

December 2, 2025

Central Japan Railway Company

## Video Recording and Verification near Tokaido Shinkansen Platform Boarding and Alighting Areas for the Purpose of Safety Improvements

As part of our efforts to improve safety on platforms, we will record video at Shin-Yokohama Station and Nagoya Station as follows. The acquired video data of passengers will be used only for this verification, will be strictly managed, and will be deleted after the verification is completed. We would appreciate your understanding in this matter.

### 1. Overview

#### (1) Details of the implementation

As part of our efforts to improve safety on platforms, cameras will be installed near some boarding and alighting areas on Tokaido Shinkansen platforms to record video. Using the captured video, we will analyze whether it is possible to detect situations such as passengers remaining between the platform screen doors and the train or passengers approaching to the train. By doing so, we aim to implement, in the future, a device equipped with a function that assists station staff in ensuring safety on the platform when train departs.

#### (2) Recording period

January 3, 2026 (Sat.) – December 31, 2026 (Thu.)

#### (3) Recording locations

On the Shin-Yokohama Station platform (a section of Platform 1) and the Nagoya Station platform (a section of Platform 16 and 17)

Please refer to the attached sheet for details.

### 2. Handling of personal information

- The acquired passenger video data will be provided to ITEC Hankyu Hanshin Co., Ltd. and Kyosan Electric Manufacturing Co., Ltd. (the “Contractors”) for the purpose of outsourcing verification.
- The acquired passenger video data will not be used for any purpose other than this verification including the Contractors.
- The passenger video data used in this verification will be strictly managed in accordance with our privacy policy and the outsourcing contract, and will be promptly deleted after the verification is completed.

### 3. Contact information for inquiries regarding video recording

Consultation Service Section, Central Japan Railway Company +81-50-3772-3910

\* Reception hours: 9:00–17:00 (excluding Saturdays, Sundays, national holidays, and year-end and New Year holidays)

\* When calling, please follow the voice guidance and select “4.”

Contact:  
Public Relations  
Department

Public Relations Department

Tokyo Public Relations Section  
Shizuoka Public Relations Section

Kansai Public Relations Section

1-1-4 Meieki, Nakamura-ku, Nagoya, Aichi 450-6101, Japan  
Tel: +81-52-564-2330

2-1-85 Konan, Minato-ku, Tokyo 108-8204, Japan Tel: +81-3-6711-9731  
4 Kurogane-cho, Aoi-ku, Shizuoka, Shizuoka 420-0851, Japan  
Tel: +81-54-284-2203

