



HOTEL ORIENTAL EXPRESS

Privacy Policy

At HOTEL ORIENTAL EXPRESS TOKYO GINZA, operated by Hotel Management Japan KK (collectively, the “Hotel”), we are dedicated to protecting your privacy and safeguarding your personally identifiable information (“Personal Information”).

We may collect various information regarding yourself, your company or other associated parties in delivering various services throughout your stay. While such information are vital in allowing us to ensuring that we provide the best possible service to our guests, we also understand and recognize the importance of protecting your Personal Information.

We have provided this Privacy Policy in order to explain what type of information we may collect, for what purpose we collect such information, to whom and for what purposes we may share the information, and what measures we take to protect the security of the information you entrust us with.

1. How we collect your Personal Information

We will primarily collect your Personal Information in the following manner:

- (i) Guest Registration Form filled out upon check-in;
- (ii) information provide when using the Hotel facilities;
- (iii) information provided when registering to join the members program;
- (iv) your arrival information;
- (v) details included in your reservation made through the website; and
- (vi) other forms and documents.

2. How we use your Personal Information

We may use the Personal Information collected for the following purposes:

- (i) to contact you regarding your reservation or enquiry by mail, telephone, email or fax;
- (ii) to keep you informed of our latest products and services offered;
- (iii) to improve our services and to provide you with the expected level of hospitality (including our business partners as we deem necessary); and
- (iv) o ensure that all our guests are provided the same expected level of hospitality across our group hotels.

We are committed to protecting your Personal Information in accordance with our Privacy Policy even after your stay or have terminated your membership with the Hotel, so long as we retain such Personal Information.



3.Types of Personal Information we collect

The types of Personal Information we collect from you may include the following:

- (i) your personal details including your name, address, telephone number, email address and other contact details;
- (ii) your age, date of birth, sex, occupation, title, position and other employment details; and
- (iii) other personal information including your previous stay information and preferences.

We endeavor to ensure that your personal details are always current, but we appreciate your assistance by keeping us informed of any changes to your personal details.

4. How we share your Personal information

We do not share your Personal Information with any party other than those expressly stated in the Privacy Policy. However, may share your Personal Information with third parties when we are compelled to do so by the relevant laws and other regulations and when we deem necessary to do so in order to seek legal, tax and other professional advice. We may also be required to share your Personal Information with service providers in order to continually provide all our guests with the expected level of hospitality.

(i) Our group companies

To ensure the delivery of efficient and consistent service to all our guests, and to keep you informed of the wide range of products and services we offer, we may share your Personal Information with our group hotels and our operational supporting company, Hotel Management Japan KK Your Personal Information will be shared at the responsibility of Hotel Management Japan KK for the purposes of promoting the business of our group companies.

(ii) The types of Personal Information shared

A part of, or all of the personal details provided to us upon check-in or through our membership enrolment process will be shared, including your address, telephone number, employment details).

(iii) How do we share your Personal Information

We are committed to ensuring the protection of your privacy and the data and your Personal Information may be handled securely in paper form, CD-ROMs and other media formats, fax or through other electronic means which connecting the group companies.

(iv) If you do not wish for your Personal Information to be shared

We will immediately suspend the sharing of your Personal Information with third parties upon request to do so. We note that any Personal Information shared between our group hotels will be protected and handled responsibly by the group hotel that has received the information and the scope of its use will be limited to the purposes described herein.

Any party which the Hotel may share such Personal Information, such as a service provider, will be required to ensure the protection of such information and will be prohibited from using such information for any purpose other than to provide the services required.

We may disclose your Personal Information upon your instructions or in order to protect our and your rights as necessary. We may also disclose your Personal Information when we have been granted your express consent to do so.

Your Personal Information may be disclosed to the relevant authorities, if necessary, in accordance with the local laws and regulations.

The right to the Personal Information retained will NOT be transferred or assigned to any third party.

5. Protecting your Personal Information

We recognize the importance of information security, and we have in place the latest technologies to ensure the protection of your Personal Information.

The access to your Personal Information is strictly restricted to certain employees and representatives of the company and the hotel.

Any service providers we may share your Personal Information with are under strict confidential obligation to ensure the protection of your privacy and data.

We have in place physical, electronic and procedural security measures in place to help protect your Personal Information against accidental, loss, misuse, unlawful or unauthorized access, disclosure, or alteration while under our control.



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We have in place the following information security safeguards in place:

- (i) “firewalls”;
- (ii) pre-launch screening for any security and technical floors and continual technical scan for any potential dangers on online products under our control;
- (iii) internal and external auditing of our own website and other online services;
- (iv) constant monitoring of our network system for any risks of security breaches;
- (v) password protection and access control to various websites and network systems; and
- (vi) ensuring our staffs are kept up-to-date with the latest information and knowledge on data-protection and potential risk factors.

6. Online safety and cookies

Please refer to the information below if you are using our online services available.

Our website may use "cookies" or other technologies so that you do not need to authenticate yourself when accessing our website and also to help us deliver content specific to your interests, to process your reservations or requests, and/or to analyze your visiting patterns.

“Cookies” are small text files which are used to identify certain information through your internet browser.

7. Policy Amendments

We may review and amend our Privacy Policy from time to time. Our Privacy Policy becomes effective from the time that it can be viewed on the Hotel’s website. The current policy is effective as of 1 November 2012.

8. Contact Us

Any requests for us to disclose your Personal Information will be done handled in accordance with the relevant laws and regulations. Any requests for amendment, addition or deletion of your Personal Information will also be handled in a manner that is in accordance with the relevant laws and regulations. Please contact us at the details below should you require further information or requests in relation to our Privacy Policy or your Personal Information. Please kindly note that we take no liability for any costs associated with the handling of the disclosure of your Personal Information.

Personal Information Enquiries

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