

Privacy Policy

Efforts to protect personal information

As Hamano Hotels Co., Ltd. (hereinafter referred to as "Hamano Hotels") handles personal information of guests, employees execute their duties with the recognition that they are "handlers personal information." Moreover, they will observe the "Personal Information Management Rules" prescribed by Hamano Hotels, and strive to protect the privacy of guests.

1. Hamano Hotels shall clarify the purpose of personal information collection, and collect personal information directly from guests.
2. Hamano Hotels shall not use the personal information of guests for purposes other than the purpose of collection.
3. Hamano Hotels shall not entrust the processing of personal information to third parties; however, should the need arise, it shall be entrusted to a company that meets the standards of personal information protection.
4. When a guest requests disclosure of personal information, it shall be promptly disclosed after confirmation that the request is from the person himself/herself.
5. When a guest requests the change or erasure of personal information, it shall be promptly changed or erased after confirmation that it is the person himself/herself.
6. Hamano Hotels shall not disclose personal information provided by guests to any third party unless any of the following applies:
 - (1) When the guest gives consent.
 - (2) When the information is disclosed such that the individual guest cannot be identified.
 - (3) When it is deemed necessary to disclose or share information to provide services such as hotel accommodation and travel agencies or tourist facilities used by the guest, etc.
 - (4) When part of this building's business is entrusted to a subcontractor.
 - (5) When demanded by laws and ordinances.
 - (6) When there is an imminent danger to human life, body, or property and the need is urgent.
7. The services provided by Hamano Hotels make use of cookies for the convenience of users.

A cookie is a function that allows a small file data to be sent from a web server to a user's browser or hard disk, the contents of which are used as a reference. Cookies allow the recollection of a user's particular information on the site and make their use of the web more beneficial. The use of cookies has become an industry standard and many sites use cookies to provide beneficial functions to users. Moreover, the cookie function cannot identify individual users.
8. When a user visits the Hamano Hotels website, the information is recorded in the form of an access log and stored for a certain period. Recorded in the access log are data such as the date and time of access, IP address, kind of browser used, etc.

These are statistical analyses of the usage of our website, used for user-friendliness improvement, server management, and investigation of unauthorized use. Moreover, the function of the data recorded in the access log cannot identify individual users.

The purpose and contents of personal information collection

Items stipulated in the accommodation clause

Purpose: Request for accommodation clause, registration of accommodation, confirmation of contact method

- Name, age, gender, address, occupation of the guest, and means of contact
- Date of stay and estimated time of arrival, date and estimated time of departure
- For foreigners, nationality, passport number, place and date of entry
- Other information deemed necessary by the hotel

Information requested questionnaires, etc. (cooperation is voluntary)

Purpose: Improvement of customer satisfaction, direct mail shipping, response to questions and requests, entries to write in questionnaire form, etc.

When creating statistical materials or materials of similar nature which classify guests' attributes (by age, address, etc.).

Hamano Hotels may change this personal information protection policy in line with changes in laws and ordinances.

In such a case, the latest personal information protection policy will be found here.

March 31, 2013

July 31, 2022

Hamano Hotels Co., Ltd. President Koji Hamano