

Privacy Policy

This Privacy Policy is provided in English.

A Chinese (Traditional) version is available here for reference.

[Chinese \(Traditional\) version](#)

Enacted on May 1, 2012

Revised on December 14, 2016

Revised on June 1, 2018

Revised on August 11, 2020

Revised on January 14, 2022

Revised on December 6, 2022

Revised on December 19, 2022

Revised on February 6, 2023

Revised on April 1, 2024

Revised on March 31, 2025

Revised on July 15, 2025

Revised on November 13, 2025

[Revised on September 14, 2026](#)

TableCheck Inc. ("**TableCheck**", "**we**", "**our**", "**us**") is dedicated to the protection of all personal information that we handle, and shall comply with all laws, regulations, and individual rights concerning personal information. We dedicate a company-wide effort to establish systems and policies to manage personal information, in accordance with the latest trends in IT technology and developments in the social and business environments.

1. We acquire and use personal information to the extent necessary for the development, sale, and operation of systems and services for reservation, customer management, business management, promotion, online sales, employee management, etc., intended for use in restaurants and other outlets. We shall take measures to prevent the usage of personal information beyond the scope necessary to achieve the specified legitimate purpose.
2. We shall comply with all applicable laws and ordinances related to the protection of personal information, as well as guidelines and other norms established by the countries in which personal information is stored and used.
3. We shall continuously improve our personal information security system by allocating resources consistent with the circumstances of the business in order to establish reasonable safety measures and prevent risks including leakage, loss, or damage of personal information.

4. We will respond promptly and faithfully to complaints and consultations concerning handling of personal information.

5. In response to changes in our industry, we will continuously review and improve the personal information protection management system in a timely and appropriate manner.

This policy shall be communicated to all our employees and published on our homepage, in print, etc., in a public and freely accessible manner.

Handling of Personal Information ~~Handling Agreement~~

1. Personal Information We Collect and Purposes of Use ~~Collection of Personal Information~~

The information we collect and its purpose of use is listed as follows:

1. Customer and Membership* Information (*defined in “TableCheck Diner Terms of Service” 2.1)

- For provisioning applicable services of the TableCheck system and related systems, and for conducting general business matters.
- For providing a login account which stores your information for future reuse.

• Your data, including your name, telephone number, email address, reservation details, and other reservation-related information we collect ~~additional profile information~~, will be provided through the TableCheck website or our services to the each merchant designated by you for the purpose of accepting and managing your requested reservation. ~~at which you make a reservation so that they may service your reservation.~~ Such data will also be copied and stored as part of the merchant’s reservation history. ~~Moreover, your data will be copied into a separate customer profile specific to each such merchant by which they will be able to see your booking history.~~

• Merchants may manually enter your personal information into a system we provide, e.g. when you have made a reservation via phone. In such cases, we store and use your personal information in the normal course of providing our system to the same ~~m~~Merchant who entered the information.

• For user support, transaction auditing, customer service, and inquiry support.

• To analyze user trends, including via analysis tools we provide to

merchants. Such analysis includes (but is not limited to) viewing and forecasting reservation patterns, guest demographics, food ordering, revenue, cancellation rates, spending trends, etc.

• We may also analyze reservation history, cancellation history, visit history, payment information, survey responses, account usage status, and other information held by us to calculate indicators, scores, or ranks that reflect a user's reliability, usage status, preferences, or service usage tendencies in relation to reservations and visits (collectively, "Customer Scores").

• We may use Customer Scores to provide users with priority reservations, access to exclusive venues, benefits, campaigns, and other services; to improve user convenience; to provide reference information to merchants for reservation and visit handling; to improve our services; to prevent fraudulent use, no-shows, and other misuse; and to ensure the safe and smooth operation of our services.

• We may provide or display Customer Scores and other information separately designated by us to the merchant with which the user makes a reservation or visits, as reference information for reservation management, visit handling, service provision to the user, and the merchant's reservation or visit handling.

