

Travel Terms and Conditions: Arranged Tour Conditions (Arranged Tour) Original Japanese Version:

https://www.his-j.com/company/yakkan/tehai_j.pdf

*This English translation is a reference translation of the Japanese terms and conditions. In the event of any discrepancies between the English version and the Japanese version, the Japanese version shall prevail.

1. Significance of This Travel Conditions Document

This travel conditions document constitutes part of the “Transaction Conditions Explanation Document” as stipulated in Article 12-4 of the Travel Agency Act and the “Contract Document” as stipulated in Article 12-5 of the same law.

2. Arranged Travel Contract

(1) The customer will enter into an Arranged Travel Contract (hereinafter referred to as the “Travel Contract”) with one of the following travel agencies (hereinafter referred to as “our company”) with which the customer applies for travel:

- ◆ H.I.S. Co., Ltd.
(4-1-1 Toranomom, Minato-ku, Tokyo, Registered Travel Agency No.724 by the Commissioner of the Japan Tourism Agency)
- ◆ Qualita Co., Ltd.
(4-1-1 Toranomom, Minato-ku, Tokyo, Registered Travel Agency No.1896 by the Commissioner of the Japan Tourism Agency)
- ◆ H.I.S. Okinawa Co., Ltd.
(2-3-15 Kume, Naha, Okinawa, Registered Travel Agency No.2041 by the Commissioner of the Japan Tourism Agency)

(2) An Arranged Travel Contract is a contract in which our company, at the customer’s request, undertakes to arrange for the customer to receive transportation, accommodation, or other services (hereinafter referred to as “travel services”) provided by transportation or accommodation providers, by acting as an agent, intermediary, or broker for the customer.

(3) In arranging travel, our company will charge, in addition to the fares, fees, and other expenses (hereinafter referred to as “travel expenses”) paid to transportation and accommodation providers, a prescribed travel agency handling fee (hereinafter referred to as “handling fee”).

(4) The contents and conditions of the travel contract are governed by this travel conditions document and the section of our company’s travel agency terms and conditions regarding arranged travel contracts (hereinafter referred to as “our company’s terms and conditions”).

(5) When our company has arranged the travel services with the care of a good manager, our obligations under the travel contract are considered fulfilled. Therefore, even if a contract for the provision of travel services with transportation or accommodation providers cannot be concluded, if our company has fulfilled its obligations, the prescribed handling fee must still be paid.

※Please refer to the attached “Travel Agency Handling Fee Table” for details on handling fees.

3. Application for Travel and Timing of Contract Formation

(1) Please fill in the required information on the travel application form specified by our company and apply with the deposit. The deposit will be treated as part of the travel fee, cancellation fee, cancellation procedure fee, and other amounts payable by the customer to our company.

(2) The travel contract is established when our company accepts the conclusion of the contract and receives the deposit.

(3) Notwithstanding the provisions of item (2) above, in the following cases, the travel contract will be established without receiving the deposit.

① If our company issues a document stating acceptance of the arranged travel contract without receiving the deposit, the contract is established at the time the document is issued. In the case of mail, it is at the time our company sends it; in the case of fax or email, it is at the time the customer receives it.

② In the case of group contracts, if our company issues a document to the contract representative stating acceptance of the arranged travel contract without receiving the deposit, the contract is established at the time the document is issued.

③ If our company provides a document indicating the right to receive the travel service (including e-tickets, hotel coupons, etc.) in exchange for the travel fee, the contract is established at the time our company verbally accepts the application.

(4) For airline tickets with an issuance deadline, such as PEX tickets, advance purchase discount tickets with an issuance deadline, and overseas departure tickets, the full amount must be paid by the date specified by our company.

(5) When applying and filling out the application form, please enter your name (spelling) exactly as it appears on the passport to be used for the trip.

4. Application Conditions

(1) If you are under 18 years old at the time of application, a parental consent form is required.

(2) If you are under 15 years old at the start of the trip, you must be accompanied by a guardian.

(3) If you are in poor health, have physical or mental disabilities, have allergies, are pregnant, may be pregnant, are accompanied by a service dog, or require any special consideration, please inform us at the time of application. (If any of these conditions arise after the contract is concluded, please notify us immediately.) We will provide further guidance, so please specify the necessary measures required during the

trip. We will inform the relevant transportation and accommodation providers accordingly.

