PRIVACY POLICY

JK FUKUOKA TOUR

Last updated: 21 October 2026

1. Business Identification and Commitment to Privacy

JK FUKUOKA TOUR, the trading name of 合同会社 **JK FUKUOKA TOUR**, a company incorporated in Japan with its registered address at 3-5-9 Higashiokino, Higashiomi-shi, Shiga 527-0033, Japan, recognizes the importance of protecting the personal information of its clients, partner travel agencies, travelers, suppliers, and website users.

The company is committed to handling personal information lawfully, appropriately, securely, and transparently, in accordance with Japan's Act on the Protection of Personal Information (APPI) and other applicable laws and regulations.

This Privacy Policy explains what information we may collect, why we use it, with whom we may share it, how we protect it, and what rights individuals may exercise regarding their personal information.

2. Scope of Application

This policy applies to the processing of personal information relating to:

- Enquiries and requests received through our website, email, or other official communication channels.
- Commercial relationships with travel agencies, tour operators, and partner businesses.
- Quotations, bookings, coordination, and delivery of tourism services in Japan.
- Private guiding and assistance services booked directly by travelers.
- Communications with suppliers, guides, drivers, and collaborators.
- Use of the website https://jkfukuokatour.com.

When a travel agency provides information about its clients, JK FUKUOKA TOUR will process that information solely for legitimate and authorized purposes connected with the relevant services, unless another applicable legal basis exists.

3. Personal Information We May Collect

Depending on the services requested, we may collect the following categories of information:

a) Identification and contact information

Full name, nationality, preferred language, email address, telephone number, and other information necessary for communication and coordination.

b) Travel and booking information

Travel dates, itineraries, number of participants, hotels, schedules, meeting points, requested services, operational preferences, and information necessary to organize contracted services.

c) Identification documents

Passport details or other identification information only when necessary for bookings, ticket issuance, supplier-required verification, or compliance with legal obligations.

We will not indiscriminately request complete passport copies where the strictly necessary information is sufficient.

d) Payment and billing information

Billing details, bank transfer confirmations, payment references, amounts, currencies, and transaction status.

Electronic payments may be processed by authorized external providers, such as Wise or Stripe. Bank card information entered directly into those providers' platforms is also governed by their respective privacy policies.

e) Special service-related requirements

Information concerning reduced mobility, accessibility, dietary restrictions, or other particular needs voluntarily communicated by the traveler or travel agency and necessary to provide appropriate services.

Where such information constitutes specially protected personal information under applicable law, the required consent will be obtained or another valid legal exception will be observed.

f) Website technical information

IP address, browser type, device, pages visited, technical logs, and information collected through cookies or similar technologies, to the extent that such tools are actually enabled on the website.

4. Purposes of Processing Personal Information

JK FUKUOKA TOUR may use collected information for the following purposes:

1. Responding to enquiries and preparing quotations.
2. Checking availability and coordinating requested services.
3. Managing bookings, modifications, cancellations, and refunds.

4. Coordinating services with travel agencies, authorized transportation providers, establishments, railway operators, guides, and other collaborators.
5. Preparing operational information, itineraries, confirmations, and travel documentation.
6. Managing payments, invoices, receipts, and accounting records.
7. Handling requests, incidents, complaints, and emergency situations.
8. Complying with legal, tax, administrative, and contractual obligations.
9. Maintaining system security and preventing fraud or misuse.
10. Improving internal processes and service quality.

We will not use personal information for purposes incompatible with those communicated without first satisfying the relevant legal requirements.

Promotional communications will be sent only where an applicable authorization or legal basis exists, with appropriate opt-out or unsubscribe mechanisms respected.

5. Information Received from Travel Agencies

As a company working primarily with international travel agencies, JK FUKUOKA TOUR may receive travelers' personal information directly from the contracting agency.

The agency is responsible for having the necessary authorizations, notices, and legal grounds to disclose its travelers' personal information to JK FUKUOKA TOUR in accordance with applicable law.