• Customer Scores are, in principle, used to provide benefits or improve convenience for users. We will not use Customer Scores alone to automatically deny reservations at venues generally available for booking or to automatically suspend a user's account.

• In calculating Customer Scores, we will not use sensitive personal information or special category personal data without the user's consent or another lawful basis permitted by applicable law.

• We may also use the information for the consideration or implementation of marketing initiatives, or for the provision of services or distribution of advertisements tailored to customers' interests and preferences.

2. Merchant Personal and Company Information

• For business negotiations, correspondence, receiving orders, and contract fulfillment.

• For correspondence to the inquiry of the contact person. (We may collect personal information by recording or videotaping telephone conversations in order to accurately document the details of communications, inquiries, or consultations.)

- For conducting general business matters.
- 3. Employee Personal Information
 - For human resource labor management, business management, health care, and security management related to the employees of our company.
- 4. Job Applicant Personal Information
 - For recruiting, corresponding with, and screening job applicants.
- 5. Consideration or implementation of marketing initiatives
- 6. Provision of services or distribution of advertisements tailored to customers' interests and preferences
- 7. Personal Information Obtained by Systematic Means (cookies, etc.)
 - IP address, browser type, device type, and language. In addition, we use user-tracking mechanisms (such as Google Analytics) to collect usage metrics related to the user's page journey. These do not include information that can directly identify specific individuals.
- 8. Reservation Information Obtained through Gourmet Site Integration Features
 - For managing usage history

We receive your name, email address, and other reservation information provided by the restaurant you selected for the purpose of managing your requested reservation. The information received will also be duplicated and stored as part of the restaurant's reservation history.

 - For user support, usage confirmation, and inquiry handling

The information obtained may be used for analysis and forecasting of reservation and cancellation trends, customer distribution, and dining preferences.

9. Member Information within the TableCheck Community Service

The name, phone number, email address, and other information you provide upon registering as a member of the TableCheck Community Service will be used for the management of account information and usage history, provision of services, user support, confirmation of usage status, and handling of inquiries.

2. Data Retention Period

In order to achieve the purposes presented in Article 1, we retain most types of information indefinitely, except where otherwise limited by applicable laws, merchant-specific policies, or when deletion has been requested. For information used to calculate Customer Scores, we set look-back periods to the extent necessary to achieve the relevant purposes of use and, where appropriate, take measures such as reducing the weight of older information,

deletion, anonymization, pseudonymization, or other appropriate measures.

3. Consignment of Personal Information

The Company may, within the scope of this policy and subject to applicable laws and regulations, consign all or part of your personal information to a third-party service, provided that such service has enacted adequate data protection measures.

4. Security and International Data Transfer

We are committed to handling your personal information in accordance with high-security standards and in compliance with applicable law. We undertake extensive measures to prevent unauthorized access or unauthorized disclosure of your information, to maintain the accuracy of such information and, when necessary, to ensure its proper destruction. When collecting or transferring your personal information, we employ data encryption technology and restrict access only to those persons who require it to fulfil their job responsibilities. We conduct periodic reviews of our practices to ensure that our safeguards are properly implemented and remain state-of-the-art.

Due to the global nature of our business, the information that we collect from you may be transferred to countries whose data protection laws may vary in content and scope from the laws of the country where you reside. When we transfer personal information across borders, we apply the aforementioned protective measures uniformly across all countries and regions in which we operate.

5. Optionality of Providing Personal Information

You are solely responsible for your decision to provide personal information to the Company. If you elect not to provide your personal information, we may be unable to provide our service to you, in whole or in part, and shall bear no responsibility for deficiencies or usability limitations which may arise.