(4) If it is determined that the customer is a member of an organized crime group, a quasi-member, an affiliate, a company related to such groups, a corporate extortionist, or any other anti-social force, participation may be refused.

(5) If the customer makes violent demands, unreasonable requests, uses threatening language or violence in relation to transactions, or engages in similar acts towards our company, participation may be refused.

(6) If the customer spreads rumors, uses deception or force to damage our company’s reputation or obstruct our business, or engages in similar acts, participation may be refused.

(7) For other business reasons, we may refuse your application.

5. Payment of Travel Fees

(1) The travel fee refers to the costs paid by our company to arrange travel services, including fares, accommodation charges, and other expenses paid to transportation and accommodation providers, as well as our company’s prescribed travel service handling fees (excluding change and cancellation procedure fees).

(2) The airfare refers to the total of the base fare (weekday/weekend fares, domestic/international add-on fares, stopover fares, mileage upgrades, etc.), surcharges (such as fuel surcharges), airport taxes (such as airport facility usage fees, transit taxes), and aviation insurance fees. Surcharges, airport taxes, and aviation insurance fees will be billed separately from the base fare.

(3) The travel fee must be paid by the due date specified on the invoice. The payment deadline for the travel fee varies depending on the type of airline ticket. In addition, due to peak periods or reservation circumstances with airlines, we may receive urgent ticketing requests, in which case the payment deadline may be moved up.

6. Payment of Airport Taxes, Fuel Surcharges, etc.

(1) Airport taxes, fuel surcharges, and similar fees collected at the time of ticket issuance are not included in the base fare. You will be required to pay the amount converted to Japanese yen, as determined at the time the travel contract is concluded. The amount collected will be based on whether the ticket is for an adult or a child.

(2) The amount in Japanese yen is fixed at the time the travel contract is concluded. No additional charges or refunds will be made due to subsequent exchange rate fluctuations.

(3) Notwithstanding the provision in (2) above, if there are new or increased/decreased airport taxes or fuel surcharges at the time of ticket issuance, the difference between the amount fixed at contract conclusion and the amount at ticket issuance will be collected or refunded.

(4) If you cancel due to an increase in the fuel surcharge, the prescribed cancellation fee and cancellation procedure fee will apply.

7. Changes to Travel Fees

(1) Before the start of the trip, if there are changes to fares or charges by transportation or accommodation providers, fluctuations in exchange rates, or other reasons that result in a change to the travel fee, we may adjust the travel fee accordingly.

(2) If the actual travel fee required to arrange travel services differs from the amount received from the customer as the travel fee, we will promptly settle the difference.

(3) If you use only one-way travel without prior approval from the airline (for example, if you forfeit the return flight), you may be charged the regular one-way fare or the difference between the published round-trip fare and the fare for your ticket by the airline. In such cases, you will be required to pay the difference.

8. Change of Contract Details

(1) If the customer requests changes to the travel schedule, travel services, or other contract details, we will accommodate the request as much as possible.

(2) If the contract details are changed as per (1) above, any cancellation fees, penalties, or other costs required to change arrangements with transportation or accommodation providers for services already arranged will be borne by the customer.

(3) In addition to the above costs, the customer must also pay our company’s prescribed change procedure fee as compensation for processing the change.

※The regulations regarding changes, as well as change fees and change procedure fees, vary depending on the travel service you apply for (such as the type of airline ticket).
Please refer to the attached document for details.

9. Cancellation of Contract

(1) Voluntary Cancellation by the Customer

The customer may cancel all or part of the travel contract at any time by paying the following fees. However, cancellation must be requested during the business hours of the office where you applied. Please confirm the business days and hours of the office you applied to.

① Costs for travel services already provided to the customer

② Cancellation fees and penalties already paid or to be paid to transportation/accommodation providers for travel services not yet provided

③ Our company's prescribed travel service handling fees and cancellation procedure fees

※The regulations regarding cancellations, as well as cancellation fees and cancellation procedure fees, vary depending on the travel service you apply for (such as the type of airline ticket).
Please refer to the attached document for details.

(2) Cancellation Due to Reasons Attributable to the Customer
If the customer fails to pay the travel fee by the specified deadline, we may cancel the travel contract. In this case, the following costs will be borne by the customer:

- ① Costs for travel services already provided to the customer
- ② Cancellation fees and penalties already paid or to be paid to transportation/accommodation providers for travel services not yet provided
- ③ Our company's prescribed travel service handling fees and cancellation procedure fees

(3) Cancellation Due to Reasons Attributable to Our Company
If, due to our company's responsibility, it becomes impossible to arrange the travel services, the customer may cancel the travel contract. In this case, we will refund the travel fee to the customer after deducting the costs already paid or to be paid to transportation/accommodation providers for travel services that have already been provided.

