

Personal Information Protection Policy

We recognize that the appropriate protection of our customers' personally identifiable information (hereinafter, "Personal Information") is our primary responsibility, and we will handle Personal Information in accordance with the following policy.

We will comply with the Act on the Protection of Personal Information and other applicable laws and regulations.

We will establish internal rules and manuals for the handling of Personal Information and ensure that all officers and staff members are fully aware of these rules and manuals. Also, we will review and revise these internal rules and manuals as necessary in response to changes in laws, regulations, and the social environment.

We will take reasonable security control measures to prevent leakage, loss, or damage of Personal Information.

When acquiring Personal Information, we will specify the purpose of use and notify our customers (including clearly displaying it for customers to see) or publicize it, and handle Personal Information within the scope of the purpose of use.

When we disclose Personal Information to our contractors to the extent necessary for outsourcing, we will make every effort to properly supervise them by concluding a contract with them regarding the handling of Personal Information.

If a customer requests disclosure, correction, or deletion of his/her Personal Information, we will receive the request at our designated contact point and respond thereto with sincerity.

Liber Hotel at Universal Studios Japan

Nobuyuki Yasuda, Representative Director, Musashino Co., Ltd.

Public Announcement Based on the "Act on the Protection of Personal Information"

Based on the "Act on the Protection of Personal Information" (hereinafter, the "Act"), we hereby make public the following matters.

1. Matters concerning the announcement of purpose of use of Personal Information

(1) We hereby make public the purpose of use of Personal Information held by the Company as follows: (Article 17, paragraph 1 of the Act)

Type of Personal Information, Purpose of Use
Customer Information

Sales of tickets and products ordered by the customer and information on services associated therewith via direct mail, electronic mail, etc.
Information on tickets, products, and hotel information handled by the Company via DM, e-mail, etc., and various kinds of information for registered members of the Hotel

User support for tickets, products, events, and other matters related to the Hotel (including responding to various types of inquiries)

Creation of statistical data for the Company's marketing activities

Sending of prizes to the winners of giveaway projects on our website, etc.

To respond to verification of identity and inquiries based on laws and regulations necessary for the operation of the Hotel

Personal Information to be acquired in the recruitment process

For management of employment selection and for the procedure for entering the Company

For sending information materials, invitations to company information sessions, and notification of dates of interviews, etc.

Personal Information acquired in the course of employment

For employment management of employees (including retired employees)

Personal Information acquired in the course of investor information inquiries

To respond to inquiries

(2) Purpose of use of entrusted Personal Information (Article 17, paragraph 1 of the Act, Article 23, paragraph 4 of the Act)

Currently, there is no acquisition of Personal Information through entrusted business.

(3) Acquisition through merger, spin-off, or continuation of business (Article 23, paragraph 5-2 of the Act)

Currently, there is no acquisition of Personal Information as a result of a merger, spin-off, or continuation of business.

(4) Matters concerning joint use (Article 23, paragraph 5-3 of the Act)

Currently, there is no acquisition of Personal Information through joint use.

2. Provision to third parties (Article 27, paragraph 1 of the Act)

The Company will not disclose or provide Personal Information to third parties except in the following cases:

(a) When the consent of the personal information provider has been obtained

(b) When the handling of Personal Information is entrusted to a subcontractor within the scope necessary for the achievement of the purpose of use

(c) When disclosing or providing in a form in which statistical data, etc. cannot be identified

(d) When required by laws and regulations

(e) When it is necessary for the protection of a person's life, body, or property and it is difficult to obtain the consent of the personal information provider

(f) When it is especially necessary for improving public health or promoting the sound growth of children and it is difficult to obtain the consent of the personal information provider

(g) When it is required to cooperate with a national government organ, local government, or a party entrusted by it to carry out affairs pursuant to laws and regulations and obtaining the consent of the personal information provider is likely to interfere with the carrying out of the affairs

3. Matters that must be made available to the personal information provider regarding his/her retained personal data (Article 32, paragraph 1 of the Act)

The purposes of use of the Company's "Retained Personal Data" are as follows:

Type of Personal Information, Purpose of Use

Customer Information

Sales of tickets and products ordered by the customer and information on services associated therewith via direct mail, electronic mail, etc.
Information on tickets, products, and hotel information handled by the Company via DM, e-mail, etc., and various kinds of information for registered members of the Hotel

User support for tickets, products, events, and other matters related to the Hotel (including responding to various types of inquiries)

Creation of statistical data for the Company's marketing activities

Sending of prizes to the winners of giveaway projects on our website, etc.

To respond to verification of identity and inquiries based on laws and regulations necessary for the operation of the Hotel

Personal Information to be acquired in the recruitment process

For management of employment selection and for the procedure for entering the Company

For sending information materials, invitations to company information sessions, and notification of dates of interviews, etc.

Personal Information acquired in the course of employment

For employment management of employees (including retired employees)

Personal Information acquired in the course of investor information inquiries

To respond to inquiries

4. Request for disclosure, complaints, and inquiries (Articles 33 to 35 of the Act)

When we receive a request from the personal information provider himself/herself for disclosure, correction, deletion, or suspension of use (hereinafter, the "request for disclosure, etc.") of Personal Information that we hold and manage, we will take necessary measures to a reasonable extent after confirming his/her identification. Also, you can confirm some of the Personal Information on this website yourself.

Please be aware that we may not be able to provide services that satisfy your request as a result of the suspension of use, deletion, or erasure of your Personal Information.

