

Privacy Policy

Gora Hanaougi Co., Ltd. (“the Company”) establishes the following Privacy Policy for the facilities it operates —“Gora Hanaougi” and “Madoka no Mori.” We handle our guests’ personal and privacy-related information (“Personal Information”) in accordance with this Policy and are committed to safeguarding their privacy.

1. Collection of Personal Information

We may request the provision of Personal Information from our guests in the following situations:

- ① When making reservations for accommodation or related services
- ② When registering as a member
- ③ When requesting informational materials
- ④ When participating in surveys aimed at improving our services
- ⑤ When submitting inquiries regarding past use of our services

Should we request Personal Information for purposes other than those listed above, we will clearly inform you of the intended use and handling in advance.

2. Purpose of Use of Personal Information

We obtain and use Personal Information for the following purposes:

- ① When it becomes necessary to contact the guest for any reason
- ② For the development of services and products offered by the Company
- ③ For conducting surveys related to the development of services and products
- ④ For providing information related to products or services deemed beneficial to guests

3. Management and Protection of Personal Information

We maintain Personal Information accurately and implement necessary measures—including maintaining security systems and establishing appropriate management frameworks—to prevent unauthorized access, loss, damage, alteration, or leakage. We exercise strict management of Personal Information. Additionally, our employees receive thorough training regarding the importance and proper handling of personal information, a commitment we will continue to uphold.

4. Disclosure, Correction, and Deletion of Personal Information

Upon request from a guest to disclose, correct, or delete their Personal Information—except where retention is required by law—we will verify the individual’s identity and respond promptly.

5. Prohibition of Disclosure or Provision to Third Parties

We will not disclose Personal Information to third parties except in the following cases:

- ① When the guest has provided consent
- ② When providing information to contracted service providers within the scope necessary to deliver services requested by the guest
- ③ When disclosure is required under applicable laws or regulations

6. Compliance with Laws and Review of Policy

We comply with all applicable laws and regulations relating to Personal Information and will review and improve this Policy periodically. Any updates will be announced on our website.

7. Contact Information

For inquiries regarding the handling of Personal Information, please contact us at the details below:

Gora Hanaougi Co., Ltd.

1300-681 Gora, Hakone-machi, Ashigarashimo-gun, Kanagawa 250-0408

Tel: +81-460-87-7715 (Reception Hours: 9:00–19:00)

Fax: +81-460-87-7714

E-mail: info@gorahanaougi.com