

# Privacy policy MK Support Service B.V. Amstelveen

## The personal information we process regarding you and your travel companions.

- Name and address details
- Telephone number
- Email address
- Date of Birth
- Arrival date in Japan
- Departure date from Japan
- If applicable bank account information.

## Usage

We use your information to print the vouchers for your Japan Rail pass.

To do this we have to register your information in the Japan Railway online booking system (Gender, first name and last name).

We do not use your information

- for any commercial purpose.
- to share with third parties.
- as a product to sell to third parties.
- to send newsletters.
- to send emails unless required for the current booking.
- to fulfill legal and or regulatory obligations.

## Protection of your personal information.

We have taken all appropriate security measures to avoid loss, unauthorized access, usage, change or publication of your information.

## Retention period

After you have purchased a voucher at our office, we will keep your information for a maximum period of 5 months. This is because the vouchers have a maximum validity of 3 months and according to the ANVR conditions, you have two months after your return to The Netherlands to make a claim in case anything went wrong.

The Japanese data protection laws have been declared adequate by the EU Commission on 23 January 2019.

## Cookies and similar technologies.

We do not use cookies on our website.

## The right to be erased from our system.

At any time you can request us to remove your information from our system

We will honor such request as long as there is no regulation and/or legal obligation that prevents us from doing so. In this case you can contact: MK Support Service B.V., Data privacy manager, Stroombaan 4, 1181 VX Amstelveen, email: [ticket@mk-ss.com](mailto:ticket@mk-ss.com) tel. 020-5046600.