

Privacy Notice

All companies of the Kuoni/Tumlare and Europamundo group of companies are owned and controlled by Kuoni Travel Investments Ltd which has its registered offices at Elias-Canetti-Strasse 2, 8050 Zurich, Switzerland (the “JTB Europe”). JTB Europe is part of the group of companies owned and controlled by JTB Corporation which has its registered offices at 2-3-11 Higashi-Shinagawa, Shinagawa-ku, Tokyo, Japan (the “JTB”). The JTB Europe group of companies and JTB group of companies offer travel and destination management services worldwide. This Privacy Notice is issued to you, Data Subject, on behalf of the JTB Europe and JTB Group and all their affiliates (jointly, “we” and “us”), which control and process your personal data in the way described below.

1. Legal basis and purpose:

As per Article 6(1)(f) GDPR, we hereby inform you that we use your personal data for the purpose of providing you following services:

- To respond to your online enquiry
- To book Japan Railway Pass for you
- To make any other reservations and bookings that you’ve requested

Your personal data may be converted into statistical or aggregated data which cannot be used to identify you and then used to produce statistical research and reports. This aggregated data may be shared and used in the ways described above.

2. Retention periods

We keep your personal data as long as there is a statutory or legal requirement to do so or in order to provide the aforementioned services to you. For accounting or auditing purposes we may retain your personal data for a period of time after our direct business dealings have ended.

3. Data storage and transfer

We store your personal data on systems located within the European Economic Area (EEA), which comprises the Member States of the EU, Norway, Iceland and Lichtenstein, as well as outside the EEA.

Furthermore, we may share your personal data with companies within the JTB Europe and JTB group of companies as well as with other companies who may be located within or outside the EEA. Where a company is located outside the EEA, we have implemented Standard Contract Clauses to oblige the company to use your personal data fairly and legally.

4. Prior consent

Where we require access to your Personal Data that GDPR considers Sensitive, we will seek separate explicit consent from you prior to obtaining that data.

5. Your rights

As a customer you have a number of rights among them: the right to request access to your personal data, to have it corrected or deleted, and the right to object to our processing of your personal data. For further information on these rights please refer to our Privacy Policy:

Online link to Privacy Policy: [Privacy Policy](#)

If you require assistance or further information about how your personal data is used by us then contact our Data Protection Office via email: dpo@jtb-europe.com

If you are not completely satisfied with how personal data request was handled then you may contact your local Data Protection Supervisory Authority.