10. Group Contracts

- (1) For travel contracts applied for by multiple travelers taking the same itinerary at the same time, with a designated responsible representative (hereinafter referred to as the "Contract Representative"), the provisions of this section shall apply.
- (2) Unless otherwise agreed, the Contract Representative is deemed to have full authority to act on behalf of all group members (hereinafter referred to as "Members") regarding the conclusion of the travel contract, and all transactions related to the group will be conducted with the Contract Representative.
- (3) The Contract Representative must submit a list of Members to our company by the date specified by us.
- (4) Our company assumes no responsibility for any obligations or duties that the Contract Representative currently owes or may owe in the future to the Members.
- (5) If the Contract Representative does not accompany the group, a Member previously designated by the Contract Representative will be regarded as the Contract Representative after the trip begins.
- (6) If the Contract Representative requests a change of Members, we will accommodate the request as much as possible, but any increase in travel fees or costs incurred due to the change will be borne by the customer.

11. Our Company's Responsibility

- (1) If, in the performance of the travel contract, our company or our agents cause damage to the customer through intent or negligence, we will compensate the customer for the damage suffered. (This applies only if we are notified within two years from the day after the damage occurred.)
- (2) For damages related to baggage as described in (1) above, notwithstanding the previous provision, we will compensate up to 150,000 yen per traveler, provided we are notified within 21 days (14 days for domestic travel) from the day after the damage occurred. (Except in cases of our company's intent or gross negligence.)
- (3) Disclaimer
Our company is not liable for damages suffered by the customer due to natural disasters, war, riots, suspension of services by transportation/accommodation providers, orders from government authorities, or other reasons beyond our or our agents' control (examples below):
 - ① If the departure flight is canceled or the travel schedule is changed due to natural disasters, war, riots, aircraft delays, strikes, etc.
 - ② If the reservation is canceled or boarding is denied due to airline overbooking.
 - ③ If the reservation is canceled or the ticket becomes invalid because the customer failed to reconfirm the reservation and departure time at least 72 hours before departure (return flight).
 - ④ If the customer is late for the meeting or check-in time and cannot complete boarding procedures, or if the customer cannot board the scheduled flight after completing boarding procedures
 - ⑤ If the customer loses or has their airline ticket, etc., stolen
 - ⑥ If the customer cannot board or enter/exit a country due to insufficient passport validity or visa issues under Japanese or other countries' immigration laws
 - ⑦ If the customer is denied boarding because the name on the passport does not match the name on the airline ticket
 - ⑧ If the customer misses the scheduled flight due to personal reasons or lateness, resulting in the cancellation of subsequent reservations and invalidation of the ticket

12. Customer's Responsibility

- (1) If our company suffers damage due to the customer's intent, negligence, acts in violation of laws or public order and morals, or failure to comply with our company's terms and conditions, we will claim compensation for damages from the customer.
- (2) When entering into a travel contract with our company, the customer must make use of the information provided by us and strive to understand their own rights, obligations, and other details of the travel contract.

13. Matters to Be Completed by the Customer Before Departure

- (1) It is the customer's responsibility to obtain the necessary passport, ensure sufficient validity, acquire visas, re-entry permits, and various certificates, and to prepare entry/exit documents required for the trip. However, for a prescribed fee, our company can, under a separate contract, handle part or all of the travel procedures on your behalf. In such cases, our company is not responsible if you are unable to obtain a passport, visa, etc., due to reasons attributable to yourself. If you request travel procedures from a company other than ours, the contract for those procedures will be between you and that company.
- (2) For information on health conditions at your destination, please check the Ministry of Health, Labour and Welfare's "Quarantine Infectious Disease Information" website: <http://www.forth.go.jp/>
- (3) Depending on the destination country or region, the Ministry of Foreign Affairs may issue travel advisories or other information. Please check the Ministry of Foreign Affairs "Overseas Safety" website: <http://www.anzen.mofa.go.jp/>
- (4) We recommend registering with the Ministry of Foreign Affairs' "Tabi-Regi" system, which allows you to receive safety and emergency information by email during your trip: <https://www.ezairyu.mofa.go.jp/tabireg/>

