

Privacy Policy

This policy is applied when you use the service provided by our company.

Customers should read this policy along with our regulations, contracts, rules, etc., and use this service after agreeing to it.

If you use it, you are agreeing to this policy, and we will handle personal information based on your consent.

1. Information to be acquired

In order to achieve the purpose set forth in "2. Purpose of Use of Information" below, the Company will acquire the customer information hereinafter set forth. Please note that we are required to provide this service.

Except in the case where it is indispensable or permitted by law, the sensitive information of the customer such as race, creed, social status, medical history, criminal history, fact that the victim was caused by crime, etc. (hereinafter called "Personal information requiring consideration") will not be acquired. If you provide us with personal information that requires your consideration, we will handle the information in accordance with this policy, assuming that you have provided "1-2. Information regarding the use of this service".

1-1. Information that you directly provided

- (1) Name, address, telephone number, gender, age, date of birth, and other information
- (2) Identification card (driver's license, passport, etc.) to confirm your identity by legal request, etc., and information contained in the documents.
- (3) Email address
- (4) Login ID and password (when you log in using the external linkage function, including the authentication information, the same applies below)
- (5) Other information to be provided with the prior consent of yours

1-2. Information about using this service

- (1) Information about your reservation
- (2) Information on the usage status of this service
- (3) Payment information

1-3. Information we collect automatically

- (1) Information related to communication terminals (location information, terminal-specific identification information, browser type, software information, etc.)
- (2) IP address
- (3) In addition to the above items, check the information collected using cookies, etc. (For details, see the R.STAR HOSTEL official website (rstar-hostel.com) "Cookie Policy".

(4) Information collected by security cameras and other security technologies

1-4. Information obtained from third parties

We will obtain necessary information from third parties such as business partners or public information to an extent as is considered necessary to achieve "2. Purpose of use of information" and to the extent permitted by law.

This information includes credit information and information necessary for dealing with misconduct. In addition, we may obtain your personal information from a third party with your consent (including but not limited to the case that you logged in from the link with an external system).

2. Purpose of using information

2-1. We will use your information that we acquired within the scope of the following purposes.

(1) Identity verification

(2) Provision of this service

(3) Provision of this service and management of usage

(4) Advertising and other sales promotion activities, and verification of their effects

(5) Survey and analysis regarding the use of this service

(6) Continuous improvement of this service and improvement of customer satisfaction

(7) New development, R & D, and marketing of services

(8) Response to your inquiries

(9) Contacting you as necessary for the business, such as important information about this service

(10) Detection and response to unauthorized acts (violations of our company's rules, contracts, rules, etc., unauthorized access, cyber attacks, fraud and other illegal acts, and also including acts that run the risk of a violation of the law) and implementation of measures to prevent unauthorized acts

(11) Response based on laws and regulations

2-2. We will take necessary steps in advance to use your information for purposes other than the above.

3. Provision to third parties

3-1. We will not disclose or provide your personal information for any third parties except in the following cases.

(1) When there is prior consent of the person

(2) To outsource a portion of the handling of personal information to a third party in order to achieve the above "2. Purpose of use of information" (hereinafter, the third party is referred to as "consignee").

(3) When providing to joint users

(4) Cases based on laws and regulations

(5) When it is necessary to protect life, body or property of a person and it is difficult to obtain the consent of the person.

(6) When it is particularly necessary to improve public health or promote healthy development of children, and it is difficult to obtain the consent of the person

(7) When it is necessary to cooperate with an administrative agency or judicial institution due to special circumstances

(8) When you violate the Company's various terms, conditions, rules, etc. and so we judge we need to disclose your information judging from reasonable grounds in order to protect rights, properties, services, etc. of the Company or a third party.

(9) When disclosing in a state where an individual cannot be identified

(10) In case of business succession due to merger, company split, business transfer or other reasons

3-2. When an administrative agency or judicial institution requests us to disclose or provide your personal information in accordance with the provisions of laws and regulations (especially criminal investigations and other court proceedings.

Etc.), we will respond to the request in accordance with internal regulations and laws.

3-3. When you pay the usage fee of this service by credit card or through a third party, we may disclose your personal information to the credit card companies and other intervening parties to prevent unauthorized use of credit cards. We will only carry out the payment process when you agree with the above.

3-4. If your information is provided to a third party for any reason other than the above, we will take necessary steps in advance.

3-5. We will not sell or rent your personal information to a third party for any purpose without obtaining your consent.

4. Storage period

We will keep your personal information as long as necessary to achieve the above "2. Purpose of use of information", and when it is no longer necessary, we will erase it immediately without delay. In addition, we may store and use information of those who stopped using the service for a certain period of time to comply with the obligations under the law and to deal with the communications for a business reason.

5. Transfer of personal information outside the area

In order to achieve "2. Purpose of use of information" above, we may transfer and handle your personal information to countries outside the EU, including Japan. In such countries outside the EU, the rights of data subjects may not be recognized. In this case, we will take necessary and appropriate measures in accordance with applicable laws to protect your personal information.

6. Changes to this policy

Please note that we may change this policy without notice to comply with laws and regulations or based upon our business needs. Please note that you can see the latest information on the R. STAR HOSTEL official website.

7. About the person in charge of personal information management

The following persons are responsible for managing personal information held by the Company.

[Horico HD Personal Information Manager]

8. Contact

(1) For inquiries about disclosure, correction, deletion of retained personal data, request for suspension of use, exercise of data portability right and other inquiries regarding the handling of personal information, please contact the address below. We will guide you through the detailed procedures.

(2) Depending on the content of your inquiry, you must submit a document to confirm your identity (including the case where you will be mailing a copy of your official ID card) and you must fill out the necessary information on a form prescribed form by our company. We will respond to your inquiries immediately in accordance with laws and our internal regulations after the confirmation of the identity

(3) Upon disclosure of the retained personal data, we will disclose it after confirming that it is a request from the individual. However, this does not apply in the following cases.

1 When there is a risk of harming the life, body, property or other rights and interests of the individual or a third party

2 When there is a possibility that it will significantly hinder the proper implementation of our business

3 In case of violating other laws

(4) The Company will stop using your personal information upon your request after confirming that it is a request from the individual. By taking such suspension measures, you may not be able to use a part or all of the service.

(5) Depending on the content of your inquiry, we will charge a fee specified by our company.

(6) Please note that we may not be able to respond due to legal requirements and the storage condition or nature of personal information.

(7) Please note that we cannot help you when your request has no reasonable basis, when you give us an excessive request, or when you repeat such inquiries.

Our help desk for personal information inquiry

[Horico HD Personal Information Manager]

256-2 Motoryougae-chou, Matsubara sagaru, Muromachi-dori , Shimogyo-ku, Kyoto City
600-8436

R.STAR HOSTEL

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