rights conferred to you in the EEA and UK. Unless the recipient destination has been subject to a finding by the European Commission or has been designated by the government of the UK as ensuring an adequate level of protection for the rights and freedoms that you possess in respect of your personal data, we will ensure that any such international transfers are made subject to appropriate and suitable safeguards, such as the inclusion of standard data protection clauses as required by the EU GDPR, UK 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 your Personal Data.

You may obtain more details of the protection given to your personal data when it is transferred outside the EEA or UK (including a copy of the standard data protection clauses which we have included in the agreements we have entered into with recipients of your personal data) by contacting us in accordance with the information indicated below in Section 4.

3. Data subject's rights

You may submit a request to us for access to, correction or deletion of, or restriction of the processing of your Personal Data, and may submit a request for data portability in regard to your Personal Data retained by us. **Furthermore, you may object to our processing of your personal data by contacting us.** When we receive such a request based

on the rights 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 requests without undue delay.

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.

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 your rights, please contact us via the following contact information after confirming Section 6(2) of the Global Privacy Policy:

Tokaido Sanyo Kyushu 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)

Representative

The contact information for our representative is as follows:

EEA representative

DP-Dock GmbH
Smart EX
Ballindamm 39
20095 Hamburg, Germany
Email Address: smart-ex@gdpr-rep.com

UK representative

DP Data Protection Services UK Ltd.
Smart EX
16 Great Queen Street, Covent Garden,
London, WC2B 5AH, United Kingdom
Email Address: smart-ex@gdpr-rep.com

5. Revision of this Privacy Policy

We may change the contents of this Privacy Policy when necessary, and we 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.

Effective date: June 25, 2022