

HOKKAIDO HOBBY HOMES

Privacy Policy

Final Publication

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PROPERTY | HOSPITALITY | LIFESTYLE

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1. Introduction

Welcome to Hokkaido Hobby Homes.

At Hokkaido Hobby Homes ("HHH", "we", "our", or "us"), trust is the foundation of everything we do. Whether we are helping you purchase a property in Japan, renovate a traditional home, rent a vehicle, manage a hospitality business, or experience Hokkaido through our concierge services, we understand that you are placing confidence in our team.

Protecting your personal information is therefore one of our highest priorities.

This Privacy Policy explains how we collect, use, store, disclose, transfer, and protect your personal information whenever you interact with Hokkaido Hobby Homes through our website, advertisements, social media channels, email communications, events, booking platforms, mobile applications (if introduced), or any of our services.

Our objective is to provide complete transparency regarding the way we process personal information while complying with applicable privacy legislation in every jurisdiction in which we operate.

This Privacy Policy has been prepared with reference to, and is intended to support compliance with, including but not limited to:

- The European Union General Data Protection Regulation (EU) 2016/679 (GDPR)
- The UK GDPR where applicable
- Japan's Act on the Protection of Personal Information (APPI)
- Google Ads Customer Data Policies
- Google Analytics policies
- Google Consent Mode requirements
- Applicable consumer protection and electronic communications legislation
- Other international privacy laws that may apply depending on your location.

By accessing our website or using our services, you acknowledge that you have read and understood this Privacy Policy.

2. About Hokkaido Hobby Homes

Hokkaido Hobby Homes is an international company specializing in premium property, hospitality, tourism, investment support, and lifestyle services in Hokkaido, Japan.

We combine local expertise with international standards to help individuals, families, investors, entrepreneurs, and businesses discover, purchase, develop, manage, and enjoy property and experiences throughout Japan.

Depending on your location and the services you request, your information may be processed by one or more Hokkaido Hobby Homes entities or trusted partners acting on our behalf.

Privacy Team

Email: privacy@hokkaidohobbyhomes.com

Website: <https://www.hokkaidohobbyhomes.com>

3. Scope of this Privacy Policy

This Privacy Policy applies whenever you:

- Visit our website
- Contact us through online forms
- Submit an enquiry
- Book a consultation
- Purchase one of our services
- Request property information
- Register for webinars or events
- Subscribe to our newsletter
- Communicate with us through email
- Contact us by telephone
- Send messages through WhatsApp, LINE, Instagram, Facebook, LinkedIn, or other social media platforms
- Download guides or other digital resources
- Participate in surveys
- Apply for employment
- Become a business partner
- Work with us as a supplier or contractor
- Visit our offices
- Interact with our advertising campaigns
- Use any future mobile applications or customer portals operated by Hokkaido Hobby Homes.

4. Services Covered by this Policy

This Privacy Policy applies to all current and future services offered under the Hokkaido Hobby Homes brand, including but not limited to:

Real Estate

- Property Search
- Property Purchase Assistance
- Property Sales
- Investment Consulting
- Relocation Assistance
- Property Viewings

Property Services

- Property Management
- Holiday Home Management
- Vacation Rental Management
- Airbnb Management
- Maintenance Coordination
- Cleaning Coordination
- Snow Removal Coordination
- Utility Setup Assistance

Construction & Design

- Renovation Management
- Construction Coordination
- Interior Design
- Architectural Consultation
- Project Management
- Furniture Procurement

Hospitality

- Hotel Consulting
- Ryokan Development
- Hospitality Management
- Restaurant Development
- Food & Beverage Consulting
- Executive Chef Consulting
- Culinary Experiences
- Omakase Events

Travel & Concierge

- Concierge Services
- Airport Transfers
- Vehicle Rentals
- Vehicle Purchase Assistance
- Tourism Planning
- Luxury Experiences
- Cultural Experiences

Business Services

- Investment Advisory (non-regulated)
- Marketing Services
- Photography
- Videography
- Branding
- Educational Courses
- Workshops
- Business Consulting

This Privacy Policy also applies to any future services that may reasonably relate to these business activities.

5. Personal Information We Collect

The information we collect depends on the way you interact with us.

Identity Information

- Full name
- Preferred name
- Date of birth (where necessary)
- Nationality
- Government-issued identification details where required for legal or contractual purposes

Contact Information

- Email address
- Telephone number
- Postal address
- Country of residence
- Preferred language
- Communication preferences

Property Information

- Property preferences
- Budget
- Desired location
- Purchase timeframe
- Intended use of the property
- Investment objectives
- Financing preferences
- Property ownership information voluntarily provided

Travel Information

- Arrival and departure dates
- Flight information (where voluntarily provided)
- Accommodation requirements
- Driver information
- Vehicle preferences
- Emergency contact details where necessary

Business Information

- Company name
- Position or title
- Company address
- VAT or tax identification number where applicable
- Business contact information

Communication Information

- Emails
- Contact form submissions
- Telephone notes
- Video meeting notes
- Customer support requests
- Social media messages
- Survey responses
- Feedback

Marketing Information

- Property investment
- Hospitality
- Renovation
- Travel
- Events
- Educational content
- Newsletters
- Promotional communications

Technical Information

- IP address
- Device identifiers
- Browser type
- Operating system
- Language settings
- Screen resolution
- Referring website
- Session duration
- Clickstream data
- Error logs
- Cookies and similar identifiers

Advertising and Analytics Information

- Google Ads campaigns
- Google Click Identifier (GCLID)
- Google Analytics 4 events
- UTM campaign parameters
- Referring advertisements
- Meta advertising interactions
- Website conversions
- Lead form submissions
- Marketing attribution
- Consent preferences

Where required by applicable law, advertising and analytics technologies are activated only after obtaining your consent.

6. Information We Do Not Intentionally Collect

We do not intentionally collect special categories of personal data unless it is necessary for providing a requested service or required by law.

This includes information relating to:

- Racial or ethnic origin
- Political opinions
- Religious beliefs
- Trade union membership
- Genetic data
- Biometric data used for identification
- Health information
- Sexual orientation

If such information is voluntarily provided, it will only be processed where legally permitted and appropriately protected.

7. How We Collect Information

We collect information directly from you when you:

- Complete forms on our website
- Contact us by email or telephone
- Request a consultation
- Make a booking
- Subscribe to our newsletter
- Register for an event
- Download resources
- Participate in surveys
- Apply for employment
- Submit enquiries through social media

We may also collect information automatically through cookies and analytics technologies, and, where appropriate, from trusted business partners involved in delivering requested services.

8. Why We Process Personal Information

We process personal information only where we have a lawful basis to do so.

Depending on the circumstances, we may use your information to:

- Respond to enquiries
- Provide requested services
- Arrange consultations
- Process bookings
- Coordinate property transactions
- Manage renovations
- Arrange vehicle rentals
- Deliver concierge services
- Communicate service updates
- Improve our website
- Measure advertising effectiveness
- Personalize customer experiences
- Prevent fraud
- Maintain business records
- Comply with legal obligations
- Protect our legitimate business interests while respecting your rights and freedoms.

We will never use your personal information for purposes that are incompatible with those described in this Privacy Policy without first informing you or obtaining your consent where required.