

# “Handling of Personal Information in Cancellations”

## (1) Name of the Organization

Sky Hop Bus Marketing Japan Co., Ltd.

## (2) Personal Information Protection Manager: General Planning Department Manager

Department: Sky Hop Bus Marketing Japan Co., Ltd., General Planning Department

Contact address: Chiyoda Building 7F, 3-9-3 Kanda Misakicho, Chiyoda-ku, Tokyo

## (3) Purpose of Use of Personal Information

To verify purchase information and perform cancellation procedures

## (4) Provision of Personal Information to Third Parties

Except as required by laws and regulations, the Company will not provide acquired personal information to any third party without the data subject's consent.

However, the Company operates a ticket sales platform on its website and will provide personal information to the vendor, Hinomaru Jidosha Kogyo Co., Ltd., to the extent necessary for cancellation procedures (the email address and ticket number registered at the time of purchase).

In addition, for credit card payment refunds, the payment processing company may receive ticket purchase information from the vendor, Hinomaru Jidosha Kogyo Co., Ltd., in order to process the refund. In refund processing, cardholder authentication by the credit card company (EMV 3-D Secure) will not be performed.

## (5) Outsourcing of the Handling of Personal Information

We may outsource all or part of the handling of the acquired personal information.

## (6) Consequences of Not Providing Personal Information

Providing personal information is voluntary. However, if you are unable to provide some of the information required, we may be unable to respond to your inquiry.

## (7) Disclosure, etc. of Retained Personal Data and Inquiry Desk

Upon request from the data subject, the Company will respond to requests for Disclosure, etc. regarding the Company's retained personal data, including disclosure, notification of purpose of use, correction/addition/deletion of content, suspension of use, erasure, suspension of provision to third parties, and disclosure of records of provision to third parties (collectively, “Disclosure, etc.”).

However, for procedures relating to Disclosure, etc. of personal information in

connection with ticket purchases/cancellations, please contact the ticket vendor,  
Hinomaru Jidosha Kogyo Co., Ltd.

[Ticket Vendor Contact Information]

Office/Department in Charge: Urban Tourism Department

Address: 1-1-8 Koraku, Bunkyo-ku, Tokyo

Inquiry Form: [Hinomaru Jidosha Kogyo Co., Ltd. | Contact](#)

(8) Acquisition of Personal Information by Methods Not Easily Recognizable by the Individual  
The Company acquires cookies. For details, please refer to the Cookie Policy.

(9) Personal Information Protection Policy

Please refer to the Company's Personal Information Protection Policy on our website.

(10) Contact for Complaints/Consultations Regarding the Company's Handling of Personal  
Information

[Inquiry Desk]

Office/Department in Charge: Corporate Planning Department

Address: 3-9-3 Kanda Misakicho, Chiyoda-ku, Tokyo [Inquiry Form](#)