14. Travel Conditions for Communication Contracts

- (1) Our company may accept applications for travel contracts (hereinafter "Contract") from customers by telephone, mail, fax, or other communication methods, on the condition that payment of travel fees, cancellation fees, travel service handling fees, cancellation procedure fees, etc., is made without the member's signature on the prescribed slip, from members (hereinafter "Members") of credit card companies partnered with our company (hereinafter "Partner Companies"). The travel conditions for communication contracts also comply with this travel conditions document, but some handling may differ; only the differences are described below.
- (2) In this section, "Card Usage Date" refers to the date on which the customer or our company is required to fulfill payment or refund obligations for travel fees, etc., under the travel contract.
- (3) For travel contracts by communication contract, if the application is made by telephone, the contract is concluded when our company accepts the application. For applications by mail or other communication methods, the contract is concluded when our company issues a notice of acceptance. However, if the notice is sent by e-mail, fax, or other electronic means, the contract is concluded when the notice reaches the customer.
- (4) Our company will accept payment of travel fees, cancellation fees, travel service handling fees, cancellation procedure fees, etc., without the member's signature on the prescribed slip, using a card from a Partner Company. In this case, the card usage date for the travel fee is the date we notify the customer of the confirmed travel service details. For costs incurred due to changes or cancellations, the card usage date is the date we notify the customer of the amount. However, if our company cancels the travel contract under (5) below, payment must be made by the date and method specified by our company.
- (5) If the customer's credit card is invalid or becomes invalid, and payment of all or part of the travel fee, cancellation fee, travel service handling fee, cancellation procedure fee, etc., cannot be settled by the Partner Company's card, our company may refuse to conclude or may cancel the travel contract.

15. Other

- (1) Notes on Refunds of Travel Fees
If a cancellation is made for the customer's own reasons or if a refund is issued, the handling fee for the refund will be borne by the customer.
- (2) Regarding Airline Mileage
For airline mileage services, all inquiries, registration, and other matters related to the membership program between the customer and the airline must be handled directly by the customer with the airline. Our company assumes no responsibility regarding mileage. Under no circumstances will we re-conduct the trip.
- (3) Regarding Free Checked Baggage with Airlines
There are limits to the amount of baggage that can be checked in for free with airlines. If you exceed the limit, excess baggage charges will apply. The limits vary by destination and airline, so please check with the airline.
- (4) Regarding the Name on the Application
Please enter your name exactly as it appears in your passport. Corrections to the spelling of the passenger's name, changes to adult/child status, gender corrections, or traveler substitutions are treated as cancellations, not changes, and will be subject to cancellation fees, travel service handling fees, and cancellation procedure fees.
- (5) Regarding Boarding Procedures
Please allow sufficient time for boarding procedures. Departure times may change without notice, so please check with your airline for the latest departure and boarding procedure times.

Personal Information Protection Policy

H.I.S. Co., Ltd. and the HIS Group (hereinafter referred to as "the Company") consider personal information that can identify customers and other individuals related to the Company to be an irreplaceable and important asset. Furthermore, society requires that this important personal information be kept confidential and handled accurately and safely. In order to fulfill this social responsibility, the Company, in accordance with the spirit of the HIS Group Corporate Code of Conduct, complies with laws and regulations regarding the protection of personal information and appropriately protects personal information in accordance with the following basic policy. Please note that the policy regarding the protection of

personal information for the Company's officers and employees is separately stipulated and appropriately implemented in accordance with internal regulations.

1. The Company collects and handles personal information by appropriate and fair means within the scope of clearly stated purposes of use, takes measures to prevent use for purposes other than those intended, and does not use personal information in ways that may promote or induce illegal or improper acts. In addition, the Company will not disclose or provide personal information or related information to third parties without the individual's consent or unless there is a legitimate reason.
2. The Company complies with the Act on the Protection of Personal Information and other related laws, national guidelines, and other norms. The Company establishes a personal information protection management system, ensures that officers and employees are informed and comply with it, conducts regular training, undergoes audits by the audit department and reviews by external organizations, and strives to maintain the best possible state at all times.
3. The Company stores and manages personal information and related information appropriately and carefully, and implements appropriate and reasonable safety measures from both technical/physical and organizational/human aspects to prevent risks such as leakage, loss, or damage. The Company also continuously reviews these measures. In the event of leakage, loss, or damage of personal information, the Company will promptly notify the individual and take appropriate and corrective actions.
4. The Company will promptly respond to requests for disclosure, complaints, or consultations regarding personal information from the individual.

