

Handling of Personal Information

August, 2018

1. Handling of personal information

- (1) Techno Medica Co., Ltd. defines the following as “personal information”
 - ”Personal Data” defined in “General Data Protection Regulation Article 4”
- (2) We will pay the utmost attention to the handling of “personal information” and comply with all laws and regulations pertaining to the protection of personal information.
- (3) We will manage “personal information” appropriately by implementing necessary and appropriate organizational, human, technological and physical security control measures to prevent improper access to personal information as well as the loss, alteration or leakage, etc. of personal information.
- (4) When we directly acquire personal information, we specify “the purpose of use” and “contact person”, and request customers to agree our privacy policy. In the unlikely event that the agreement cannot be reached, we may not be able to receive the information.
- (5) We will take the following procedures when collecting information from customers. We consider you agreed our privacy policy by executing the following.
 - ① Request customers to check "Agree" on the screen and send e-mail about the execution to "customers" and "contact person".
 - ② Receive agreement signed and sealed by customers and us, and send copy or duplicate receipt to you.
- (6) We will strictly manage “personal information” entrusted by customers. We will not supply these to third parties without the prior consent of the individual concerned except as permitted by law.
- (7) When customers and/or his agent claims discontinuance of use, deletion, return and formal objection, we will promptly review its contents and take appropriate measures, and notify the individual concerned.
- (8) We will construct ISMS (Information Security Management System) organization and endeavor to use information appropriately and safely.
- (9) We will take into consideration laws, regulations and social conditions applicable to handling of “personal information”.

2. Purpose of use of personal information

We will acquire personal information in order to execute operation to meet customers need. We shall specifically define the purpose of use, contact person, etc when collecting agreement from the person. The following is an example of the main purpose of use.

- To collect questionnaires, etc as opinions for registration in seminars/exhibitions and improvement.
- To collect log from instruments to investigate failure.
- To receive signature for specifications, contracts, agreements, work reports and statements of delivery.

3. Customer's rights in relation to the personal information we collect

When customers and/or agent claim deletion, correction, elimination and discontinuance of use, we will promptly take appropriate measures after confirming the personal identity. Please note that you may not be able to receive our service in case you wish to delete the whole or the part information. We may not be able to respond your request in case storage of the information is required by laws.

4. Provision of personal information to third parties

We will not disclose and/or outsource "personally identifiable information" to third parties outside us except the following cases.

- Cases in which the provision of personal information is based on laws and ordinances.
- Cases in which the provision of personal information is agreed prior written approval

5. Access log

We will collect access log includes IP address when customers access our website. Commonly, the source (person) is not identified from the IP address. Access log is used only statistical analyses, such as the website access trends and frequency, and failure analyses when our server has trouble. The access log is permanently deleted after the analysis and personally identifiable information shall not be mentioned in aggregated report. External analytical tools such as Google Analytic may be used for access analysis.

(Please refer to Google privacy policy: <https://policies.google.com/privacy?hl=ja>)

6. Cookie

"Cookie" is information stored on user's terminal. The authenticated status is maintained until you log out because you are using cookies. Our website uses "CMS (Content Management System)" to manage customer connections. However, we do not collect Cookie from the user's terminal and store them on our server.

7. Disclaimer

When customer's terminal receives malware infection or cyber-attacks, browsing history and privacy information can be extracted from the cookies stored on the terminal. We strongly recommend customers to use the latest software and anti-virus software in an appropriate environment to ensure the safe use of our services. In the event that it is determined that incidents are not occurred by us, we will not bear any responsibility with respect to any damages or loss caused by the incident.

8. Security policy

We will manage security and privacy based on our "Security Policy". We will take appropriate measures by mutual agreement when customers request complying their security policy.

9. Employee education

We will educate all of our employees regularly to improve awareness and literacy so that they understand the importance of protecting personal information and handle customers' personal information properly. In addition, all of our and cooperative company's employees submitted declaration about security and privacy protection.

10. Incident reporting

In the event of security incident involving personal data, we will promptly investigate the incident in detail and hold “emergency response committee” to take containment measures. We will promptly report the incidents to the authority to ask for directions. In the event of any possible impact on the customer due to the incidents, the fact and impact of the incident shall be promptly disclosed on website, and the relevant customer shall be reported orally or in writing on a case-by-case basis.

11. Customer information

We will treat data as “customer information” or “personal information” in the followings cases even though it is defined as “personal information”.

- Cases in which customers wish to do so.
- Cases in which we judge disclosure to third parties is undesirable.

12. Amendment of the privacy policy

We may review or change contents of this privacy policy without notifications. We will notify the amended version on its website. We considered customers agreed our latest privacy policy when you use our products or services in principle.

13. Contacts

If you have any queries about the contents about privacy, please contact our sales representative or the following.

		Telephone	E-mail
Customer information management	Sales Division	+81-45-948-1983	sales@technomedica.co.jp overseas@technomedica.co.jp
Supplier information management	Procurement Department	+81-45-948-1961	gyoumu@technomedica.co.jp
Recruit and employee information management	Corporate Communication Office	+81-45-948-1988	info@technomedica.co.jp
Privacy protection management	Information Management Office	+81-45-948-1961	info_sec@technomedica.co.jp

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