JK FUKUOKA TOUR will use that information to prepare, organize, coordinate, and perform contracted services within the communicated purposes and agreed legitimate instructions.

Where appropriate, both companies must establish suitable contractual and operational safeguards to protect shared information.

Travel agencies should not provide personal information that is unnecessary for service delivery.

6. Disclosure of Information to Suppliers and Third Parties

To organize contracted services, it may be necessary to disclose certain personal information to third parties, including:

- Duly authorized transportation companies.
- Guides, assistants, and coordinators.
- Hotels and accommodation establishments, where relevant to authorized B2B services.
- Railway operators and ticketing platforms.
- Experience and activity organizers.
- Luggage forwarding companies.

- Payment, technology, website hosting, and administrative support providers.
- Public authorities, where disclosure is legally required.

Information disclosed will be limited, wherever possible, to the data necessary for the relevant purpose.

Disclosure of personal information to third parties will comply with the APPI and other applicable laws, including obtaining consent where legally required or relying on an exception permitted by law.

We do not sell our clients' or travelers' personal information databases to third parties.

7. International Transfers of Personal Information

Due to the international nature of our operations, certain personal information may be received from travel agencies located outside Japan or shared with technology providers or collaborators located in other countries.

When personal information is disclosed to third parties established outside Japan, JK FUKUOKA TOUR will comply with the conditions required under Japanese law, including applicable information, consent, or verification requirements concerning equivalent protective measures.

Where the law requires information about the destination country, its personal information protection system, or the recipient's security measures, such information will be provided through appropriate means before requesting the relevant consent.

The use of international storage, communication, or payment processing services will be subject to applicable assessments and protective measures.

8. Retention of Personal Information

Personal information will be retained only for the period reasonably necessary to fulfill the purposes for which it was collected and the corresponding legal obligations.

Retention periods may vary depending on the nature of the documents, services provided, accounting and tax requirements, contractual obligations, and the need to address claims or disputes.

When personal information is no longer required and there is no legal obligation to retain it, the information will be securely deleted, anonymized, or destroyed, as appropriate.

9. Personal Information Security

JK FUKUOKA TOUR will adopt appropriate technical, administrative, and organizational measures to prevent unauthorized access, loss, alteration, disclosure, or misuse of personal information.

Such measures may include access controls, protection of accounts and devices, role-based access restrictions, secure communications, backups, and oversight of providers processing information on the company's behalf.

Access to personal information will be limited to individuals who need it to perform their duties.

Although reasonable protective measures will be applied, no electronic system can guarantee absolute security.

In the event of a security incident, the investigation, containment, notification, and corrective measures required by applicable law will be undertaken.

10. Rights of Individuals Regarding Personal Information

In accordance with Japanese law and other applicable regulations, individuals may request, where appropriate:

- Information about the processing and purposes of use of their personal information.
- Access to or disclosure of personal information concerning them.
- Correction, updating, or addition of inaccurate or incomplete information.
- Deletion of information or suspension of its use in circumstances provided for by law.
- Suspension of certain disclosures of personal information to third parties.
- Information about third-party disclosures where a legal right of access to such records exists.

To protect individuals' privacy, JK FUKUOKA TOUR may request reasonable information to verify the identity or legal authority of the person making a request.

Requests will be reviewed and handled in accordance with the deadlines, procedures, and exceptions established by applicable law.

11. Personal Information of Minors

When services involve travelers who are minors, their personal information will be processed only to the extent necessary to organize and provide the relevant services.

Where legally required, the collection and processing of such information will require authorization from a parent, guardian, or legal representative.

Travel agencies providing information about minors must hold the corresponding authorizations.

JK FUKUOKA TOUR does not intend to deliberately collect minors' personal information for commercial purposes unrelated to contracted services.

12. Photographs, Videos, and Image Rights

During tourism services, photographs or recordings may be taken for operational or documentary purposes or at the travelers' own request.

Publication of photographs or videos in which an individual is identifiable for advertising, promotional, commercial, or social media purposes will require the relevant consent or another valid legal basis.

