

Privacy Policy

Yokohama Guest House HACO.TATAMI (hereinafter referred to as “the Facility”) establishes the below Privacy Policy (hereinafter referred to as “the Policy”) in our handling of personal and private information of our guests.

1. Privacy information
 - 1) Personal information in this privacy information refers to “Personal information” set forth in the Personal Information Protection Law of Japan, concerning information containing descriptions by which a specific living individual can be identified.
2. Collection of personal information
 - 1) The Facility will ask for personal information at times of enquiry, reservation and check-in. The Facility will also collect information regarding communication and/or payment, including personal information, between guests and our affiliated facilities.
3. Objective of collecting/using personal information by the Facility
 - 1) To contact guests, and to inform guests of notices.
 - 2) To verify identification of guests.
 - 3) To refuse the accommodation of guests who have violated the Facility’s Terms and Conditions, such as causing damage to our Facility, and to refuse guests seeking to use the Facility for fraudulent and false purposes.
 - 4) To answer enquiries from guests.
 - 5) To accompany objectives of above purposes
4. Provision of personal information to third parties
 - 1) The Facility will not, without the prior consent of guests, provide personal information to third parties, except for the following situations:
 - i. Cases based on laws and regulations.
 - ii. Cases where protection of personal life, physical body and property is deemed necessary, and when there is difficulty in obtaining the consent of the person involved.
 - iii. Cases where improvement of public health or promotion of children’s health is necessary, and when there is difficulty in obtaining the consent of the person involved.
 - iv. Cases where the Facility is required to cooperate with governmental agencies, local authorities, or bodies consigned by the above, to carry out actions by the law, and when obtaining the consent of the person involved may interfere with said actions.
 - 2) Regardless of items set forth in the above article, the following situations will not apply as third parties:
 - i. Consigning the complete or partial handling of personal information within the limits of achieving the purpose of use by the Facility.
 - ii. Disclosure of personal information for business succession due to merger or other circumstances.
 - iii. In sharing of personal information with a specific person or body - the item of personal information to be used, the limits to the shared information, purpose of the information, the name of the responsible person or body, is notified in prior to the applicable person, or is in a state where the person can easily acquire the above knowledge.
5. Disclosure of personal information

- 1) The Facility will, when requested by the applicable person, disclose personal information to that person, except for in the following situations, where the Facility may not disclose full or partial information.
 - i. Cases where the disclosure may harm the rights and interests of the person or third party.
 - ii. Cases where the adequate operation of the Facility may be severely interfered.
 - iii. Cases where the law may be violated.
6. Correction and deletion of personal information
 - 1) Guests may, in accordance with the procedure set forth by the Facility, request correction or deletion of their personal information to the Facility when their personal information possessed by the Facility is incorrect.
 - 2) The Facility will, after receiving the above request, and when determined necessary, correct or delete the personal information and notify the guest of the action.
7. Changes to the Privacy Policy
 - 1) The contents of the Policy may be changed without prior notification to guests.
 - 2) Unless otherwise stated, the revised Privacy Policy will take effect as of uploading to the Facility website.

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