

Privacy Policy

Rakurado-Aan" (hereinafter as "we"), operated by Mizutotakumi Co., Ltd. complies with laws and regulations regarding the protection of personal information, and manages and protects customers' personal information in accordance with the following standards.

Obtaining Personal Information

When you use our services, we may ask you for personal information. We may ask for your name, address, telephone number, e-mail address, etc. as personal information in the following cases

- Contact us
- Reservations for lodging and meals at the hotel
- To improve the services offered by the hotel
- For other purposes, when necessary for the use of services on our website

Purpose of using personal information

Basically, we do not use the personal information provided by our customers for any purpose other than to provide services that meet the needs of our customers.

In addition, we automatically receives information from your browser, such as your IP address, cookie information, and the pages you have viewed, and records this information on our server.

We will use the personal information it collects for the following purposes

Operations related to the provision of our services

- To inform you of our advertising, maintenance, important notices, etc.
- To accurately inform customers of special services and other information
- To respond to inquiries from customers by email, inquiry form, mail, telephone, etc.
- To improve the content of our services

Provision of Personal Information to Third Parties

Personal information provided by customers will not be provided to third parties without the consent of the customer, except as required by law.

Management of Personal Information

We take the strictest precautions to protect and manage the personal information we receive from our customers in an appropriate manner to prevent leakage or loss of such information.

To protect your privacy and ensure security, we use SSL (Secure Socket Layer) encryption to transmit your personal information on our website, and we take precautions and security measures against the loss, destruction, and falsification of your personal information.

Correction, Suspension of Use, and Deletion of Personal Information

If you wish to correct, suspend, or delete your personal information, we will take necessary action as soon as reasonably necessary.

About Cookies

When you visit our website, we may send information called cookies to your computer, which will be stored on your hard disk or in your memory.

Cookies are used for traffic surveys and other purposes to provide better service and do not violate your privacy or usage environment.

You can disable cookies by changing the settings on your browser, but please note that you may not be able to use some of our services if you do so.

Others

We will continue to comply with all applicable laws and regulations regarding personal information, and will continue to review and improve our efforts in each of the above areas.

All updates will be posted on this page.