

December 24, 2025

**West Japan Railway Company
Nippon Travel Agency Co., Ltd.**

Notice regarding Partial Loss of Customer Personal Data Related to TWILIGHT EXPRESS MIZUKAZE

It has been confirmed that part of our customers' personal data, which was stored on the data server of Nippon Travel Agency Co., Ltd., has been lost (i.e., the content of some records cannot be recovered). We sincerely apologize for any concern this incident may cause to our customers.

Based on our investigation, we have confirmed that there was no system malfunction or unauthorized access, and that no customer personal data was leaked outside our organization.

1. Summary of the Incident

On November 28, 2025 (Friday), it was discovered that a portion of the personal data for customers who traveled on "TWILIGHT EXPRESS MIZUKAZE" ("MIZUKAZE"), stored on the data server of Nippon Travel Agency Co., Ltd., had been lost.

**The data was managed on the Nippon Travel Agency's server, which is contracted by West Japan Railway Company for the sales of MIZUKAZE tours.*

2. Details of Lost Personal Data

Personal data for customers who traveled on certain dates between October 2, 2024, and November 26, 2025 (approximately 900 records).

**These records included travel date, cabin number, provided service details, and information regarding allergies.*

(No name, address, credit card details, or similar sensitive information was included.)

3. Primary Cause

The data files are believed to have been accidentally deleted due to operator error, and the system lacked mechanisms to prevent such erroneous actions.

**Our investigation confirmed that there was no system malfunction or unauthorized access, and no data leakage outside our organization.*

4. Measures to Prevent Recurrence

We will make changes to our system specifications and thoroughly educate all personnel involved to prevent similar incidents in the future.

5. Other Information

(1) This incident has been reported to the Personal Information Protection Commission.

(2) West Japan Railway Company, through the respective travel agencies, is contacting affected customers by postal mail, e-mail, or other available communication methods.

If you have any inquiries regarding this matter, please use the following contact information:

[Contact Information] JR West Customer Center

How to contact us: Please use the online form: "Inquiries, Comments, and Requests regarding Other JR-WEST Services"

https://entry.jr-odekake.net/webapp/form/18112_quab_1/index.do?_gl=1*1byguxc*_ga*NTgyMzg3MTQ0LjE3Njl0OTUzNjA.*_ga_YH07BXV65X*czE3NjYzNzg3MjAkbgzkZzEkdDE3NjYzNzg4MDYkajYwJGwwJGgw

You can also access the form through: "Inquiries regarding JR-WEST Services"

<https://www.westjr.co.jp/global/en/support/inquiry/>

Reception hours: 24 hours a day, year-round.

*If you have received an individual notification regarding this matter, please contact the number or address provided in that notice.