Established: March 1, 2005
Revised: November 1, 2024
H.I.S. Co., Ltd.
President & CEO: Motofumi Yada

【Personal Information Inquiry Contact】
H.I.S. Co., Ltd. Customer Consultation Office
Weekdays 10:00–18:30 (Closed on Saturdays, Sundays, and public holidays)
【Tokyo】050-1742-9955
【Nagoya】050-1706-0433
【Osaka】050-1743-2232
【If you make an inquiry by phone, your call may be recorded for confirmation purposes.】

Handling of Your Personal Information

1. **Purpose of Use of Personal Information**
H.I.S. Co., Ltd. and the HIS Group (hereinafter “the Company”) will use the personal information you provide when making inquiries or applying for travel or other products/services (via application forms, phone, email, etc.), as well as personal-related information such as browsing history, search history, purchase history, internet ad interaction log data, and location information, within the necessary scope and by the following methods.
〈Personal information provided when making inquiries or consultations〉
The Company will use this information to contact you and, if necessary, to communicate or confirm with relevant organizations regarding the content of your inquiry or consultation.
〈Personal information provided when applying for travel or related insurance〉
The Company will use this information to contact you and, within the necessary scope, to arrange and receive travel services provided by transportation/accommodation providers (main providers are listed in the contract documents) and to provide insurance-related services. The personal information of your domestic emergency contact may be used if the Company deems it necessary to contact them in the event of illness or injury during your trip.
〈Personal information provided when applying for other products/services〉
The Company will use this information to contact you and, within the necessary scope, to ship products or provide services you have applied for.
In addition to the above purposes, the Company may use your personal information for:
• Requesting feedback or opinions after your trip or after receiving other products/services
• Providing special offers
• Creating statistical materials
• Market analysis for the development of better travel and other products/services in the future
• Providing and managing information about products/services of the Company and its partners tailored to your preferences
• Monitoring, analyzing, and taking measures if the Company deems it necessary to identify fraudulent use of electronic payment methods or other fraudulent activities by third parties
• Analyzing obtained personal information and personal-related information (such as browsing history, search history, purchase history,

- internet ad interaction log data, and location information) to provide advertisements for new products/services tailored to your preferences
※The Company will retain some of the personal information you provide as personal data when you apply for travel or other products/services.
※In all cases, you may choose whether or not to provide personal information to the Company. However, if you do not provide information that is essential for the provision of the travel or other products/services you are applying for, please understand that you may not be able to use those services.
2. **Provision of Personal Information**
When you make inquiries or apply for travel or other products/services, the Company will provide the personal information you supply via application forms, phone, email, etc., as well as personal-related information such as browsing history, search history, purchase history, internet ad interaction log data, and location information, to third parties within the necessary scope as described below. By applying, you are deemed to have consented to the provision of such personal information.
〈Personal information provided when making inquiries or consultations〉
The Company may provide your personal information to relevant organizations within the necessary scope to respond to your inquiries or consultations.
〈Personal information provided when applying for travel or related insurance〉
The Company will provide your name, gender, age, address, phone number, email address, passport number, and other service usage records by electronic means, etc., to transportation/accommodation providers, insurance companies, souvenir shops, etc., within the necessary scope for arranging and receiving the travel services you applied for, for fulfilling contractual responsibilities, for insurance procedures in case of accidents, and for facilitating your shopping at souvenir shops at your destination.
〈Personal information provided when applying for other products/services〉
The Company will provide your name, gender, age, address, phone number, email address, passport number, and other service usage records by electronic means, etc., to product sellers/shippers, reservation service providers, contracting parties in matching services, insurance companies, etc., within the necessary scope for shipping products, providing services, and for insurance procedures related to the Company's responsibilities or accident costs.
Additionally, for the purpose of delivering relevant advertisements to you, measuring and verifying their effectiveness, and improving services provided through web pages, the Company may hash (convert into an irreversible string) your email address and other personal information, as well as age, gender, region, and personal-related information such as browsing history, search history, purchase history, location information, and ad interaction log data, and provide this to third parties. Hashed information cannot be reverted to its original form and will not be used by third parties for purposes other than those stated above.
Except for the following exceptions, the Company will not provide personal information to third parties without your consent:
(1) When you have given consent
(2) When required by law
(3) When necessary to protect a person's life, body, or property and it is difficult to obtain the individual's consent
(4) When particularly necessary for improving public health or promoting the sound growth of children and it is difficult to obtain the individual's consent
(5) When cooperation with a national or local government agency or its delegate is necessary for the execution of legally prescribed duties, and obtaining the individual's consent may impede the execution of such duties
(6) When outsourcing all or part of the handling of personal information within the scope necessary to achieve the specified purpose of use
 3. **Joint Use of Personal Information**
Of the personal information you provide, the Company will jointly use the items listed below (“Joint Use Items”) with group companies and authorized agents within the minimum necessary scope for the following purposes: to simplify future applications for travel and other products/services, to contact and respond to you, to send direct mail tailored to your preferences, to provide information about products/services, to conduct surveys, sales analysis, research, and to develop new products/services.
Entity responsible for managing personal information:
H.I.S. Co., Ltd.
4-1-1 Toranomon, Minato-ku, Tokyo, Kamiyacho Trust Tower 5F
Group companies and authorized agents for joint use:
HIS Group companies (see: <https://www.his.co.jp/privacy/>)
〈Joint Use Items〉
Email address, name (surname, given name, phonetic spelling), date of birth, gender, nationality, address (including postal code), phone number, contact phone number, passport information (name, number, nationality, expiration date, expected receipt date), domestic emergency contact name, relationship, and phone number, browsing history, search history, purchase history, location information, internet ad interaction log data, other service usage records.
 4. **Procedures for Disclosure, etc. of Personal Information**
If you wish to inquire about, disclose, delete, correct, suspend use of, or stop provision to third parties of your personal data held by the Company, please contact our inquiry desk. We will guide you through the necessary procedures. In accordance with laws and company regulations, we will respond within a reasonable period and notify you of the result in writing or by electronic record. If we cannot comply with all or part of your request, we will explain the reason.
【Personal Information Inquiry Desk】
H.I.S. Co., Ltd. Customer Consultation Office

