



KINTETSU INTERNATIONAL EXPRESS (CANADA) INC.

Privacy Protection Policy

The first of January, 2001, the Canadian Federal Government enacted a new law, THE PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT (PIPED). The personal information about an identifiable individual is protected by this new law.

Personal information means information about an identifiable individual, such as name, home address and age. The information relating to the race, religion and marital status are also personal information. Contact information is not covered by this policy. This information would enable an individual to be contacted at a place of business and includes name, position or title and business telephone number.

At Kintetsu International Express (Canada) Inc., (hereinafter referred KIE) we are committed to providing our customers with exceptional services. As providing this service involves the collection, use and disclosure of some personal information about our customers, protecting their personal information is one of our highest priorities.

Personal Information Protection

1. KIE places strict controls on personal information that is provided by customers visiting our website or our agents.
2. KIE has appointed a privacy officer to comply with the law and privacy assistants who are responsible for personal information. Their role is to ensure that the personal information entrusted with us is secure and will not be used for purposes other than what is necessary to offer the service our customers deserve.
3. The information KIE asks and collects is necessary in order to identify, contact you and

process your requests. This information includes name, address, phone number and e-mail address. We may ask for more information with your consent to provide services you need.

4. KIE uses or discloses personal information where necessary to fulfill the purposes identified at the time of collection, such as booking hotels and airline.
5. KIE lays down KIE PERSONAL INFORMATION PROTECTION POLICY, train employees and conducts internal audits regularly to protect personal information strictly.
6. KIE will make responsible effort to ensure that the information is accurate and complete. We respond to requests from customers to inquire and correct information after we verify identification.

KIE upholds the PIPED and maintains implementation. KIE informs our customers of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances. We may disclose the information without consent to respond to requests from police departments, Japanese consulate or other official body when necessary.

The Purpose of Using Personal Information

The information KIE asks and collects is used in order to identify, contact you and process your requests. We disclose and use the information to third parties to process your requests, such as booking hotels, airline and online purchases. KIE also uses the information to provide to customers our better services and new products.

Contact information about Personal Information

KINTETSU INTERNATIONAL EXPRESS (CANADA) INC.,

◆ VANCOUVER OFFICE

ADDRESS SUITE 910 1140 WEST PENDER STREET, VANCOUVER, B.C
TEL (604)638-9300
TOLL-FREE 1-800-663-1693

◆ TORONTO OFFICE

ADDRESS SUITE 210 1550 ENTERPRISE ROAD, MISSISSAUGA, O.N
TEL (905)670-8710
TOLL-FREE 1-800-463-7723

◆ BANFF OFFICE

ADDRESS SUITE 210 215 BANFF AVENUE, BANFF, A.B
TEL (403)762-5155
TOLL-FREE 1-800-598-7627

Providing Personal Information to Third Parties

KIE discloses and uses personal information to process our services following the purpose at the time of collection. KIE provides the information to duty-free shops and other shops for your convenience during your trip. At that time we provide your name, passport number and flight number to third parties. Please contact us if you wish not to have us use your information for this purpose.

Process of Discontinuance of Disclosure, Correction and Use

KIE will make responsible effort to ensure that the information is accurate and complete. We will discontinue sending any new information about our services by e-mails or direct mails when we receive requests from our customers. Please ask us about procedures for discontinuance of receiving any services, disclosure to third parties, correction, use and request of deletion of your personal information. We correspond promptly to your requests after verifying your identification and we may explain the disability to make any changes under specific circumstances.

KIE informs our customers at this web page when the revision of our personal protection policy is made.

Responsibility

Usage of this web page depends on your responsibility. KIE is not answerable directly to our customers when occurring any damages from using this web page or other home pages linked from this web page.

The KIE web page is established and managed by KIE. It is accessible from countries, all over the world. You and KIE agree with following the line of Canadian law when using this web page.

We are not displaying and describing any messages on this web page regarding the pertinences of contents at the operation system of your computer. Usage of web page is at your free will and with your responsibility.