

Handling of Personal Information in Cancellations

(1) Name of organization or individual

Sky Hop Bus Marketing Japan Co., Ltd.

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

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

Contact address: 3-9-3 Kanda Misaki-cho, Chiyoda-ku, Tokyo (Chiyoda Building, 7th Floor)

(3) Purposes of use of personal information

To verify purchase information and carry out cancellation processing.

(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 individual's consent.

However, the Company operates a ticket sales platform on its website and provides personal information to the seller, Myojo Kanko Bus Co., Ltd., within the scope necessary for cancellation procedures (the email address registered at the time of purchase and the ticket number).

In addition, with respect to refund processing for credit card payments, the payment service provider may receive ticket purchase information from the seller, Myojo Kanko Bus Co., Ltd., in order to process the refund. During 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 personal information we have acquired.

(6) Consequences of Not Providing Personal Information

Providing personal information is voluntary. If you are unable to provide some of the information relating to personal information, we may not be able to respond to your inquiry.

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

Upon request from the individual, we will respond to requests concerning the retained personal data held by the Company, including disclosure, notification of purpose of use, correction/addition/deletion of content, suspension of use, erasure, cessation 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 regarding ticket purchases and cancellations, please contact the ticket seller, “Hinomaru Jidosha Kogyo Co., Ltd.”

[Ticket Seller Contact Information]

Address: 721-1 Higashishiokoji-cho, Shimogyo-ku, Kyoto City, Kyoto Tower Building, 3rd Floor

Inquiry form: skyhopbus-kyotoc@myojo-mc.co.jp

(8) Acquisition of Personal Information by Methods Not Easily Recognizable by the Individual

We acquire cookies. For details, please refer to our Cookie Policy.

(9) Personal Information Protection Policy

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

(10) Contact for Complaints, Consultations, etc. Regarding the Company’ s Handling of Personal Information

[Inquiry Desk]

Desk in charge: General Planning Department

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