



[Policy for protecting personal information]

First cabin INC, and each of the First cabin Hotels (hereinafter referred to as "First cabin Hotels") fully recognize the importance of the personal information of our guests and are committed to handling such information carefully. First cabin Hotels will strive to promote the following efforts in order for us to provide better products and services and assume the responsibility to protect the personal information of our guests.

1.Compliance with laws and regulations

First cabin Hotels will comply with the Personal Information Protection Law and any other related laws and regulations.

2.In-house system

With respect to the handling of personal information and the required system, First cabin Hotels will develop in-house regulations and other rules necessary for each service, improve the organization by appointing responsible managers, and establish a system to protect personal information.

3.Collection of personal information

In the event First cabin Hotels collects any personal information from our guests, First cabin Hotels will clearly specify the purpose of use, obtain consent from guests, and then collect personal information to the extent necessary for accomplishing the purpose.

4.Use of personal information

When using any personal information of our guests, First cabin Hotels will use such information only within the scope of the foregoing purpose of use and will not use it beyond the scope of the purpose of use.

5.Ensuring of accuracy

First cabin Hotels will take appropriate measures to ensure the accuracy of personal information of our guests and keep it up to date.



6.Safety management measures

First cabin Hotels will strictly manage the personal information of our guests and implement any preventive and safety measure against unauthorized access, loss, destruction, alteration, leakage, or otherwise.

7.In-house training

First cabin Hotels will provide adequate education and training to our employees with respect to the protection of personal information and keep every employee of First cabin Hotels informed about the contents.

8.Supervising parties to whom personal information is entrusted

In using any personal information of our guests, First cabin Hotels may entrust such personal information to any third party within the scope of reasonable use. First cabin Hotels will obligate and supervise the parties to whom any personal information is entrusted to strictly manage such personal information.

9.Restriction of provision to any third party

First cabin Hotels will not provide or disclose any personal information of our guests to any third party without the consent of the guests except as required by law.

10.Disclosure or correction of personal information

With regard to the personal information of any guest that First cabin Hotels obtains, if such guest wishes to confirm or correct any personal information, First cabin Hotels will promptly respond to the request to the extent reasonable and necessary.

11.Continuous review

First cabin Hotels will strive to continuously review and improve the regulations for the handling of personal information and organizational structure to implement the regulations to ensure effective and proper operation in a sustained manner.

■ Personal data held by First cabin



- Complete data relating to prearranged accommodations and past results
- ID exclusive for online reservation
- Complete data relating to banquet reservations and past results
- Complete data relating to the Corporate contract
- Complete data relating to general customers
- List of e-mail magazine subscribers
- List of participants in questionnaires concerning the organization and running of hotel events

[Personal information inquiry desk]

5F kioicho park bldg, 3-6 kioicho Chiyoda-ku Tokyo, Japan

TEL (81) 3-3237-8720

*Business hours:09:30-18:30 (JST) closed on Saturdays ,Sundays, Japan national holidays, and year-end and New year holidays)