5. **Outsourcing of Operations**

When providing products/services, the Company may outsource part of its operations and provide personal information to contractors within the scope necessary to achieve the intended purpose. In such cases, we will enter into confidentiality agreements and appropriately manage and supervise the contractors regarding the handling of personal information.

6. **Provision of Personal Data to Third Parties Overseas**

The Company may provide personal information to third parties located outside Japan in the following cases: within the necessary scope for arranging and receiving travel services you applied for, for providing other products/services, for insurance procedures related to contractual responsibilities or accident costs, and for facilitating shopping at souvenir shops at your destination. This includes providing your name, gender, age, address, phone number, email address, passport number, and other service usage information by electronic means to transportation/accommodation providers, insurance companies, souvenir shops, etc.

Additionally, for the purpose of delivering relevant advertisements, measuring and verifying their effectiveness, and improving services provided through web pages, the Company may hash your email address and other personal information, as well as age, gender, region, browsing history, search history, purchase history, location information, and ad interaction log data, and provide this to third parties.

When providing your personal information to third parties outside Japan, including contractors and joint users, the Company will do so in accordance with the following:

(1) With your consent

(2) When the third party is located in a country with a personal information protection system equivalent to Japan's, as specified by law (see our website for details)

(3) When the third party has established a system to continuously take measures equivalent to those required of personal information handlers in Japan

In case of (3), the Company will take necessary and appropriate measures to ensure the continuous implementation of such measures.

For details, please request according to "4. Procedures for Disclosure, etc. of Personal Information."

7. **Anonymized Information**

The Company may, after taking appropriate protective measures to prevent identification of specific individuals or restoration of the original personal information, create and provide anonymized information to third parties within the scope permitted by law. In such cases, the Company will take necessary and appropriate measures for the safe management of anonymized information, handle complaints, and ensure proper handling.

8. **Other Matters**

H.I.S. Co., Ltd. is a member of the following authorized personal information protection organization. Customers may also file complaints regarding personal information with this organization.

【Name and contact for complaints】

Japan Institute for Promotion of Digital Economy and Community (JIPDEC)

Personal Information Protection Complaint Consultation Office (0120-700-799)

※This is not a contact for inquiries about our products/services.

- This document concerns the handling of personal information by H.I.S. Co., Ltd. in Japan. Overseas subsidiaries are not covered.

- Customers under 16 years old must provide personal information with the consent of a guardian.

- The Company may revise this document to better manage personal information or in response to changes in relevant laws.