

Handling of Personal Information

The Setouchi City Tourism Association (a general incorporated association) recognizes that our customers' personal information constitutes important data that forms the basis of privacy. In conducting our travel-related business, we are deeply aware of the importance of handling personal information with care. Accordingly, we have established internal regulations and an organizational structure to comply with relevant laws and regulations regarding personal information, and we strive to appropriately protect personal information. By doing so, we aim to respect our customers and meet the expectations and trust placed in us.

Acquisition, Use, and Provision of Personal Information

We will specify the purpose of use of personal information within the scope necessary for our business activities, and will acquire, use, and provide personal information in a fair and appropriate manner to the extent necessary for achieving that purpose. Furthermore, we will take necessary measures to prevent the use of acquired personal information for purposes other than those originally intended.

Compliance with Laws and Regulations

We will comply with laws, governmental guidelines, and other norms related to personal information, as well as with social standards, and will strive for the appropriate protection of personal information.

Proper Management of Personal Information

We recognize the risks of unauthorized access, loss, destruction, falsification, and leakage of the personal information we handle, and will implement reasonable security measures to prevent such incidents. In the event that a problem arises, we will take appropriate corrective actions.

Response to Inquiries

When we receive inquiries from individuals regarding their personal information, including requests for disclosure, correction, suspension of use, or complaints, we will respond appropriately and in a timely manner.

Continuous Improvement

We will establish and operate internal rules and a management system for the protection of personal information, ensure that all employees are thoroughly aware of and comply with these policies, and conduct regular reviews to continuously improve our personal information protection management system.

Setouchi City Tourism Association (General Incorporated Association)

Representative Director: Syoji Nagata

<Contact Information Regarding the Personal Information Protection Policy>

Personal Information Inquiry Desk

Address: 3031-2 Ushimado, Ushimado-cho, Setouchi City, Okayama Prefecture, Japan

Personal Information Protection Manager: Takayasu Hayashi

TEL: +81-869-34-9500

Regarding the Personal Information Handled by Our Association

In accordance with our *Personal Information Protection Policy*, we are committed to the appropriate protection of personal information. We hereby provide the following information regarding the personal information we acquire and retain for use in the course of our business activities.

(1) Name and Address of the Personal Information Handling Business Operator, and Name of Representative (in the case of a corporation)

Business Name: Setouchi City Tourism Association (General Incorporated Association)

Representative Director: Syoji Nagata

Address: 3031-2 Ushimado, Ushimado-cho, Setouchi City, Okayama Prefecture, Japan

(2) Name or Title, Affiliation, and Contact Information of the Personal Information Protection Manager (or Their Representative)

Personal Information Protection Manager: Takayasu Hayashi

Email: hayashi@i-setouchi.org

Telephone: +81-869-34-9500

(3) Purpose of Use of Personal Information

The purposes for which personal information is used in the course of our business activities are as follows:

① Retained Personal Data

Type of Personal Information	Purpose of Use
Business Partner Information	For business management, various communications, billing, and payment processing
Request for Materials Information	For sending requested materials
Employee Information	For tasks related to employee management
Job Applicant Information	For tasks related to recruitment
Retiree Information	For contacting retirees and responding to inquiries from retirees
Inquiry Information	For responding to inquiries
Information of the Individual or Authorized Representative (in case of disclosure requests)	For responding to requests for disclosure, etc.

Other purposes of use shall be as individually specified in writing.

② Other Acquired Personal Information

Type of Personal Information	Purpose of Use
Personal information obtained through outsourced services	For fulfilling contracts, related communications, execution of outsourced tasks, and providing aftercare
Information obtained from job posting websites	For determining and notifying the outcome of recruitment processes

(4) Contact Point for Inquiries Regarding Personal Information

For any complaints, consultations, or inquiries concerning the handling of personal information, including matters related to retained personal data, please contact the following Inquiry Desk.

(5) Name of the Authorized Personal Information Protection Organization and Contact Point for Complaint Resolution

None

(6) Procedures for Disclosure, etc.

With respect to retained personal data, our association will respond promptly to requests from the individual for disclosure, etc., including notification of the purpose of use, disclosure, correction, addition or deletion of content, suspension of use, erasure, suspension of provision to third parties, and disclosure of records of provision to third parties.

When such a request is made, we will first confirm that the requesting party is either the individual in question or their authorized representative. Upon confirmation, we will respond within a reasonable period and scope.

(7) Method and Contact Point for Requesting Disclosure, etc.

Requests for disclosure, etc. of retained personal data should be directed to the contact point below.

Upon receiving your request, we will send you the designated "Request Form for Disclosure of Retained Personal Data" by mail, fax, or email.

Please complete the form, enclose the necessary documents, and submit your request via mail or email.

(The requester will bear any shipping or communication costs.)

After confirming the identity of the requester (or their representative), we will respond by the method of disclosure requested.

(8) Measures for the Secure Management of Personal Information

In order to handle personal information with the utmost care, our association has established personal information protection regulations based on our Personal Information Protection Policy, which complies with JIS Q 15001, and operates a Personal Information Protection Management System.

To ensure the proper handling of personal information, we implement security control measures from the following four perspectives: **Organizational/Human/Physical/Technical**.

For details on specific security control measures, please contact the Inquiry Desk below.

(9) Outsourcing the Handling of Personal Information

There may be cases where we outsource all or part of the handling of acquired personal information.

When outsourcing the handling of all or part of the acquired personal information for the purposes mentioned above, we will carefully select contractors and ensure the appropriate supervision and management of such contractors.

[Inquiry Desk]

Person Responsible for Personal Information Inquiries: Takayasu Hayashi

Address: 3031-2 Ushimado, Ushimado-cho, Setouchi City, Okayama Prefecture, Japan

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