2026/11/06 Important Notices

Regarding the possibility of personal information leakage due to unauthorized access to the management system of "Venue Best Search"

Thank you very much for your continued support of JR-West Hotels.

On Wednesday, November 4, 2026, the following websites operated by our company—Hotel Granvia Kyoto, Hotel Granvia Osaka, Hotel Granvia Okayama, and Hotel Granvia Hiroshima“ Nara Hotel,” “Osaka Station Hotel, Autograph Collection,” and “Hotel Vischio Amagasaki”—we received a report from IdeaLog Co., Ltd., the operator of “Kaijo Best Search,” a reservation and inquiry service for banquets and Conference Rooms, stating that unauthorized access by a third party had been confirmed in a portion of the development and testing environments managed by the company. Consequently, it has come to light that some of the personal information of customers who made inquiries or registered with our participating hotels through “Venue Best Search” may have been leaked to external parties.

1. Personal Information of Customers That May Have Been Leaked
・Full name
・Contact Information, etc.
*Idealog Co., Ltd. is currently investigating the number of affected cases and the scope of the impact.

2. Current Measures and Request to Customers
Idealog Co., Ltd. is currently conducting a detailed investigation to confirm whether any information related to our company is involved, as well as the number of affected cases and the scope of the leakage of personal information has been confirmed, and we are continuing to verify the scope of the affected information.
We ask that our customers exercise extreme caution if they receive any suspicious emails or phone

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Introducing the latest
news and topics from IR
Check availability
Accommodation Reservations
Accommodation availability
Restaurant availability
Banquet hall availability

[Contact Information for Inquiries Regarding This Matter]
Please direct any inquiries regarding this matter to the contact point below.
Idealog Co., Ltd.
Contact: helpdesk@idealog.co.jp

Apology Regarding the Serving of Expired Products During Dinner at “UmiShima Dining”
[Important Update] Apology and Notice Regarding the Postponement of the Member Program Renewal
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Regarding the possibility of personal information leakage due to unauthorized access to the management system of "Venue Best Search"

Hotel room availability search
Restaurant availability
Banquet hall availability
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Check availability

Accommodation Reservations

Accommodation availability

Restaurant availability

Banquet hall availability



- Hotel List
- Membership System
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- Company Profile
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Privacy Policy
JR West Group Privacy Policy
COOKIE SETTINGS
JR West Group Basic Policy on Customer Harassment
JR West Group Policy to Prevent Job-Hunting Harassment
Basic Policy for Preventing Bribery of Foreign Public Officials
For Guests with Food Allergies
Requests regarding photography and videography
Request regarding the use of mobile batteries
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HOTEL GRANVIA

Introducing the latest news and topics from JR

Check availability

Accommodation Reservations

Accommodation availability

Restaurant availability

Banquet hall availability

HOTEL VISCHIO by GRANVIA

Hotel Vischio Kyoto

Hotel Vischio Osaka

Hotel Vischio Amagasaki

Hotel Vischio Toyama

THE OSAKA STATION HOTEL AUTOGRAPH COLLECTION HOTELS

THE OSAKA STATION HOTEL, Autograph Collection

Nara Hotel

Nara Hotel

Umekoji Potel KYOTO

Umekoji Potel Kyoto

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