

Genji Kyoto Privacy Policy

Genji Kyoto respects the privacy of its customers and treats personal information obtained in the course of business as confidential.

We collect personal data such as name, contact information, passport and credit card details to fulfil reservations made at our hotel, accommodate guest preferences and facilitate communications. We may also request information for identity verification and implementation of security measures in compliance with the law.

We collect customers' personal data for the purposes of:

- processing reservations and payments at Genji Kyoto;
- fulfilling contractual obligations to third parties such as travel agents and loyalty programs involved in arranging customers' stay at Genji Kyoto;
- administering record-keeping to facilitate repeat business;
- conducting customer satisfaction survey;
- conducting direct marketing such as sending promotional materials to customers who consent to receive them;
- meeting legal and regulatory requirements.

We retain personal data collected for as long as it is necessary to fulfil the purposes for which the information was collected.

Practical steps are taken to ensure personal data of our customers are protected. However, we cannot guarantee against data loss, interference, or hacking and we will not be responsible for any damage caused.

This privacy policy is subject to change without notice. In the event of any inconsistency between this English version and other translated versions, the English version shall prevail.