

Japan Alps Adventures, Inc.

Privacy Policy

1. Basic policy

Japan Alps Adventures, Inc. (hereinafter referred to as "the Company") recognizes the importance of personal information and believe that it is our social responsibility to protect personal information, comply with laws, regulations, and internal rules concerning personal information, properly acquire, use, and manage personal information handled by our company.

2. Scope of Application

This Privacy Policy describes the policy that we follow when handling customers' personal information or similar information in the various services we provide.

3. Purpose of obtaining and using personal information

We ask our customers to provide us with the following information as necessary.

- – Name, address, contact information, gender, age, nationality, height, weight, travel insurance, emergency contact information, information on health conditions (exercise history, climbing history, current medical history, medications, medical history, allergies, etc.)

- – We collect the information by having you fill out a document or web-based form when you apply for our services.

We will use the information provided by our customers for the services we provide within the scope of the following purposes. We will not collect information or use it for any other purposes without your consent. We will not collect information or use it for any other purpose without the consent of the customer.

– To provide services

- – To send and distribute communications, mail magazines, direct mail, various notices, etc. associated with the use of the service.

- – To provide personal information to companies, partner companies, organizations, etc. using the service based on customer consent or application To provide personal information to companies, partner companies, organizations, etc. using the Service based on customer consent or application
- – To improve services, develop new services, and conduct marketing
- – To conduct campaigns, questionnaires, monitoring, interviews, etc.
- – To confirm and respond to opinions and inquiries regarding the Service

4. Management of personal information

We will ensure the following with respect to the management of information provided by our customers.

1. Ensure accuracy of information
We will always strive to ensure that the information provided by our customers is accurate and up-to-date.
2. Security management measures
We strictly stipulate the handling method of personal information in accordance with our internal rules and regulations, and ensure that personal information is handled in accordance with such rules and regulations.
3. Supervision of employees
We strictly enforce our personal information handling rules in accordance with our regulations.
4. Supervision of contractors
When outsourcing the handling of personal information, we will only outsource to contractors that meet our requirements based on our rules and regulations.
5. Storage Period and Disposal
The information provided by customers will be stored for a set period of time, and will be disposed of after the storage period. Even within the retention period, we will promptly dispose of the information when it is no longer needed.

5. Availability of third-party information

We may provide personal information provided by our customers to any third party (accommodations, guides, etc.).

If we decide to provide information to a third party in the future, we will present the information to be provided and the purpose of provision, etc., and will only provide the information to a third party if we obtain the consent of the customer.

In addition, we may entrust personal information to other companies to the extent necessary to achieve the purpose of use.

6. Disclosure, Correction, Suspension of Use, etc. of Personal Information

When we receive a request for disclosure, correction, suspension of use, etc., we will respond in accordance with the method prescribed by the Company. For specific instructions, please contact the following "contact information" for further information. For more information, please contact us at the following address.

7. Contact information

For inquiries regarding this service or the handling of personal information, please contact us by E-mail at the following address.

e-mail : privacy@jaa.travel

8. Revision history

2025/6/1 Created