

# Privacy Policy

## NEST SAUNA

NEST SAUNA (hereinafter referred to as "this facility") complies with the Act on the Protection of Personal Information and related laws, regulations, guidelines, etc., 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 purposes other than those intended
- (3) Ensuring safety
- (4) Prohibition of provision to third parties
- (5) Respect for the rights of individuals

### 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 our website (cookies, IP address, browser type, access date and time, etc.)

### 3. How Personal Information Is Acquired

Our facility collects customer personal information through the following methods:

- (1) Sauna reservation form, telephone reservation, email, etc.
- (2) When making inquiries through our official website (inquiry form)
- (3) When applying for surveys, campaigns, etc.
- (4) Access log information when using the in-house Wi-Fi

### 4. Purpose of Use

Our facility will use the personal information we collect for the following purposes.

- (1) Managing sauna reservations, billing, and usage history, etc.
- (2) Verifying your identity and contacting you
- (3) Providing and improving services

- (4) Responding to customer inquiries
- (5) Providing information about campaigns and events, etc.
- (6) Fulfilling legal obligations

## 5. Shared Use

This facility will share your personal information with SLEEK URBAN HOTEL MIYAZAKI, the facility's operator.

- Items to be shared:

Name, address, telephone number, email address, usage history (reservation date and time, service details, etc.)

- Purpose of shared use:

Reservations and operation management, service provision, inquiry response, and service improvement

- Management Representative:

SLEEK URBAN HOTEL MIYAZAKI

5-11 Chigusa-cho, Miyazaki City, Miyazaki Prefecture 880-0006

Manager: Keiichi Nagatomo

## 6. Provision of Personal Information to Third Parties

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

- (1) With the customer's consent
- (2) When disclosure or provision is required by law
- (3) When it is necessary to protect human life, body, or property, and obtaining the customer's consent is difficult
- (4) When cooperation is necessary in the performance of public affairs by a national or local government, etc., and obtaining the customer's 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

## 7. Personal Information Security Management Measures

Our facility takes 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 using our reservation form, and information is encrypted and protected.
- (2) We have implemented a system to protect customer information from unauthorized external access and malicious software.
- (3) We strive to prevent the leakage of customer information by including clauses regarding the confidentiality of personal information in our work rules.
- (4) When providing electronic files to third parties, we take security measures such as encryption.

#### 8. Management of Subcontractors

When outsourcing the handling of personal information, our facility will appropriately manage and supervise such parties.

#### 9. Retention Period of Personal Information

Our facility 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 to retain the personal information.

#### 10. Disclosure, Correction, and Deletion of Retained Personal Data

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

#### 11. Use of Cookies, etc.

Our facility's website may use cookies to improve our services. Cookies do not collect personally identifiable information.

#### 12. Changes to the Privacy Policy

This policy may be revised as necessary. Any revisions will be announced on our facility's website, etc.

#### 13. Contact Information

SLEEK URBAN HOTEL MIYAZAKI

Personal Information Protection Manager: Keiichi Nagatomo

5-11 Chigusa-cho, Miyazaki City, Miyazaki Prefecture, 880-0006

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Email: [customer@sleekhotel.jp](mailto:customer@sleekhotel.jp)

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