

Aichi Corporation's Personal Information Protection Policy ("Privacy Policy")

1. Introduction

Aichi Corporation (hereinafter "Aichi") respects the privacy of its customers (hereinafter "Customer"). In order to carry out its business smoothly, Aichi may ask the Customer for his/her personal information to the extent necessary, digitize it as personal data and use it, ensuring the proper handling thereof. In order to protect the rights and interests of individuals including the privacy of the Customer, Aichi will handle the personal information of the Customer in accordance with the following Privacy Policy:

2. Basic Policy

Based on the idea that the right to protect personal information is one of the basic rights of the Customer, Aichi defines the responsibility for protecting personal information that Aichi should observe as the personal information protection policy and thereby will respect the basic rights and interests and the freedoms of the Customer and strive to protect his/her personal data while considering the fact that proper and effective use of personal data will contribute to the creation of new industries and the realization of a vibrant economic society and citizens' prosperous life and other usefulness of personal data.

1) Legality, fairness and transparency

Aichi will handle the Customer's personal data in a lawful, fair and transparent manner.

2) Limited purposes

Aichi will regard the Customer's personal data as data collected for specific, clear and legitimate purposes and will not treat it as additional data in a manner that is not consistent with the purposes.

3) Minimum data

Aichi limits the Customer's personal data to those that are adequate, relevant, and necessary in relation to the purposes for which the personal data will be handled.

4) Accuracy

Aichi will keep the Customer's personal data accurate and up to date as required.

5) Restrictions on record retention

Aichi will maintain the Customer's personal data for a period necessary for the purposes.

6) Integrity and confidentiality

Aichi will handle the Customer's personal data by using a method that ensures the proper safety of personal data, which includes protection against unauthorized or illegal handling as well as against accidental loss, destruction or damage, by taking appropriate technical or organizational measures.

3. Legal Basis

Aichi will process the Customer's personal data in the following cases in accordance with the applicable Personal Information Protection Law, etc.

1) When a Customer agrees to this Privacy Policy in relation to the handling of his/her personal data for a specific purpose.

The Customer has the right to withdraw his/her consent at any time; provided, however, that if the Customer withdraws his/her consent, he/she may not be able to use the services, etc. that require personal data collected with the Customer's consent.

- 2) When handling of the data is required for the performance of the contract to which the Customer is a contracting party, or when handling thereof is required to take measures at the Customer's request prior to signing the contract.
- 3) When handling of the data is required to comply with legal obligations.
- 4) When handling of the data is required to protect the interests related to the life of the Customer or other individuals.
- 5) When handling of the data is required for public interest or for performance of the duties in exercise of the public authority given to Aichi.
- 6) When handling of the data is required for the purpose of legitimate interests as required by Aichi or a third party; provided, however, that this does not apply if such interests are overridden by the interests or fundamental rights and freedoms of the Customer who requires protection of personal data.

4. Purposes of Use

Aichi will use obtained personal information for the purpose of performing the businesses required to provide various services, including inquiries about its products, inquiries about inspection, repair or parts purchase, requests for catalogs, brochures or specifications, purchase or selling of used work platforms/vehicles, and responses to other inquiries in general. Furthermore, Aichi sometimes outsources part of its work to facilitate business smoothly, and provides an outsourcing company or contractor with personal data to the extent necessary; in which case, however, Aichi will sign an agreement concerning handling of personal data with such an outsourcing company or contractor and provide appropriate supervision.

5. Information to be Obtained

Aichi will obtain the following personal information which is necessary to provide smooth services. If Aichi intends to obtain other personal information, the company will express it clearly prior to the obtainment.

- 1) Name of the Customer;
- 2) Name of his/her company;
- 3) Type of profession (job description);
- 4) Location of the company;
- 5) Contact phone number;
- 6) Mobile phone number;
- 7) Contact fax number;
- 8) Contact e-mail address;
- 9) Departments, job titles, company representatives' names and other information of the Customers which will be obtained when they make inquiries about such matters as purchase or selling of vehicles including auctions, as required for the business to provide them with individual services;
- 10) Internet domain name;
- 11) IP address; and
- 12) Cookies.

