

# Privacy Policy

Villa Ensoleille (hereinafter referred to as the "Facility") has established the following privacy policy (hereinafter referred to as the "Policy") regarding the handling of personal information of users in the services provided on this website (hereinafter referred to as the "Services"). The following privacy policy (hereinafter referred to as the "Policy") applies to the handling of users' personal information in the services provided on this website (hereinafter referred to as the "Services"). The following privacy policy (hereinafter referred to as the "Policy") is set forth below.

## Article 1 (Personal Information)

The term "personal information" shall mean "personal information" as used in the Personal Information Protection Law, and shall refer to information about a living individual that can identify the specific individual by name, date of birth, address, telephone number, contact information, and other descriptions, etc., contained in the information, as well as information that can identify the specific individual by itself, such as appearance, fingerprints, voice print data, and health insurance policy holder's number on health insurance cards. Information that can identify a specific individual from said information alone, such as name, date of birth, address, telephone number, contact information, and other descriptions contained in said information.

## Article 2 (Method of Collecting Personal Information)

When a user uses the service, the facility may ask for personal information such as name, date of birth, address, telephone number, and e-mail address.

## Article 3 (Purpose of Collection and Use of Personal Information)

The purposes for which the facility collects and uses personal information are as follows

To provide and operate our facility services

To respond to inquiries from users (including to confirm the identity of the user)

To identify users who have violated the Terms of Use or who are attempting to use the service for fraudulent or unjust purposes, and to refuse their use of the service.

To allow users to view, change, or delete their own registration information, or to view the status of their use of the service.

For purposes incidental to the above purposes of use

## Article 4 (Change of Purpose of Use)

This facility shall change the purpose of use of personal information only when it is reasonably

recognized that the purpose of use is related to the purpose of use before the change.  
In the event of a change in the purpose of use, the facility shall notify the user of the changed purpose in a manner prescribed by the facility.

#### Article 5 (Provision of Personal Information to Third Parties)

Except in the following cases, this facility will not provide personal information to a third party without the prior consent of the user. However, this excludes cases permitted under the Personal Information Protection Law and other laws and regulations.

When it is necessary for the protection of the life, body, or property of an individual and it is difficult to obtain the consent of the user.

When the provision of personal information is especially necessary for improving public health or promoting the sound growth of children, and it is difficult to obtain the consent of the individual concerned.

When it is necessary to cooperate with a national agency, a local government, or an individual or entity entrusted by either a national agency or local government to execute affairs prescribed by law, and obtaining the consent of the individual is likely to impede the execution of such affairs.

When the following items are notified or announced in advance, and when the facility has notified the Personal Information Protection Committee

The purpose of use includes provision to a third party

Data items to be provided to third parties

Means or method of provision to third parties

Cessation of provision of personal information to third parties at the request of the individual

The method of accepting the request of the person in question

Notwithstanding the provisions of the preceding paragraph, in the following cases, the party to which the personal information is provided shall not fall under the category of a third party.

When our facility outsources all or part of the handling of personal information within the scope necessary to achieve the purpose of use

When personal information is provided as a result of the succession of business due to a merger or other reasons

When personal information is to be used jointly with a specific person, and when this fact, the items of personal information to be jointly used, the scope of the joint users, the purpose of use by the user, and the name of the person responsible for the management of the personal information is notified to the person in advance, or is made readily available to the person in advance. or the name of the person responsible for the management of the personal information

#### Article 6 (Disclosure of Personal Information)

When a person requests disclosure of his/her personal information, the facility will disclose the information to the person without delay. However, if the disclosure falls under any of the following cases, all or part of the information may not be disclosed, and if the decision not to disclose the information is made, the individual will be notified to that effect without delay. A fee of 1,000 yen will be charged for each case of disclosure of personal information.

When there is a risk of harm to the life, body, property, or other rights or interests of the person concerned or a third party

If there is a risk of significant hindrance to the proper conduct of our business

If it violates any other laws or regulations.

Notwithstanding the preceding paragraph, as a general rule, we will not disclose information other than personal information, such as historical information and characteristic information.

#### Article 7 (Correction and Deletion of Personal Information)

The User may request that the Facility correct, add, or delete (hereinafter referred to as "correct, etc.") his/her own personal information held by the Facility, if such information is incorrect, in accordance with the procedures specified by the Facility. The user may request the correction, addition, or deletion of his/her personal information (hereinafter referred to as "Correction, etc.>").

If this facility receives a request from the user as described in the preceding paragraph and determines that it is necessary to respond to the request, it will correct, etc. the relevant personal information without delay.

When the facility makes corrections, etc. based on the preceding paragraph, or decides not to make corrections, etc., it will notify the user of this without delay.

#### Article 8 (Suspension of Use of Personal Information)

If the individual requests the suspension of use or deletion of personal information (hereinafter referred to as "suspension of use, etc.") on the grounds that the personal information is handled in a manner that exceeds the scope of the purpose of use or that the information was obtained through wrongful means, the facility will conduct the necessary investigation without delay. When a request is made to suspend the use of personal information (hereinafter referred to as "suspension of use, etc.") on the grounds that the information is handled beyond the scope of the purpose of use or that the information was obtained by wrongful means, we will conduct the necessary investigation without delay.

If, based on the results of the investigation described in the preceding paragraph, it is determined that it is necessary to comply with the request, the use of the relevant personal information will be suspended without delay.

When the facility suspends the use of personal information in accordance with the preceding paragraph, or when the facility decides not to suspend the use of personal information, it will

notify the user of this decision without delay.

Notwithstanding the preceding two paragraphs, in cases where it is difficult to suspend the use of personal information due to the large amount of costs involved in such suspension or to take other alternative measures necessary to protect the rights and interests of the user, the Facility shall take such alternative measures.

#### Article 9 (Changes to Privacy Policy)

The contents of this policy may be changed without notice to the user, except as otherwise provided in laws and regulations or in this policy.

Unless otherwise specified by the Facility, the revised Privacy Policy shall take effect from the time it is posted on the Website.

#### Article 10 (Contact for Inquiries)

Please direct any inquiries regarding this policy to the following contact point.

Address : 1795 Kawaguchi, Fuji-kawaguchiko Town, Minamitsuru-gun, Yamanashi, Japan

Name of facility: Villa Ensoleille

Telephone number: (+81)0555-76-5222