

HOTEL ARC RICHE TOYOHASHI – PRIVACY POLICY (ENGLISH TRANSLATION) Hotel Arc Riche Toyohashi (hereinafter “the Hotel”) recognizes its corporate social responsibility in conducting business activities that earn trust and satisfaction from customers and society, and hereby establishes the following Personal Information Protection Policy. Customers residing in the European Economic Area (EEA) are also requested to refer to Appendix 1: Additional Provisions Applicable to the Processing of Personal Data of EEA Residents.

1. Company Information Chubu Gas Real Estate Co., Ltd. (<https://www.arccriche.jp/company/>)

2. Acquisition of Personal Information The Hotel acquires personal information in connection with transactions involving accommodation, food and beverage, banquets, merchandise sales, and other services, as well as transactions with affiliated businesses, through: (1) Directly from the individual (phone, documents, business cards, oral communication, internet, etc.) (2) Authorized third parties (applicants, referees, travel agencies, partners, package providers, etc.) (3) Public sources (internet, newspapers, directories, publications, etc.)

3. Personal Information Held Personal information includes data that can identify an individual, such as: - Name, gender, date of birth, address, contact details, employment information, family information - Usage history, preferences, requests, and service usage records - Membership and online account information - Survey and promotional participation data - CCTV, key card, and security system data - Business contact information from partner companies

4. Purpose of Use Personal information is used only within necessary scope, including: - Legal compliance and registration - Marketing and promotional communications - Statistical analysis and service improvement - Membership management and services - Responding to inquiries - Transaction-related communication and billing - Service provision

5. Outsourcing and Joint Use The Hotel may outsource or jointly use personal data with group companies and partners for service provision (accommodation, events, decorations, spa services, etc.). Proper contractual safeguards are implemented.

6. Disclosure, Correction, and Suspension Requests for disclosure, correction, or suspension will be handled appropriately upon identity verification.

7. Security Measures Administrative, technical, physical, and organizational measures are implemented to ensure data security.

8. Compliance The Hotel complies with applicable laws and continuously improves its privacy practices.

9. Website and Cookies Cookies and access logs are used for service improvement and security. No personally identifying data is included in logs.

10. Policy Changes Changes will be announced on the website.

11. Contact SALA Tower, 1-55 Ekimae Odori, Toyohashi, Aichi, Japan Tel: +81-532-51-1101 (EEA Additional Provisions) - Processing is based on consent or legal basis such as contract performance or legitimate interests - Data may be transferred to Japan with appropriate safeguards - Data is retained only as long as necessary - Individuals have rights of access, correction, deletion, restriction, objection, and portability - Consent may be withdrawn at any time - Supervisory authority complaint rights exist - Certain data is required for accommodation services - No automated decision-making is used solely for profiling