

## Handling of Personal Information

The Company fully recognizes the importance of protecting the personal information it acquires and handles such information appropriately and with extreme care, as detailed below:

### 1. Purposes of Use

The Company uses personal information it holds for the following purposes:

- (1) To fulfill contracts
- (2) To perform work such as truck transportation business and associated delivery, relocation, and collection services
- (3) To perform work such as warehouse entry, storage, and dispatch of cargo
- (4) To screen applicants for jobs at the Company, and for employment administration and similar purposes

### 2. Entrustment of Personal Information

In order to perform its work, the Company from time to time entrusts customers' personal information to Maruwn Group companies or subcontractors when outsourcing operations.

If the Company entrusts personal information to an external party, it enters into an agreement with the entrusted party requiring nondisclosure of the personal information and it supervises the entrusted party appropriately.

### 3. Provision of Personal Information to a Third Party

The Company will in principle not provide a customer's personal information to a third party without obtaining the customer's consent in advance. However, the Company may provide information to a third party without previously notifying the customer in order to protect an individual's life or human rights in an emergency, to cooperate with a request pursuant to the laws and regulations of a public-sector agency, or otherwise to comply with laws and regulations.

### 4. Disclosure, etc. of Personal Information

The Company handles requests by customers or customers' representatives to disclose, amend, or terminate use of personal information according to the procedure below.

#### (1) Contact for making requests

Requests for disclosure are accepted by telephone or by fax.

General Administration Department: Personal Information Helpdesk

Tel: +81-3-6810-9452

Fax: +81-3-6810-9645

(2) Method for verifying identity of customer (or customer's representative)

- If the request is made by a customer him/herself, one copy of proof of identity such as a driver's license or passport is required.
- If the request is made by a representative, a full or abridged transcript of the representative's family register is required. If the transcript includes information about the representative's domicile of origin, such information should be blacked out prior to submission.

(3) Handling fees and payment method

The Company will invoice the customer or his/her representative for postal costs to be paid by bank transfer.

5. Contact for Making Complaints

Complaints are accepted by telephone or by fax.

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Tel: +81-3-6810-9452

Fax: +81-3-6810-9645

6. Name, Title, Affiliation, and Contact Details of Personal Information Protection

Manager

Yu Uenishi, Director

Corporate Managing Director

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Tel: +81-3-6810-9452

Fax: +81-3-6810-9645

7. Name of Authorized Personal Information Protection Organization and Contact for Requesting Resolution of Complaints

Name of authorized personal information protection organization: JIPDEC

Contact for requesting resolution of complaints: Personal Information Protection Consultation Service Office

Address: Roppongi First Building, 1-9-9 Roppongi, Minato-ku, Tokyo 106-0032, Japan

Tel: +81-3-5860-7565