

Privacy Policy

Asia Interaction Supports Inc. (hereinafter referred to as "the Company") operates services including "Chill Chill Japan (CCJ)" and "EXP Tours." The Company recognizes the importance of personal information collected from customers in the course of conducting travel agency and related operations, complies with the Act on the Protection of Personal Information (APPI) of Japan and other relevant laws and regulations, and handles personal information appropriately in accordance with the following policy.

1. Information of the Personal Information Handling Business Operator

- **Company Name:** Asia Interaction Supports Inc.
- **Representative Director:** Tatsuo Aoki
- **Address:** 8F Kamimaezu Green Bldg., 1-4-12 Kamimaezu, Naka-ku, Nagoya, Aichi 460-0013, Japan

2. Purposes of Use of Personal Information

The Company collects and uses customers' personal information within the scope necessary to achieve the following purposes:

1. **Travel Arrangements and Service Provision:** To arrange, reserve, manage, and provide travel services (accommodation, transportation, guide services, insurance, etc.) applied for by customers, and to communicate necessary information regarding these services.
2. **Delivery of Booking Confirmations and Documents:** To send confirmation emails, itineraries, electronic vouchers, invoices, and other necessary documents via email, LINE, or other electronic communication channels.
3. **Customer Support:** To respond to customer inquiries, requests, consultations, and complaints.
4. **Marketing and Promotional Activities:** To send newsletters, campaign information, and direct communications regarding travel products and services, and to deliver tailored advertisements based on customers' browsing and booking history.
5. **Service Improvement and Analysis:** To conduct customer satisfaction surveys, analyze website access data, and develop/improve new products and services.

3. Acquisition and Handling of Sensitive Personal Information

The Company may collect sensitive personal information, such as health status, physical conditions, food allergies, and religious dietary restrictions, solely when necessary to ensure safety or accommodate special requests during the tour. The Company will obtain the customer's explicit prior consent before collecting such information and will use it strictly within the scope required for travel arrangements and safety management.

4. Provision of Personal Information to Third Parties

The Company will not provide personal information to any third party without the customer's prior consent, except as required by law or under the following circumstances:

- **Provision for Travel Arrangements:** Upon receiving a tour booking or application, the Company will provide necessary personal information (such as name, passport details, age, health conditions, etc.) to third parties, including accommodation facilities, transportation operators, local ground operators, and insurance companies, strictly to the extent required to arrange and provide the requested travel services.
- **Obtaining Consent:** Customer consent for third-party disclosures will be obtained explicitly via booking forms, check-boxes on checkout screens, or message confirmations prior to transaction completion.

5. Provision of Personal Information to Third Parties in Foreign Countries

In providing travel services and operating website infrastructure, the Company may transfer personal information to foreign entities under the following circumstances:

1. **Payment Processing:** Payment transactions are processed using global payment service providers, including Stripe, Inc. (USA). Payment details and associated personal information may be transferred to and processed in the United States or other foreign jurisdictions where the processor operates.
2. **Cloud Infrastructure and Systems:** Personal data may be stored on cloud servers and analytical tools operated by foreign service providers, including Google LLC (USA) and Meta Platforms, Inc. (USA).
3. **Overseas Travel Partners:** For overseas travel arrangements, personal information may be shared with local service providers and operators located in target destinations (e.g., Thailand).

The Company selects foreign service providers that maintain data protection standards equivalent to those required under Japanese law or complies with legal mechanisms governing international data transfers.

6. Security Management Measures

The Company implements appropriate organizational, technical, physical, and personnel security measures to prevent unauthorized access, loss, destruction, alteration, or disclosure of personal information:

- **Organizational Measures:** Appointment of a personal information management officer, establishment of internal policies, and implementation of periodic compliance audits.
- **Personnel Measures:** Regular privacy training for employees and non-disclosure obligations embedded in employment contracts.
- **Physical & Technical Measures:** Access restrictions to database systems, firewall implementation, data encryption (SSL/TLS), and secure storage of paper and electronic records.

7. Procedures for Disclosure, Correction, and Suspension of Use

Customers have the right to request disclosure, correction, addition, deletion, or suspension of use of their retained personal data held by the Company.

1. **How to Request:** Requests should be submitted to the Inquiry Contact listed in Section 10 below.
2. **Identity Verification:** To prevent unauthorized disclosure, the Company will verify the identity of the requester using official identification (e.g., passport or driver's license).
3. **Fees:** Simple corrections and updates are processed free of charge. Disclosure requests requiring extensive manual processing may incur a reasonable administrative fee (not exceeding actual costs).

8. Use of Cookies and Access Analytics

The Company's website uses Cookies and tracking tools (such as Google Analytics 4 and Meta Pixel) to improve user experience, analyze site usage, and deliver personalized advertisements.

- **Google Analytics:** Google Analytics collects browsing information using cookies. You can opt out of Google Analytics data collection by installing the "Google Analytics Opt-out Browser Add-on."
- **Cookie Settings:** Users can disable or restrict cookies through their web browser settings. Disabling cookies may affect certain functionality of the website.

9. Authorized Personal Information Protection Organization

The Company is a member of the following Authorized Personal Information Protection Organization, which accepts inquiries and complaints regarding the handling of personal information by member companies:

- **Name:** Japan Association of Travel Agents (JATA) - Personal Information Complaints Office
- **Contact:** +81-3-3592-1268 (Japan)
- **Website:** <https://www.jata-net.or.jp/>

10. Contact Information for Inquiries

For questions, consultations, or requests regarding this Privacy Policy or personal information handling, please contact:

- **Company Name:** Asia Interaction Supports Inc.
- **Department:** Inbound Division (Chill Chill Japan Support Desk)
- **Address:** 8F Kamimaezu Green Bldg., 1-4-12 Kamimaezu, Naka-ku, Nagoya, Aichi 460-0013, Japan
- **Email:** info@chillchilljapan.com
- **Business Hours:** Weekdays 9:30 AM – 6:30 PM (JST)

11. Revisions to the Privacy Policy

The Company reserves the right to modify or update this Privacy Policy to comply with changes in legal requirements or operational practices. Any material changes will be announced on the Company's website.

12. Date of Enactment and Revision

- **Enacted:** September 23, 2026