6. Requests for Personal Information Disclosure

You may view and edit your stored personal information by logging into the system. In response to requests made by you or your representative regarding personal information held by our Company which is subject to disclosure, including notification of purpose, disclosure, correction, addition or deletion, suspension of use, erasure, and suspension of provision to third parties, ("**Requests for Disclosure**"), we shall respond in the following manner within 30 days.:

Users may inquire, through the method designated by us, about the main factors used to

calculate their Customer Scores, how their Customer Scores are used, and whether and how their Customer Scores are provided or displayed to merchants. If there is an error in reservation history, cancellation history, visit history, or other information underlying a Customer Score, users may request correction of such information. After verifying the user's identity, we will conduct a reasonable investigation and, where necessary, take appropriate actions, including correction.

Notice Regarding Personal Information Disclosure

For the purposes of this agreement, "China" shall refer to the People's Republic of China excluding Hong Kong, Macau, and Taiwan.

1. Name of Business

(when using the system outside China)

TableCheck Inc.

(when using the system in China)

The Company in China designated by TableCheck Inc.

2. Personal Information Administrator

Title: Data Protection Officer

Contact: dpo@tablecheck.com

3. Purpose and Usage of Disclosed Personal Information

Listed in Article 1

4. Contact Address

(when using the system outside China)

TableCheck Inc. c/o Data Protection Officer

KR Ginza II 5F, 2-15-2 Ginza, Chuo-ku, Tokyo, Japan 104-0061

dpo@tablecheck.com

(when using the system in China)

The Company in China designated by TableCheck Inc.

5. Authorized Personal Information Protection Organization

Name of Organization: JIPDEC (Nihon Jouhou Keizai Shakai Suishin Kyoukai)

Direct complaints to: Protection of Personal Information Complaints Office

Address: Roppongi First Building, 1-9-9 Roppongi, Minato-ku, Tokyo, 106-0032

Phone: +81 (0)3-5860-7565, +81 (0)120-700-779

6. Procedure for Requests for Disclosure

1. Contact destination: Please contact the Personal Information Administrator listed above.

2. Procedure concerning request for disclosure, etc.

- 1. After receiving your request, we will mail you the appropriate request form: · For purpose of use: "Request for Notification of Personal Information Usage" · For disclosure: "Request for Personal Information Disclosure" · For correction, addition or deletion, suspension of use, erasure, and suspension of provision to third parties: "Request for Personal Information Amendment or Suspension of Use, etc."
 - 2. Please mail to the contract address listed above the completed request form, together with the required identity verification documents of the principal and of the representative (in the cases where the request was made by a representative), and postal money order (for purpose of use and disclosure requests)
 - 3. After receipt of the above request, in order to verify the identity of the principal, a Company representative will contact the principal and confirm at least two points (e.g. telephone number and date of birth, etc.)
 - 4. In principle, the response will be made in writing (sealed letter mail) to the principal.
- 3. If the person who submitted the request is not the individual whose personal information is requested (i.e., a representative, etc.), please also submit the following information:
- 1. Documents required for identity verification of representative: (In cases where the principal has delegated request for disclosure) · Power of Attorney (original) (If the representative is the legal representative of a minor) · Family Registration Certificate (one copy) · Certificate of Residence (one copy with the relationship inscribed) · Other documents that can confirm the legal representation right. (If the representative is the statutory agent of an adult ward) · Certificate Guardianship Registration (one copy) · Other public documents that can confirm the right of legal representation (one copy)
 - 2. Documents required for identity verification of principal: · Driver's License · Passport · Health Insurance Card · Certificate of Residence · Residence Identification Card
 - 4. Handling fee for purpose of use and disclosure requests: 1000 Japanese yen per request (via postal money order)

7. Organizational Structure and Measures for Handling Personal Information

TableCheck implements the following necessary and appropriate measures to prevent the leakage, loss, or damage of personal data (including personal information obtained or to be obtained by the personal information handling business operator, which is expected to be handled as personal data), and to ensure the safe management of such data.

1) Establishment of Basic Policy

To ensure the proper handling of personal data, we have established a *Privacy Policy* that sets forth our commitment to compliance with relevant laws, regulations, and guidelines, as well as the contact point for inquiries and complaints.

