

## **Kinki Nippon Tourist Personal Information Protection Policy**

At Kinki Nippon Tourist (KNT), our corporate philosophy is to create sensations and encounters with people around the world and to strive to translate this philosophy into a world bursting with smiling faces. KNT brings a lot of “!” to our customers and creates touching, smiling and dependable “stories” in order to realize our philosophy in the travel and travel services business.

In putting these principles into practice, we believe that protecting the personal information of our customers and other people associated with our Company is a vital obligation. KNT declares that we will make every effort to thoroughly protect personal information in accordance with the Act on the Protection of Personal Information, and we will carry out the following commitments.

### **1. Acquisition and Use of Personal Information**

KNT will acquire personal information only within the scope of a clearly defined purpose for which it is to be used.

In addition, an internal control system will be developed and security measures adopted so that personal information is not used beyond the scope of its purpose.

### **2. Management and Protection of Personal Information**

Personal information will be strictly controlled, and such data will neither be disclosed nor provided to any third party with the exception of cases where the customer’s consent has been obtained.

In addition, security measures and corrective actions will be adopted to prevent personal information from being divulged, lost or damaged.

### **3. Observance of Laws, Regulations and Standards**

In furtherance of observing laws, regulations, policies stipulated by the state and other such standards applicable to personal information held by the Company, KNT will be certified under JIS Q 15001 Standard “Personal Information Protection Management Systems” and will manage such information appropriately.

### **4. Responding to Complaints and Requests**

KNT will develop a system and procedures for receiving and responding to complaints and inquiries regarding the personal information that it holds and will respond to such promptly.

### **5. Continuous Improvement of the Framework and System of Managing and Protecting Personal Information**

KNT will continuously implement improvements to its management framework and system for the protection of personal information

Enacted on January01, 2013

Kinki Nippon Tourist Co., Ltd.

Wataru Ogawa, President

<p>[Complaints and Inquiries Regarding Personal Information] Global Business Management Branch, Kinki Nippon Tourist Co., Ltd. Address: 12F 1-13 KandaIzumi-cho, Chiyodaku Tokyo 101-0024 Japan Tel: +81-3- 6891-9600 Open: 9:30am-5:30pm (Closed on Saturdays, Sundays, Japanese national holidays)</p>
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