

Privacy Policy

Article 1 Basic Policy on Handling of Personal Information

MAJO Co., Ltd. (hereinafter referred to as "our company") recognizes the importance of personal information and strives to handle and protect personal information appropriately based on the following policy.

Article 2: Compliance with Laws and Regulations

We comply with applicable privacy laws and regulations, including laws and regulations regarding the handling of personal information, national guidelines, the EU General Data Protection Regulation and its related national implementing laws.

Article 3 Personal information

"Personal information" refers to information about an individual, such as name, address, date of birth, age, gender, address, telephone number, family composition, email address, ID, IP address, place of employment, affiliation, work address, work telephone number, etc., that can identify a specific individual (including information that can be easily compared with other information and thereby used to identify a specific individual).

Article 4: Method and purpose of acquiring personal information

1. We will acquire users' personal information in a fair and appropriate manner for the following purposes and will use it only within the scope of these purposes:
 - (1) To provide the concierge services and travel planning and arrangement services (hereinafter referred to as "our services") provided by our company (including providing necessary information to affiliated airlines and partners);
 - (2) To send promotional materials and sales information such as e-mails conducted by our company and the joint use companies set out in Article 7 (hereinafter referred to as "our group");
 - (3) To conduct our group's marketing activities and to investigate, research, develop and improve services and products;
 - (4) To respond to inquiries, requests, etc. and to carry out other transactions with users appropriately and smoothly;
 - (5) To create statistical data (data that cannot identify individual users).
2. When acquiring personal information of users for purposes other than those mentioned above, we will clearly state the purpose in advance and use it only within the scope of that purpose.

Article 5 Personal Information Management Measures

1. We have established a personal information management system to maintain the accuracy of personal information and strive to prevent loss, damage, falsification, unauthorized access, and leakage.
2. The Company will promote educational and enlightenment activities for its executives and employees, and will provide necessary and appropriate supervision to ensure the safe management of personal information.
3. We may outsource all or part of our business to a third party and provide personal information to the outsourced party to the extent necessary. In such cases, we will provide the outsourced party with the necessary and appropriate supervision to ensure the safety of personal information.

Article 6: Provision of personal information to third parties

We will not disclose or provide personal information of users to third parties except in the following cases:

1. When the user consents
2. When disclosure or provision of personal information is required by law
3. When it is necessary to protect a person's life, body, or property, and it is difficult to obtain the user's consent
4. When it is necessary to cooperate with a national government agency, local government, or a person commissioned by them in carrying out duties prescribed by law, and obtaining the user's consent may impede the performance of said duties.
5. When disclosing or providing statistical data or other information that has been processed so that individual users cannot be identified

Article 7 Joint use

We will jointly use users' personal information as follows:

1. Purpose of joint use:
The purpose of use of personal information will be the same as that stipulated in Article 4.
2. Personal information to be jointly used
: User's name, date of birth, gender, address, telephone number, fax number, email address, workplace information (company name, department, position, address, telephone (fax) number, person in charge), airline ticket, reservation and boarding information, etc.
3. Scope of joint users:

Our parent company and business partners with which we have capital ties (hereinafter referred to as "joint users"). The names of joint users are posted on our website. If there are any changes to the joint users, we will notify you or post a notice on our website.

4. Person responsible for managing personal information:
Our company

Article 8 Retention period

We will retain your personal information for a certain period after the provision of our services has ended and for the period necessary to fulfill our legal obligations.

Article 9: Use of Cookies, etc.

1. When users use our services or browse our pages, we automatically collect and record information on our servers, such as the ads, pages, apps, and user environment, using user cookie information, Apple's Advertising Identifier (IDFA), Google's Advertising ID (AAID), and other similar technologies (collectively "Cookies"). This information is not used to identify individuals, but rather to improve our services and optimize ad delivery. For details on the purposes and methods of use, please see below.

(1) Saving basic settings:

To provide users with a more comfortable service environment, our services use cookies and other similar technologies to save settings such as user-customized displays.

(2) Understanding usage and considering service improvement

: We use Google Analytics, provided by Google, to understand and analyze the usage of our services, as a reference for providing services that are more tailored to users' interests and needs. Google Analytics uses cookies and other similar technologies to analyze the usage of our services. Google's collection and use of access information is governed by the Google Analytics Terms of Service and Google's Privacy Policy.

2. Users can set whether or not to allow the use of cookies, etc. However, if you prohibit the use of cookies, etc., you may not be able to use some of the settings and services within the service that require cookies, etc.

Article 10 Inquiries regarding personal information

1. For inquiries regarding our company's handling of personal information, please contact the following: 4-21-2 Nishiazabu

, Minato-ku, Tokyo

10-6-0031 info@majo-travel.co.jp

2. If you reside in an EU member state and are subject to the EU General Data Protection Regulation, and wish to exercise your rights under the EU General Data Protection Regulation, please contact us using the contact details listed above. You may also lodge a complaint with a supervisory authority if your data has not been properly processed.

Article 11: Procedure for changing the Personal Information Protection Policy

We may change the above policy as necessary due to revisions to laws and regulations, reviews of the operational status regarding the handling of personal information, etc. In such cases, we will post the revised personal information protection policy on our website.

Supplementary Provisions

Established on September 30, 2025