2) Development of Rules for the Handling of Personal Data

For each stage of handling retained personal data — acquisition, use, storage, provision, deletion, and disposal — we have established *Personal Information Protection Rules* that define the handling methods, responsible persons, personnel in charge, and their respective duties.

3) Organizational Security Control Measures

① We have appointed a person responsible for the handling of personal data, and we clarify the employees who handle personal data and the scope of data they handle. We also maintain a system for reporting and communicating to the responsible person in the event of any fact or indication of violation of laws or internal rules.

② We conduct regular self-inspections on the status of personal data handling and also undergo audits conducted by other departments or external parties.

4) Human Security Control Measures

① We provide regular training to employees on important points to consider when handling personal data.

② All employees are required to submit a confidentiality agreement that includes provisions regarding personal data.

5) Physical Security Control Measures

① In areas where personal data is handled, we manage employee entry and exit, restrict devices brought into such areas, and implement measures to prevent unauthorized persons from viewing personal data.

② We take measures to prevent theft or loss of equipment, electronic media, and documents containing personal data. Furthermore, when carrying such equipment or media, including within the office premises, we take measures

to ensure that personal data cannot be easily identified.

6) Technical Security Control Measures

- ① We implement access controls to limit the scope of personnel and databases that handle personal information.
- ② We have introduced systems to protect information systems handling personal data from unauthorized access and malicious software from external sources.

8. Region-Specific Supplemental Provisions

Because we provide services globally, additional rights, procedures, or obligations may apply in addition to those described in this Policy, depending on the laws of the country or region where you reside.

We respond to requests and inquiries from individuals in accordance with applicable personal information and data protection laws. Depending on applicable law, you may have rights with respect to your personal information or personal data, including the right to disclosure or access, correction, deletion, suspension of use, restriction of processing, suspension of provision or sharing with third parties, data portability, withdrawal of consent, objection, and other rights recognized by applicable law.

If you wish to exercise these rights, please contact us using the contact information provided in this Policy. We will respond in accordance with applicable law after completing identity verification and other necessary procedures.

In addition, the following supplemental provisions apply in relation to Customer Scores for users located in the following countries or regions.

1) Users Located in Japan

Users located in Japan may, in accordance with applicable law, request disclosure of retained personal data or third-party provision records, notification of purpose of use, correction, addition, deletion, suspension of use, erasure, and suspension of provision to third parties. Information relating to Customer Scores is also subject to these requests to the extent that we handle such information as retained personal data.

2) Users Located in Singapore

For users located in Singapore, we may rely on the legitimate interests exception permitted under the Personal Data Protection Act 2012 (PDPA) in connection with the calculation and use of Customer Scores. We assess the potential adverse effects of such processing on users and implement necessary safeguards. Users may request access to and correction of

their personal data in accordance with applicable law.

3) Users Located in the EEA or the United Kingdom

For users located in the EEA or the United Kingdom, we may calculate and use Customer Scores based on the legitimate interests pursued by us or by merchants. The calculation of Customer Scores may involve profiling, meaning the analysis of a user's reservation and visit-related behavior. Users may, in accordance with applicable law, have the right to obtain meaningful information about such profiling, object to such processing, and exercise rights of correction, deletion, restriction of processing, and other applicable rights. We will not make decisions that produce legal effects or similarly significant effects on users based solely on Customer Scores.

4) Users Located in Other Countries or Regions

For users located in countries or regions other than those listed above, we will take necessary actions in accordance with the personal information and data protection laws applicable in the relevant country or region. We may update these supplemental provisions from time to time in response to changes in laws, changes in the regions where we provide services, or changes in how we handle personal information.

98. Amendment of the Privacy Policy

From time to time, in order to comply with changes in applicable laws or for legitimate business purposes, we may make changes to this Policy. Any changes we make will be displayed on this page.