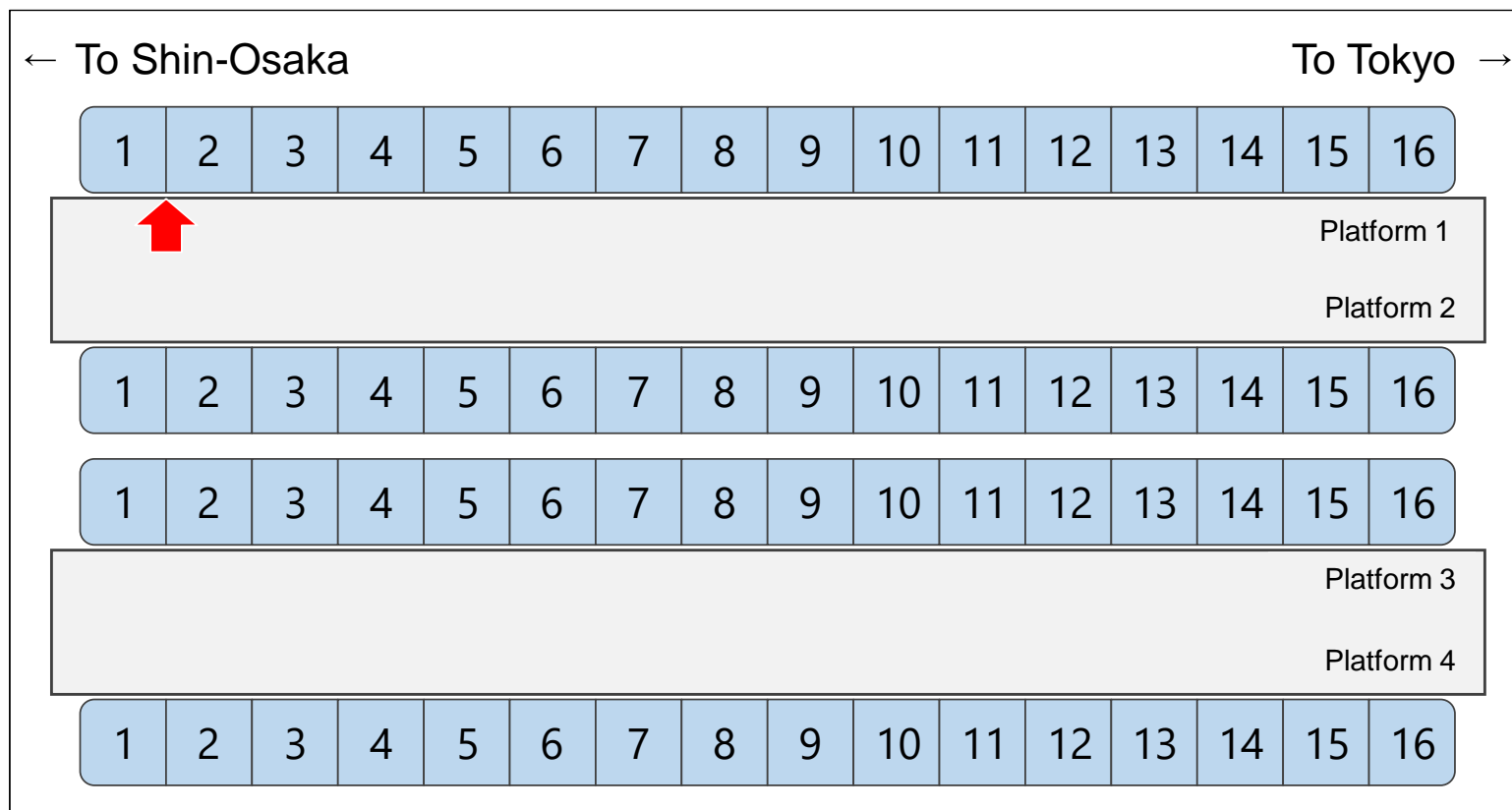
1-1-1 Miyahara, Yodogawa-ku, Osaka, Osaka 532-0003, Japan  
Tel: +81-6-7654-3045



# Video Recording Location at the Shin-Yokohama Station Platform on the Tokaido Shinkansen

## [Planned camera installation location]

- As shown in the figure below
- A camera will be installed on the train side of the platform fence.



Shin-Yokohama Station platform on the Tokaido Shinkansen

## Platform 1

### Car No. 1 front door

\* Based on inbound trains (bound for Tokyo)

## [Recording period]

January 3, 2026 (Sat.) – December 31, 2026 (Thu.)

## [Recording image]

- Only the area up to the front door of Car No.1 will be recorded.
- \* If you avoid the video-recording area, you will not be recorded.



