

Handling of Customer Personal Information

TRAPOL LLC (hereinafter referred to as "the Company") values providing services tailored to each customer and maximizing their experience value. To achieve this purpose, we have established the following personal information protection policy, constructed a system for protecting personal information, and are promoting the protection of personal information.

1. Personal Information

Personal information in this policy refers to personal information as defined by the Personal Information Protection Law, and refers to information that can identify a specific individual by combining one or two or more of the following: name, address (nationality), email address, mobile email address, date of birth, gender, complaints, consultations or inquiry information, etc.

2. Management of Information

From the perspective of respecting privacy, the Company recognizes that personal information is important information that should be protected, and we strictly manage our customers' personal information. The Company takes preventive measures against unauthorized access, tampering, leakage, loss, destruction, etc. of personal information, and will respond promptly if such a situation occurs.

3. Collection of Information

The Company may ask customers to provide personal information such as name, address (nationality), email address, date of birth, and other information as necessary when using this service.

4. Purpose of Use of Personal Information

Personal information entrusted to us by customers will be used within the scope necessary to achieve the following purposes: providing services and support to the customer, sending various notifications and information related to the use of this service, responding to inquiries from customers, delivering optimized advertisements to each customer, conducting campaigns, requesting opinions and impressions about the service, and creating various statistical materials after processing so that individuals cannot be identified.

5. Voluntariness of Providing Personal Information and Consequences of Not Providing It

Customers can decide for themselves whether to provide individual personal information for the use of our various services. However, please note that if information is not provided for the specified purpose of use, you may not be able to use the service.

6. Prohibition of Disclosure and Provision of Personal Data to Third Parties

The Company will appropriately manage personal data entrusted by customers and will not disclose personal data to third parties except in the following cases:

- When the customer's consent has been obtained
- When disclosing to contractors (hereinafter referred to as "business contractors") to whom the Company outsources operations to provide this service. When providing to business contractors, the personal data provided will be within the scope of the purpose of use stated in Item 4, and we will provide it after confirming that personal data will be handled appropriately after concluding a confidentiality agreement with the business contractor in advance. The Company will grasp the handling status of personal data by business contractors and implement necessary and appropriate supervision.
- When disclosure is permitted by law
- When necessary for the protection of a person's life, body or property, and it is difficult to obtain the consent of the person
- When it is necessary to cooperate with a national agency, local public body, or a person entrusted by them in executing affairs prescribed by laws and regulations, and obtaining the consent of the person may impede the execution of the affairs

7. Joint Use of Personal Information

When the Company conducts business activities jointly with specific business operators, we may jointly use customers' personal information necessary for this with those business operators. We will also conclude contracts regarding the joint use of personal information and implement appropriate management to ensure safety management.

8. Management of Personal Data

The Company will keep customers' personal information accurate and up-to-date, and take necessary measures such as maintaining security systems, developing management systems, thoroughly educating employees, etc., to prevent unauthorized access, loss, damage, tampering, leakage, etc. of personal information, implement security measures, and strictly manage personal information.

9. Request to Minors

When minors use our various services and enter personal information, please be sure to obtain the consent of a guardian. Please note that if the required personal information is not provided, or if the personal information is false, certain services may not be provided.

10. Retention Period and Usage Period of Personal Information

Personal information collected by the Company will be stored and managed by the Company during the period when customers receive services from the Company. Customers can request disclosure of their personal information stored and managed by the Company. However, to prevent information leakage to third parties, the Company will promptly disclose the information to the customer only if it can be confirmed by the Company that it is the customer themselves. Also, if there is a request for deletion or correction from the customer,

the Company will promptly delete or correct the information only if it can be confirmed by the Company that it is the customer themselves.

11. Inquiries from the Person

If customers themselves wish to inquire about, correct, delete, etc. their personal information, we will respond after confirming that it is the person themselves. However, this does not apply if we cannot comply with the request due to reasons stipulated by the Personal Information Protection Law or other laws and regulations.

12. About Cookies

A cookie is a mechanism that saves the usage history and input content sent and received between the browser and the server as a file on the customer's computer when the customer uses the Company's site. The Company uses cookies to make it easier for customers to use this service. If you do not agree with this, please set cookies to be invalid on your own. However, please note that disabling cookies may restrict the use of this service. The Company uses cookies for the following purposes:

- (1) To collect and accumulate customers' history information, analyze viewing status, and measure advertising effectiveness
- (2) To display the most appropriate advertisements based on the content customers are interested in and the usage status on our site
- (3) For ad delivery by third-party companies that customers have visited from advertisements. In this case, cookie information is managed based on the privacy policy of the third-party company
- (4) You can set your browser to notify you when cookies are sent and choose whether to accept cookies. It is also possible to turn off the cookie function of your browser. However, please note that in this case, some service functions may be impaired.

13. Compliance with Laws and Regulations, and Review

The Company complies with Japanese laws and other regulations applicable to the personal information we hold, and we will review the content of this policy as appropriate and strive to improve it. The effects of changes to this privacy policy will occur immediately from the time they are displayed on the website.

14. Inquiries

For inquiries regarding the handling of personal information by the Company, please contact us at:

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Established on July 1, 2024 by TRAPOL LLC