

Privacy Policy

Cosmos Hotel Management Co., Ltd. (hereinafter referred to as the “Company”) recognizes the importance of personal information and will strictly comply with the laws and regulations concerning the protection of personal information, carefully protect and appropriately handle personal information. On this page, the Company’s policy on the handling of personal information (hereinafter referred to as the “Policy”) is explained. The terms used in this Policy follow the definitions specified in the Act on the Protection of Personal Information (Act No. 57 of 2003).

1. Compliance with related laws, regulations, etc.

The Company complies with the Act on the Protection of Personal Information (Act No. 57 of 2003) (hereinafter referred to as the “Personal Information Protection Act”), related laws and regulations and guidelines of the Personal Information Protection Commission and the public agency in charge.

2. Acquisition of personal information

The Company will acquire personal information to the extent necessary for its business in an appropriate manner. Personal information collected by the Company includes the following:

- 2-1 Comply with relevant laws and regulations. In particular, avoid actions that infringe upon the copyrights or portrait rights of a third party, injure the reputation of a third party through slander or libel, or infringe upon other rights of a third party.
- 2-2 Information acquired from service usage applicants, intermediaries, agency operators, alliance partners and other persons who have been duly authorized by customers: and
- 2-3 Information collected for employment management of the employees of the Company

3. Purposes of use of personal information

The Company will handle personal information to the extent necessary to accomplish the following purposes, excluding those cases where consent has been obtained from the individual or where it is provided for as an exception by laws and regulations.

- 3-1 To contact the individual for confirmation of reservation, etc.
- 3-2 To provide services, products and information.
- 3-3 To perform marketing activities of the Company and its group.
- 3-4 To distribute email (email publications), send direct mail or perform other sales promotion activities.
- 3-5 To conduct analysis for making improvements to the services and products.

- 3-6 To send prizes, etc. to persons who applied for prizes, answering questionnaires, etc.
- 3-7 To require the individual to comply with the terms and conditions of use of the Company's website and mobile site.
- 3-8 To protect and improve the services, etc. provided through the Company's website and mobile site.
- 3-9 To purchase, sell, lease, plan, develop, manage, appraise, etc. real estate for accommodation facilities.
- 3-10 To recruit, select and contact applicants who apply for recruitment and employment of personnel by the Company and its group.
- 3-11 To manage employment matters of the Company and its group.
- 3-12 To contact the individual as necessary.
- 3-13 To provide personal information to a third party to the extent necessary for the purposes of use; and
- 3-14 For the purpose of use to be specified elsewhere to the individual or to be announced publicly.

4. Outsourcing of the handling of personal information

The Company may entrust contractors with part of the business handling personal information. In this case, the Company will select contractors who are recognized to be handling personal information in an appropriate manner, and the Company will determine, in outsourcing contracts, etc., matters that are necessary to prevent the leaking of customers' personal information, including the management of personal information, confidentiality and prohibition of resupply of personal information, and conduct appropriate supervision by ensuring that the contractors implement appropriate management of personal information.

5. Security control measures, etc.

The Company will endeavor to keep personal information accurate and up to date and delete personal information when the need to keep it ceases to exist. In addition, the Company will put in place the necessary and appropriate security control measures to prevent the leakage, loss, misuse or falsification of, or fraudulent access to, any personal information.

6. Provision of personal information to third parties

Unless otherwise stipulated by laws and regulations, the Company will never provide or disclose personal information to any third party.



7.Procedures for disclosure, correction, etc. of personal information

If an individual submits a request for the disclosure, correction or suspension of use of his or her personal information held by the Company, the Company will respond to the request without delay according to the procedures prescribed separately by the Company. Please specify information for the following items (i) through (v) at the time of making an inquiry to the point of contact indicated under

8. Point of contact for inquiries about personal information.

01.Email address, 02. Name, 03. Address, 04. Phone number, 05. Inquiry content>(* Please specify the following items)

- Unsubscribe direct mail Request to correct the customer information held by the Company (including changes and additions)
- Request to be notified of the purpose of use of the customer information held by the Company
- Request to delete the customer information held by the Company
- Other details to be specified
- Other details.

8.Point of contact for inquiries about personal information

If you have any comments or questions regarding this policy and our handling of personal information, please contact us at:

Cosmos Hotel Management Co., Ltd.

Personal information disclosure / complaint / consultation counter

E-mail: info@chm.cigr.co.jp

Please note that depending on the content of your inquiry, we may ask you to visit the company to confirm your identity.

9.Revision of the Privacy Policy

This Policy will be reviewed and revised as appropriate in accordance with changes in laws, regulations, etc. and for further improvements in personal information protection.



10. Personal information on other websites linked with the Company's website

The Company's website provides links to third party (other companies and associations) websites for making available to customers convenient and useful information and services. The Company accepts no responsibility whatsoever regarding the collection and handling of personal information conducted on such other websites.

11. Handling of personal information on the Company's website and mobile site

11-1 SSL communication

The transmission and reception of personal information between the customer and the Internet on our website uses encrypted communication by SSL (Secure Sockets Layer). If you use a browser that does not support SSL, use the SSL secure page. You may not be able to access or enter information.

11-2 Use of cookies

We may use information called cookies on our website, etc., for the purpose of improving the convenience of our customers. You can disable the cookie function by changing your browser settings, but as a result you may not be able to use some services. We may use the access log information for statistical analysis, such as surveying the number of times the website has been used, but it does not include information that can identify individuals.

While browsing our company's website, visitors are able to disable the use of cookies from their web browser. However, upon doing this, certain features on our website will become unavailable.

In addition, we may store and refer to the information received from cookies provided by third parties based on the advertising outsourcing consignment agreements with these companies.

In order to disable the use of cookies by our third-party providers, please visit the opt out section of each company's webpage and follow the instructions.

For details, visit <https://mimaruhotels.com/en/terms-of-use/>.

12.Others

- 12-1 If it becomes necessary to change the content of the Policy, the content of the change will be announced on the Company's website, etc. Please note in advance that the Company accepts no responsibility whatsoever for any trouble sustained by a customer due to a failure to confirm the Policy after any change.
- 12-2 If there is a change in a customer's registered information or if the customer wishes to delete it, the customer is requested to contact the hotel with which his or her information is registered as promptly as possible, in order for the Company to facilitate the provision of services to the customer.