

# Privacy Policy

At DHA Corporation (“DHA Corporation,” “we” or “us”), we prioritize the protection of personal data. It is our social responsibility to handle personal information appropriately and manage it safely. To fulfill this obligation, we have established the privacy policy for our executives and employees to properly handle, maintain, and manage personal data.

Last updated on 4 September 2024  
DHA Corporation Co. Ltd.

1. When collecting, using, or providing personal information, we will clearly state the purpose and do so with the consent of the information subject.
2. We will store personal data under strict control and will take appropriate measures and corrective action against unauthorized access, loss, destruction, falsification, and leakage of such information.
3. We will comply with laws and regulations regarding the protection of personal information, the Telecommunications Business Act, guidelines for the protection of personal information in the telecommunications business, and other norms.

## **Purpose of collection and use of data**

DHA Corporation will collect and use your personal information, such as names and email addresses, for one or more of the following purposes.

- In the event that you make a reservation/bid/purchase a product or service, apply for a gift, or apply for any other transactions, we will deliver the product, provide the service, settle the payment, respond to inquiries, make inquiries, provide after-sales services, and conduct any other operations necessary for the execution of the transaction.
- To communicate with you and provide information via email magazines or other means
- To provide information on services via email, mail, telephone, etc.
- To analyze your service usages to develop and improve new/existing services
- To contact customers with services such as surveys, campaigns, and the exchange of opinions and information
- To improve our website to personalize contents and services
- To provide information regarding new services, products, etc.

## **Retention periods**

We will store personal information entrusted to us until the end of service delivery.

## **Regarding personal information transfer to contractor**

DHA Corporation may outsource our operations to provide better services, in which case personal data may be transferred to a third party. In selecting such a contractor, we will carefully evaluate whether the contractor is capable of adequately handling personal data in aspects such as management of personal data, confidentiality, restriction of re-entrustment, prevention of data leakage, etc.

## **Information sharing and disclosure**

Except as otherwise specified on this website, DHA Corporation will not disclose, sell, or rent personal information. However, data may be disclosed only in the following cases:

- When you provide consent for the disclosure or sharing of information, or when public institutions such as a court of law or the police require official reference
- When your actions violate the terms of use on this website and it is deemed necessary to protect our rights, property, services, etc.
- In urgent cases where there is a threat of death, physical harm, or imminent danger to property, etc.

## **Provision of personal information to third parties**

1. Purpose of provision to third parties, items to be provided, and provision method

- With your consent, DHA Corporation may provide personal information such as name, payment amount, credit

card number, and account number to financial institutions in writing or electronic data for the purpose of billing and collecting fees for products and services.

- With your consent, DHA Corporation may provide personal information such as name, service start date, email address, IMEI number, passport number, country of issue of passport, and date of birth to service providers in writing or electronic data for the purpose of providing services such as activation processes.
2. Person responsible for the management of personal information provided to third parties
- Deng Chia Tang, DHA Corporation Co. Ltd.

### **Requesting suspension of personal data use**

As an individual, you have the right to request our company to stop using, to delete, or to restrict sharing with third parties your personal data.

### **Requesting disclosure and correction of personal data**

You have the right to access your personal data. You may also request to correct, add, or delete items on your personal information in the case of an error or change in data.

### **Procedures for suspension of use and disclosure of personal data**

If you wish to suspend the use of or disclose personal information, please contact our Personal Information Inquiry Desk. Please note that this procedure can only be completed by the contract signer. If the request is to be made by an individual or party other than the signer, please seek advice from the Personal Information Inquiry Desk.

We limit items of personal information that can be disclosed to name, contact details (address, phone number, FAX number, mobile phone number, email address), contracted service name, contract date, termination date, branch/agent used.

### **How to suspend or disclose personal data**

1. Please contact the Personal Information Inquiry Desk via postal mail.
  2. An official application form will be sent back, if necessary.
  3. Please fill in the necessary items on the application form, enclose your identity verification documents together with admission fees (only required for disclosure applications), and mail it back through post.
- \*Documents submitted will be utilized only to the extent necessary to process your request, such as for communication regarding said request.
- \*In the event that we find the document unclear and are unable to process the application, we may get in touch using the contact information provided on the application form.
- \*All documents received will be disposed of with the appropriate security measures without delay once the application has been completed.

### **Documents for identity verification**

Please enclose a copy of an identification with your name and address issued by a public institution, such as driver's license, resident card, etc.

\*Please cross out and conceal any unnecessary personal information, such as permanent address.

### **Mailing address**

DHA Corporation Personal Information Inquiry Desk  
6<sup>th</sup> Floor, Shiba Nikkei Yuraku Building, 1-10-13 Shiba, Minato-ku, Tokyo 105-0014

Please cover postage costs. We recommend postage through registered mail.

We are unable to respond in the following cases. You will be informed of the reasons should it be determined that we will not be responding to your request.

- If identification cannot be confirmed
- When a request is made by an agent other than the person concerned, and the status and authority of the agent cannot be confirmed
- If deficiencies are found on the application form
- If the requested information does not correspond to the data held by our company

- When there is a risk of harming the life, body, property, or other rights and interests of the person or a third party
- When there may be a risk of significant hindrance to the proper implementation of our business
- In cases where following the request would violate other laws and regulations

**Changes to our Privacy Policy**

We update and amend our privacy policy from time to time, effective when the revised policy is posted on this page.