Booking a service does not, by itself, constitute authorization to use a traveler's image in advertising.

For minors, authorization from a parent, guardian, or legal representative will be obtained where required.

Individuals may object to the promotional use of their image through our official communication channels.

13. Cookies and Website Technologies

The JK FUKUOKA TOUR website may use cookies and similar technologies to support its operation, maintain security, remember certain preferences, and, where enabled, analyze website usage.

Some cookies may be necessary for the technical operation of the website, while others may relate to analytics services or third-party tools.

Where applicable law requires consent for particular technologies, such consent will be requested through appropriate mechanisms.

Users may manage cookies through their browser settings and, where available, the website's preference management tool.

Specific information about cookies and tools used must reflect the technologies actually installed on the website.

14. External Links and Services

Our website and communications may contain links to external platforms, payment service providers, tourism services, and other third-party websites.

JK FUKUOKA TOUR does not control the privacy practices of independent third-party websites.

We recommend reviewing their respective privacy policies before providing personal information.

15. Updates to This Privacy Policy

JK FUKUOKA TOUR may update this Privacy Policy when necessary due to legal, technological, administrative, operational, or commercial changes.

The current version will be published on our website with its corresponding update date.

Where a change requires specific notification or renewed consent under applicable law, the relevant procedures will be followed.

16. Privacy Enquiries and Contact Information

For enquiries concerning the processing of personal information, requests for access, correction, deletion, objection, complaints, or other privacy-related matters, please contact:

JK FUKUOKA TOUR

Email: support@jkfukuokatour.com

Website: https://jkfukuokatour.com

Requests concerning personal information will be reviewed and handled in accordance with applicable law.

Annex – Website Contact Form: Service Providers and International Transfers

Added: 23 October 2026

This Annex supplements Sections 6, 7 and 13 of this Privacy Policy. It provides the information required by Article 28 of Japan's Act on the Protection of Personal Information (APPI) and the related Enforcement Rules when personal information is provided to third parties located in a foreign country.

1. Information processed through the contact form

When you send a message through the contact form on https://jkfukuokatour.com, we process the information you enter (name, email address, whether you contact us as an agency or as an individual, agency or company name, country, travel dates, number of travelers, service of interest and message) in order to answer your enquiry. The website does not use advertising or analytics cookies.

2. Service providers located outside Japan

Provider	Country	Purpose
Railway Corporation	United States	Cloud hosting of the automation server that receives the form and forwards the message to our team.
OpenAI, L.L.C.	United States	Automated reading of the message to identify its language and topic, prepare a short internal summary and draft the confirmation email.
Resend	United States	Delivery of the notification email to our team and of the confirmation email sent to you.

3. Personal information protection system in the United States

The United States does not have a comprehensive federal law on personal information equivalent to the APPI. Personal information is protected by sector-specific federal laws, by the Federal Trade Commission Act, under which the Federal Trade Commission (FTC) acts against unfair or deceptive practices, including failures to honor published privacy commitments, and by state laws such as the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA). There is no single independent supervisory authority equivalent to Japan's Personal Information Protection Commission (PPC), and U.S. law allows government agencies to access data held by companies under certain conditions, for example for national security purposes. Further information on foreign personal information protection systems is published by the PPC at www.ppc.go.jp.

4. Protective measures taken by the providers

Each provider processes the information as a service provider under its contractual and data processing terms, and applies security measures such as encryption in transit, access controls and monitoring. JK FUKUOKA TOUR does not authorize these

providers to use the information for their own purposes. According to OpenAI's terms, data sent through its API is not used to train its models by default and may be retained for a limited period for abuse monitoring.

5. Consent and alternatives

Before sending the contact form, you are asked to tick a box confirming that you agree to the processing described in this Privacy Policy, including the provision of your information to the providers listed in Section 2 of this Annex, located in the United States. If you do not wish your information to be provided to these providers, you may contact us directly by email or telephone instead of using the form.

You may request further information about these providers and the measures they apply at any time, using the contact details in Section 16.