1) Requests for Disclosure, Correction, Deletion, Suspension of Use of Personal Information

I. Procedure for Making Request

The request for disclosure, etc. will be conducted after confirming that the person making the request is the personal information provider himself/herself or his/her representative. Please apply for the request for disclosure, etc. to the following address. We will send you the prescribed application form by postal mail.

Address: 1-1-35 Sakurajima, Konohana-ku, Osaka 554-0031
Liber Hotel at Universal Studios Japan, Musashino Co., Ltd.

<Contact Information>

E-mail address: privacy@hotel-liber.jp

Tel: 06-6462-3333

*The contact e-mail address above is only for inquiries related to Personal Information and is not available for any other inquiries.

*Please be careful not to dial the wrong number.

II. Required Documents for Making a Request

When making a request, please submit a copy of one of the following documents to verify your identity.

[Identity Verification Document]

1. Driver's license

2. Passport

3. Basic resident registration card

4. Copy of resident record

5. Certified copy of the family register

6. Health insurance card of health insurance, national health insurance, etc.

7. Certificate of alien registration

If the person making the request is a statutory agent of a minor or an adult ward or an agent to whom the personal information provider has delegated authority regarding post-disclosure requests, the following documents must be submitted.

(1) If the person making the request is a statutory agent, please submit the documents in the following a) and b).

a) Documents to confirm the authority to represent

Parent/guardian: A copy of the complete family register of the personal information provider

Adult ward: Certificate of registered information certifying that you are an adult ward

b) Documents to verify the identity of the statutory agent

Same as the above-mentioned identity verification documents (driver's license, passport, health insurance card, etc.)

(2) If you are a privately appointed agent, please submit the following documents a), b), and c).

a) A letter of attorney stating to the effect that the personal information provider himself/herself has delegated his/her request for disclosure, etc. to the agent: one (1) copy

Parent/guardian: A copy of the complete family register of the personal information provider

b) Certificate of seal impression of the personal information provider himself/herself: one (1) copy

c) Documents to prove that you are the person to whom the power of attorney has been delegated: one (1) copy (same as the above-mentioned identity verification documents)

III. Fees and Method of Collection

A fee of 500 yen per case will be charged in the prescribed cases.

Please send a 500 yen stamp together with the application documents.

IV. "Purpose of Use" of Personal Information Acquired in Connection with the Request for Disclosure, etc.

The Personal Information acquired in connection with the request for disclosure, etc. shall be handled only within the scope necessary for the request for disclosure, etc. The submitted documents will be stored for one (1) year subsequent to the completion of the response to the request for disclosure, etc., after which they will be securely disposed of.

V. Non-disclosure

In the following cases, information will not be disclosed. In the event that we decide not to disclose the information, we will notify to that effect and the reason.

Cases where the identity cannot be verified due to reasons such as there is a discrepancy between the information on the application form and the information on the documents for verification of the person's identity

Cases where the authority to represent cannot be verified when the application is made by an agent

Cases where there is a defect in the prescribed application documents

Cases where there is a risk of harm to the life, body, property, or other rights and interests of the personal information provider himself/herself or a third party

Cases where there is a risk of violation of other laws or regulations

2) Contact Point for Disclosure of the Handling of Personal Information and Complaint and Consultation
Please contact the following for complaints regarding our handling of Personal Information.

(1) By telephone

Liber Hotel at Universal Studios Japan

Tel: 06-6462-3333

*Please be careful not to dial the wrong number.

(2) By letter

1-1-35 Sakurajima, Konohana-ku, Osaka 554-0031

Liber Hotel at Universal Studios Japan

Person in Charge of Personal Information Protection, Marketing Office

Person in Charge of Personal Information Protection, Accommodation Department

Person in Charge of Personal Information Protection, Sales Department

Person in Charge of Personal Information Protection, Human Resources Department

Person in Charge of Personal Information Protection, Information System Office

(3) By e-mail

Mail: privacy@hotel-liber.jp

Liber Hotel at Universal Studios Japan

Person in Charge of Personal Information Protection, Marketing Office

Person in Charge of Personal Information Protection, Accommodation Department

Person in Charge of Personal Information Protection, Sales Department

Person in Charge of Personal Information Protection, Human Resources Department

Person in Charge of Personal Information Protection, Information System Office

*The contact e-mail address above is only for inquiries related to Personal Information and is not available for any other inquiries.

For other inquiries, please contact the Liber Hotel at Universal Studios Japan at 06-6462-3333.

(4) Visiting the Company

Liber Hotel at Universal Studios Japan

Person in Charge of Personal Information Protection, Marketing Office

Person in Charge of Personal Information Protection, Accommodation Department

Person in Charge of Personal Information Protection, Sales Department

Person in Charge of Personal Information Protection, Human Resources Department

Person in Charge of Personal Information Protection, Information System Office

5. Links to websites of other companies

We assume no responsibility for the handling of Personal Information on third party websites linked to this website. When visiting these websites, please check the personal information protection policy and the privacy policy of the websites concerned, and disclose and provide Personal Information at your own discretion.

6. Use of cookies

Cookies are data files that are sent to your computer from a website and enable the website to identify your computer when you visit the website again.

This website uses the mechanism of cookies on some pages to save you the time of entering information and to collect the history information of the pages you visit. We do not acquire Personal Information of our customers by cookies. You can choose to refuse receiving cookies by customizing your browser settings, but in that case, you may not be able to use some of the services provided on this website.

We may also use the collected information for statistical analytics concerning the status of use of the website or for measuring the effectiveness of advertisements, etc., or we may outsource such work to external contractors.

7. SSL

We have adopted a high-level security measure on this website to prevent third parties from stealing your Personal Information by using SSL (Secure Sockets Layer) encryption technology on the pages where you enter your Personal Information.

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