Privacy Policy / 個人情報保護方針

Motorcycle Rental Japan LLC (MRJ)

Motorcycle Rental Japan LLC (合同会社モーターサイクルレンタルジャパン) ("Company," "we," "us," or "our") is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, process, store, and safeguard your personal data in compliance with Japan's Act on the Protection of Personal Information (APPI / 個人情報保護法) and other applicable legal standards.

01 1. Information We Collect

To process motorcycle rentals, satisfy Japanese transport regulations, and process transactions, we collect the following categories of personal information:

- **Personal Identification Information:** Full name, residential address, telephone number, and email address.
- **Verification Documents:** Passport copies/scans, Japanese Driver's License copies/scans, International Driving Permit (IDP - 1949 Geneva Convention) details, and official license translations.
- **Payment & Transaction Data:** Credit card details, billing address, and transaction history (processed securely via our payment gateway).
- **Technical & Usage Data:** IP address, browser type, device information, and website usage data collected through cookies or basic site logging.

02 2. Purpose of Collection and Use

We collect and process your personal data strictly for the following purposes:

1. **Verification & Legal Compliance** Verifying your identity and driving eligibility under Japanese Road Traffic laws and Road Transport regulations.
2. **Rental Contract Fulfillment:** Managing reservations, processing bike handovers, handling returns, and administering insurance coverage.
3. **Payment Processing:** Settling rental charges, security deposits, extension fees, damage deductibles, or Non-Operation Charges (NOC).
4. **Accident & Incident Management:** Processing insurance claims, filing required reports with police or insurance underwriters in the event of an accident, damage, or traffic violation.
5. **Customer Communication:** Sending booking updates, responding to inquiries, or reaching you during emergency situations.

03 3. Provision of Personal Data to Third Parties

We do not sell, rent, or trade your personal information to third parties. We disclose your personal data to third parties only in the following necessary operational or legal circumstances:

- **Payment Gateways:** Payment data is transferred securely to Square for transaction processing, fraud prevention, and deposit handling.
- **Insurance Providers:** Identification, driving license details, and accident report data are shared with AIOI NISSAY DOWA INSURANCE CO., LTD. (あいおいニッセイ同和損害保険株式会社) for insurance coverage underwriting and processing claims.
- **Legal Authorities:** Disclosure to Japanese police (110), government agencies, or courts when mandated by Japanese law or regulation (e.g., severe accidents or traffic violations).

Storage, Security, and Retention Period

Security Measures:

We implement appropriate technical, administrative, and physical safety measures to protect your personal data and verification documents against unauthorized access, alteration, leakage, or loss.

Retention Period:

In accordance with Japanese rental business license regulations and commercial book-keeping requirements, customer identity verification documents, driving license scans, passport details, and rental agreements are retained for three (3) years following the end of the rental contract, after which they are securely erased or shredded.

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05 5. Rights of the Data Subject

Under the APPI, you have the right to:

- Request disclosure of your personal data held by us.
- Request correction, addition, or deletion of incorrect personal data.
- Request suspension of use or erasure of data handled in violation of applicable laws.
- To exercise these rights, please contact us using the details provided in Section 7.

06 6. Cookies and Technical Analytics

Our website uses cookies and similar technologies to enhance user experience, ensure functional navigation, and analyze web performance. You can control cookie preferences through your web browser settings; however, disabling certain cookies may impact booking functionality.

07 7. Contact Information for Inquiries & Requests

If you have questions, feedback, or formal requests regarding this Privacy Policy or your personal data, please contact us:

- **Legal Business Name:** Motorcycle Rental Japan LLC (合同会社モーターサイクルレンタルジャパン)
- **Address:** 4-10 Senrioka Shimo, Suita-shi, Osaka, Japan 565-0813
  (〒565-0813 大阪府吹田市千里丘下4-10)
- **Email:** info@motorcyclerentaljapan.com
- **Phone:** 090-3987-8542