

Privacy Policy / Terms of Use

At Tokyo Convention & Visitors Bureau (TCVB) and All Nippon Airways Co.,Ltd. (ANA Malaysia) we are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. As part of our normal services, we collect and, in some cases, disclose information about you. This privacy policy describes the information we collect about you and what may happen to that information.

What information do we collect?

In order to use certain services provided on the site or to participate in sweepstakes or similar promotional programs, you will need to register with us. When you register, we will gather such information from you such as your name, mailing address and email address, and demographic information such as postcode, age, income level. We may also track certain information about how you use our website. In the course of using our site, we automatically track certain information about you. This information includes the URL that you just came from (whether this URL is on our site or not), which URL you go to next (whether this URL is on our site or not), what browser you are using, and your Internet Protocol (IP) address. Many sites automatically collect this information.

A Note to Parents and Children 13 and younger

Except as provided below, we do not knowingly collect personally identifiable information from children 13 years old or younger. TCVB does not market our website to individuals under the age of 13. We require that all visitors who wish to register on our website certify that they are 13 years of age or older. If they do not certify that they are 13 years of age or older, visitors will not be able to register themselves.

How Do We Use It? / Purpose of Use

We use your information in a number of ways. For example, we conduct internal research on our user's demographics, interest, and site usage, to better understand and service you. We may also use your personal information to contact you with newsletters, marketing or promotional materials and other sources.

How Do We Protect your information?

We use industry standard technology and efforts to safeguard the confidentiality of your personal identifiable information. These include secure servers and firewalls. All of the user data we collect is protected against unauthorized access. Only authorized employees who need the information to perform a specific job are granted access to this information.

What about Cookies?

A cookie is a piece of data stored on the user's hard drive, containing information about the user. We use cookies on our site, but none of them contain any personally identifiable information. In addition, we may decide to use cookies in certain pages of our site. Cookies can help us provide information which is targeted to your interest. Cookies are stored on your hard drive, not on our site. Most cookies are *session cookies,* meaning that they are automatically deleted at the end of session.

Your Consent

By using our content micro site, you voluntarily consent to the collection and use of the information described in this policy.

Request regarding Your Information

1. You have the right to request access to and correction of your personal data that we hold and you may write to us at the address provided below if you wish to:-
 - a. check whether we hold or use your personal data and request access to and/or a copy of such data that we retain about you;
 - b. request that you correct any of your personal data that is inaccurate, incomplete or out-of-date;
 - c. request that you cease processing your personal data. However, please note that this may result in us not being able to properly perform or discharge our obligations to you; or
 - d. request that you specify or explain its policies and procedures in relation to data and types of personal data that we handle.