

Verification of the Use of Security Cameras on Tokaido Shinkansen Trains to Improve Passenger Travel Convenience and Comfort

We will use security camera footage from Tokaido Shinkansen trains to conduct verification to improve the convenience and comfort of the Tokaido Shinkansen.

The acquired data 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

We will undertake the following examinations to verify whether the acquired data may be utilized in formulating transport plans and setting convenient product offerings that appropriately address the needs of Tokaido Shinkansen passengers.

- Verify whether information such as passenger clothing and belongings can be extracted from full-body images, including faces, taken by security cameras
- Verify whether marketing-relevant data such as age, gender, purpose of use (business, sightseeing, inbound tourism, etc.), and other information can be estimated using AI

(2) Recording period

January 10, 2026 (Sat.) – January 16, 2026 (Fri.)

(3) Recording section

Between Tokyo Station and Shin-Osaka Station

(4) Recording locations

Security cameras inside the passenger compartments of Cars No. 1, 6, and 8 of the Tokaido Shinkansen N700S train

- * If you avoid the train and cars listed above, you will not be subject to this verification. Please refer to the attached sheet for details.

2. Handling of data (video, images, and features) acquired in this verification

- The acquired data will be provided to Mitsubishi Electric Corporation (the “Contractor”) for the purpose of outsourcing verification. We will not provide the data to any third parties except for the Contractor. In addition, the data will not be used for any purpose other than this verification not only by us but also by the Contractor.
- The acquired data will be strictly managed in accordance with our privacy policy and the outsourcing contract, and will be promptly deleted after the verification is completed.
- The estimated data created using the acquired data will not include any information that can identify a specific individual.

3. Contact information for inquiries regarding video recording

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

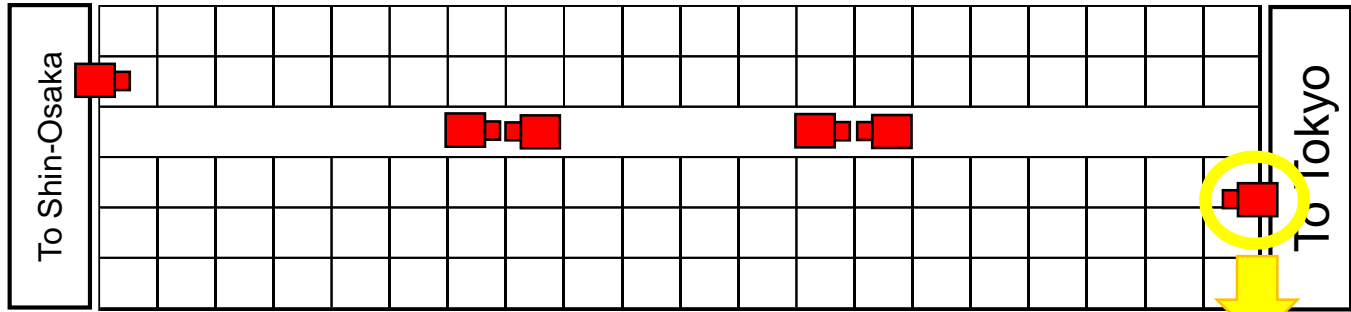
- * Reception hours: 9:00–17:00 (excluding Saturdays, Sundays, national holidays, and year-end and New Year holidays)
- * When calling, please follow the voice guidance and select “4.”

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[Locations of security cameras installed inside the passenger compartment]

• As shown in the figure below

 : In-car security camera



[Recording period]

January 10, 2026 (Sat.) – January 16, 2026 (Fri.)

[Recording section]

Between Tokyo and Shin-Osaka

[Recording locations]

Security cameras inside the passenger compartments of Cars No. 1, 6, and 8 of the Tokaido Shinkansen N700S train


Camera image



* If you avoid the video-recording areas, you will not be subject to this verification.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
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[Data to be acquired, extracted, and estimated from video footage]

 : Car subject to video recording

- We will take a full-body image of you, including your face.
- From a full-body image including the face, information that indicates the passenger's features (clothing, belongings, etc.) is extracted, and the passenger's age group, gender, and purpose of use (business, sightseeing, inbound tourism, etc.) are estimated.
- The acquired data will be provided to Mitsubishi Electric Corporation (the "Contractor") for the purpose of outsourcing verification. We will not provide the data to any third parties except for the Contractor. In addition, the data will not be used for any purpose other than this verification not only by us but also by the Contractor.
- The acquired data will be strictly managed in accordance with our privacy policy and the outsourcing contract, and will be promptly deleted after the verification is completed.
- The estimated data created using the acquired data will not include any information that can identify a specific individual.

Estimated data image

Train	Section		Age group	Gender	Business	Sightseeing	Inbound tourism
Car No. XX	Tokyo	Nagoya	20s	Male	● people	▼ people	○ people
	Tokyo	Kyoto	20s	Female	▲ people	◆ people	△ people
	Tokyo	Shin-Osaka	30s	Male	■ people	★ people	□ people

[Notifying Passengers]

- We will provide information through our website, official X account, digital signage at stations, and station announcements.