

Privacy Policy

SLEEK URBAN HOTEL MIYAZAKI

SLEEK URBAN HOTEL MIYAZAKI (hereinafter referred to as "the Hotel") complies with the Act on the Protection of Personal Information and related laws, regulations, and guidelines, and strives to handle and manage personal information appropriately.

1. Basic Principles for Personal Information Protection

- (1) Prohibition of Unauthorized Collection
- (2) Prohibition of Use for Unintended Purposes
- (3) Ensuring Safety
- (4) Prohibition of Provision to Third Parties
- (5) Respect for Individual Rights

2. Definition of Personal Information

In this policy, "personal information" refers to the following information that can identify a specific individual:

- (1) Basic customer information (address, name, gender, date of birth, nationality, email address, telephone number, etc.)
- (2) Payment information (credit card number, etc.)
- (3) Service usage information (facility usage, etc.)
- (4) Contact details (email, website form entries, phone memos, survey responses, etc.)
- (5) Information collected by security systems (security cameras, card keys, etc.)
- (6) Information automatically collected on the website (cookies, IP address, browser type, access date and time, etc.)
- (7) Information declared at check-in (address, name, nationality, passport number, age, arrival date and time, departure date and time, room number, etc.)

3. How Personal Information Is Collected

The Hotel collects customers' personal information in the following ways.

- (1) When making a reservation (web reservation form, telephone reservation, online travel agent (OTA), email, etc.)
- (2) When making a reservation (web reservation form, telephone reservation, online travel agent (OTA), email, etc.)
- (3) When reserving a private sauna (our hotel reservation site, email, etc.)
- (4) When making an inquiry via the website (inquiry form)
- (5) When applying for a survey or campaign, etc.
- (6) Access log information when using the in-house Wi-Fi

4. Purpose of Use

The hotel will use the personal information it collects for the following purposes:

- (1) Accommodation and sauna reservations, billing, usage history management, etc.
- (2) Identity verification and contact
- (3) Provision and improvement of services
- (4) Responding to customer inquiries
- (5) Providing information on campaigns, events, etc.
- (6) Fulfilling obligations under laws and regulations

5. Provision of Personal Information to Third Parties

Our Hotel will not disclose or provide your personal information to third parties except in the following cases:

- (1) With the consent of the individual concerned
- (2) When disclosure or provision is required by law
- (3) When it is necessary to protect human life, body, or property, and obtaining your consent is difficult
- (4) When it is necessary to cooperate with the performance of public affairs by a national or local government, etc., and obtaining your consent would be likely to impede the performance of such affairs
- (5) When outsourcing work to an external contractor (reservation management system, cleaning services, etc.)
- (6) When it is necessary to improve public health or promote the healthy development of children
- (7) When providing personal information in connection with business succession due to a merger, company split, business transfer, or other reason

6. Personal Information Security Management Measures

Our Hotel has implemented the following technical measures to prevent unauthorized access, loss, destruction, alteration, leakage, etc. when using, storing, and managing your personal information.

- (1) SSL is implemented on the page where personal information is entered when making an online reservation, encrypting and protecting the information.
- (2) We have implemented a system to protect customer information from unauthorized external access and malicious software.
- (3) We have included a clause regarding the confidentiality of personal information in our work regulations and strive to prevent the leakage of customer information.
- (4) When providing electronic files to third parties, we take security measures, such as encryption.

7. Management of Subcontractors

When outsourcing the handling of personal information, the Hotel will appropriately manage and supervise it.

8. Retention Period of Personal Information

The Hotel will retain your personal information only for the period necessary for the purposes stated above. The specific retention period will be determined taking into consideration the purpose of acquisition and processing of the personal information, the nature of the personal information, and the legal or business necessity of retaining the personal information.

9. Disclosure, Correction, and Deletion of Retained Personal Data

If you would like to disclose, correct, suspend use of, or delete your personal information, please contact the Hotel. We will respond promptly within a reasonable period.

10. Use of Cookies, etc.

This website may use cookies to improve our services. Cookies do not collect personally identifiable information.

11. Changes to the Privacy Policy

This policy may be revised as necessary. Any revisions will be announced on our website.

12. Contact Information

SLEEK URBAN HOTEL MIYAZAKI

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