## [Data planning to extract from the video]

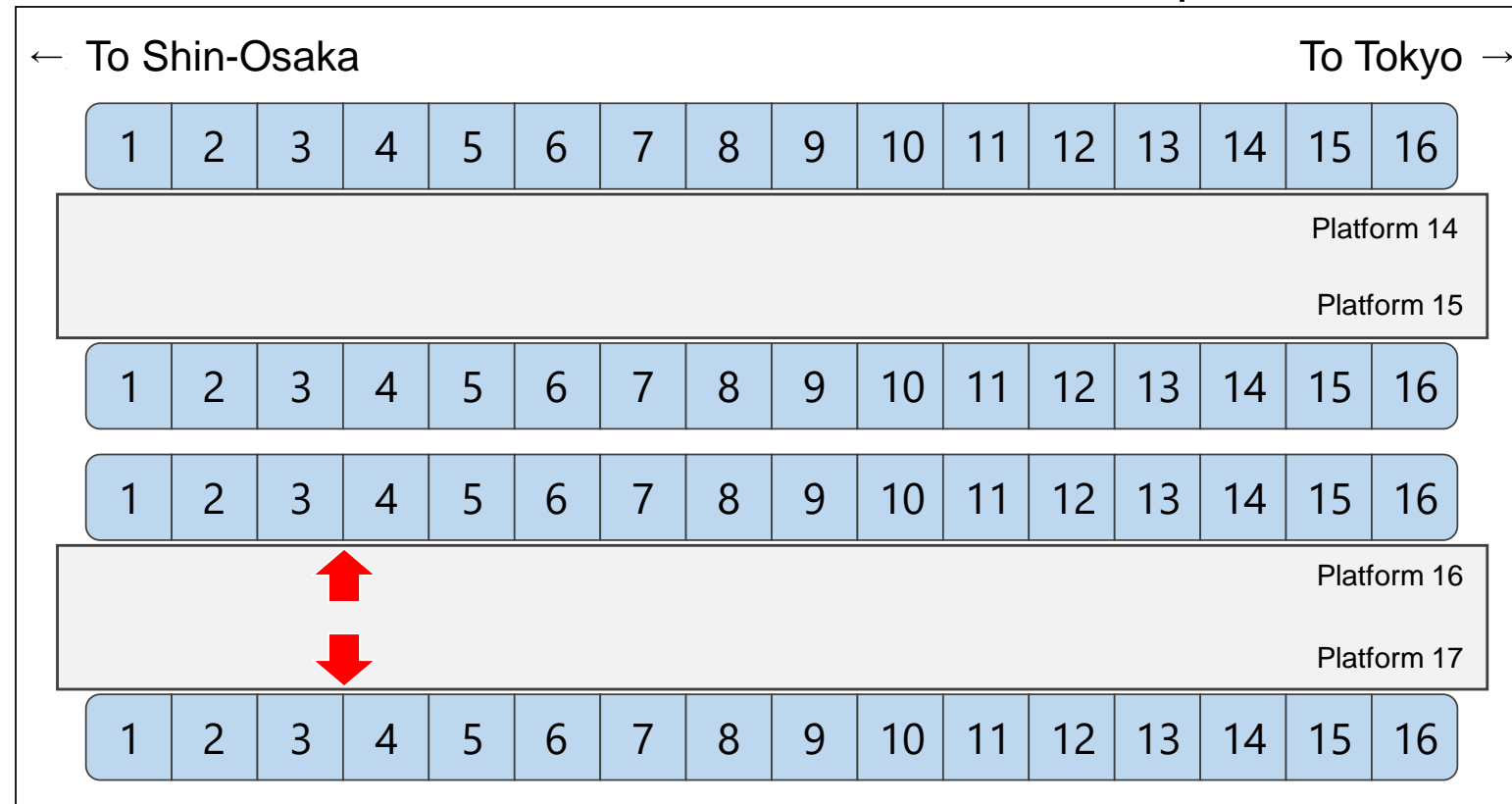
- The acquired passenger video data will be provided to ITEC Hankyu Hanshin Co., Ltd. and Kyosan Electric Manufacturing Co., Ltd. (the “Contractors”) for the purpose of outsourcing verification.
- Contractors will extract positional data of individuals from the video and use this data to analyze whether it is possible to detect situations such as passengers remaining between the platform screen doors and the train.
- Extracted positional data will not include personally identifiable information.
- The acquired video data and extracted positional data will not be used for any purpose other than this verification.



# Video Recording Locations at the Nagoya Station Platform on the Tokaido Shinkansen

## [Planned camera installation locations]

- As shown in the figure below
- A camera will be installed on the train side of the platform fence.



Platform 16 and 17  
Car No. 3 rear door  
Car No. 4 front door

\* Based on outbound trains  
(bound for Shin-Osaka)

Nagoya Station platform on the Tokaido Shinkansen

## [Recording period]

January 3, 2026 (Sat.) – December 31, 2026 (Thu.)

## [Recording image]

- The boarding and alighting areas on both sides of the camera will be recorded.
- \*If you avoid the boarding and alighting areas that are subject to verification, you will not be recorded.



## [Data planning to extract from the video]

- The acquired passenger video data will be provided to ITEC Hankyu Hanshin Co., Ltd. for the purpose of outsourcing verification.
- ITEC Hankyu Hanshin Co., Ltd. will extract positional data of individuals from the video and use this data to analyze whether it is possible to detect situations such as passengers remaining between the platform screen doors and the train.
- Extracted positional data will not include personally identifiable information.
- The acquired video data and extracted positional data will not be used for any purpose other than this verification.