

Privacy Policy

Pension & Restaurant La Collina

Pension & Restaurant La Collina recognizes the importance of personal information and will handle such information in accordance with applicable laws and this Privacy Policy.

1. Personal Information We Collect

We may collect the following information:

1. Name, address, date of birth, gender
2. Phone number and email address
3. Accommodation and service history
4. Passport information (for foreign guests)
5. Payment information
6. Other information necessary for providing services

2. Purpose of Use

Personal information is used for the following purposes:

1. Providing accommodation and related services
2. Reservation management and confirmation
3. Responding to inquiries
4. Emergency contact
5. Maintaining guest registers as required by law
6. Service improvement and analysis

3. Provision to Third Parties

We do not provide personal information to third parties except in the following cases:

1. With the guest's consent
2. To booking platforms or payment providers when necessary
3. When required by law
4. When necessary to protect life, body, or property

4. External Services

We may use external services such as:

1. Messaging services (e.g., WhatsApp)
2. Online travel agencies (OTA)
3. Credit card payment services

Information may be transferred to servers located outside Japan. These services are governed by their own privacy policies.

5. Security Management

We take appropriate measures to prevent leakage, loss, or damage of personal information and properly supervise

employees.

6. Retention Period

Personal information will be stored for the period necessary to achieve the purpose of use and for the period required by law, after which it will be properly deleted.

7. Disclosure and Correction

Guests may request disclosure, correction, or suspension of use of their personal information by contacting us.

8. Cookies

Our website may use cookies to improve services and user experience.

9. Changes to Privacy Policy

This policy may be updated when necessary. Changes will take effect when posted on our website.

10. Data Controller

The Data Controller for personal information is as follows:

Tsugukazu Muraoka

Pension & Restaurant La Collina

Shikauchi Farm, Nakafurano, Hokkaido, Japan

Email: info@collina-furano.com

11. Contact Information

If you have any questions regarding this Privacy Policy or your personal information, please contact us at:

Pension & Restaurant La Collina

Shikauchi Farm, Nakafurano, Hokkaido, Japan

Phone: +81-167-44-3957

Email: info@collina-furano.com

For reservations and general inquiries, you may also contact us via WhatsApp:

+81-167-44-3957

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