

Privacy Policy

Takinoyu Hotel Co., Ltd. (hereinafter referred to as "The Hotel") places the highest priority on protecting our customers' personal information. Based on the following Privacy Policy, The Hotel appropriately handles and protects personal information. This policy explains our principles regarding the collection, use, disclosure of use purposes, use of cookies, and management of personal information.

1. Collection of Personal Information

The Hotel may request you to provide personal information in the following situations:

- ① When making a hotel reservation
- ② When registering for membership
- ③ When requesting materials
- ④ When participating in surveys for service improvement
- ⑤ If personal information is collected for purposes other than the above, The Hotel will clearly inform you of the purpose and handling in advance.

2. Disclosure of Purpose of Personal Information Use

Except when the purpose of use has been previously notified, The Hotel will promptly inform you of the purpose of use when obtaining personal information. The purpose of use will be clearly communicated through The Hotel's website and other means.

3. Management and Security Measures for Personal Information

The Hotel maintains personal information in an accurate and up-to-date manner and takes necessary measures, such as maintaining security systems and management structures, to prevent unauthorized access, loss, damage, alteration, or leakage of personal information. In addition, employees are educated on the importance of personal information protection, ensuring proper handling.

4. Disclosure, Correction, and Deletion of Personal Information

If you wish to disclose, correct, or delete your personal information, The Hotel will promptly respond after verifying your identity. However, if retention is required by law, this may not be applicable.

5. Prohibition of Disclosure and Provision of Personal Information to Third Parties

The Hotel properly manages the personal information entrusted to us by our customers and does not disclose it to third parties, except in the following cases:

- ① With the customer's consent
- ② When disclosing information to contractors to perform services requested by the customer
- ③ When disclosure is required by law

6. Compliance with Laws and Regulations and Review of Policy

The Hotel complies with laws and regulations related to personal information and regularly reviews and improves the Privacy Policy. Any changes will be published on this website.

7. Use of Cookies

The Hotel uses cookies to provide better services and analyze usage. Cookies can be managed and disabled in your browser settings, but disabling them may result in some features not functioning properly.

8. Contact Information

If you have any inquiries regarding the handling of personal information, please contact us at the following:

Takinoyu Hotel Co., Ltd.

1-1-30 Kamatahoncho, Tendo-shi, Yamagata 994-0025

TEL: 023-654-2211 (Reception hours: 9:00 AM to 7:00 PM)

FAX: 023-654-2217

E-mail: yoyaku@takinoyu.com