6. Correction and Deletion

If a Customer in person requests Aichi to correct the contents of personal data for the reason that the contents of the personal data held by Aichi are not up to date, Aichi shall conduct a necessary survey without delay to the extent necessary for achieving the purposes of use, and correct or delete the

same personal data in a rational manner according to the survey results, unless special procedures for the correction or deletion of the said contents are set forth in the provisions of any other law or regulation, in order to provide the Customer with appropriate services. If there is any change in the Customer's personal data, please contact the "Inquiry Destination" in this Privacy Policy.

7. Retention period

Aichi will retain the Customers' personal data for the period necessary to fulfill the purposes stated in this Privacy Policy or to comply with the applicable related laws and regulations and contracts, etc.

8. Security

Aichi has taken a series of technical and organizational measures to protect the Customer's personal data from leakage, loss, damage, falsification, theft, illegal or unauthorized access or use.

9. Disclosure

Aichi will, if it receives from the Customer a request for disclosure of his/her personal data, confirm that the requesting person is the principal and then disclose the said retained personal data without delay by the method specified by a Cabinet Order; provided, however, that Aichi may not disclose the requested data in whole or in part if disclosure thereof:

- 1) is likely to harm the life, body, property or other rights and interests of the principal or a third party;
- 2) is likely to seriously interfere with the proper implementation of Aichi's business; or
- 3) violates other laws or regulations.

10. Providing of data to third parties

Aichi will not provide the Customer's personal data to third parties, except in case all or part of the handling of personal data is outsourced; in case the personal information is provided in accordance with the succession of business due to a merger or other reason; in case it is provided to affiliated companies (consolidated subsidiaries) of Aichi or in the following cases, to the extent necessary for achieving the purposes of use in accordance with the applicable related laws and regulations and contractual protection measures, etc.

- 1) In case where the Customer agrees in person;
- 2) In case where required by laws and regulations;
- 3) In case where required to protect a person's life, body or property, and where it is difficult to obtain the Customer's consent;
- 4) In case where especially required to improve public health or promote the sound development of children, and where it is difficult to obtain the Customer's consent; or
- 5) In case where required to cooperate with any national government organizations, local public organizations or parties commissioned by such organizations in performing operations required by laws and regulations, and where obtaining the consent of the Customer may impede the performance of the said operations.

11. Providing of data to overseas third parties

In order to protect the rights and interests of individuals in handling personal data, Aichi will obtain the Customer's prior consent to providing his/her personal data to a third party in a foreign country which

does not have a system for protecting personal information that is deemed equivalent to that of Japan, except in the cases listed in the paragraphs 2) to 5) in the preceding article “Providing of data to third parties”.

12. Suspension of Use and Deletion

Regarding the personal data possessed by Aichi, if a Customer requests it to cease the use of or eliminate his/her own information, Aichi will confirm the identity of the requesting person and cease the use of or eliminate the same information within a reasonable timeframe and to a reasonable extent, unless special procedures are established pursuant to the provisions of other laws and regulations in relation to the suspension of use or deletion of personal data; provided, however, that once the Customer’s personal data is suspended or deleted, he/she may not be able to use the services, etc. that require personal data collected with the Customer’s consent.

13. Cookies

A cookie is an information file that is sent from a web server and temporarily stored on the Customer’s computer through a web browser and is used to identify the Customer. Aichi may also use it to improve its website to satisfy the needs of the Customers. Cookies do not include personal identification information such as the Customer’s name and e-mail address.

14. Inquiry Destination

For any questions, requests or complaints regarding this Privacy Policy, please contact us at:

Personal Information Management, Corporate Planning Department, Aichi Corporation
Address: 1152-10 Aza Yamashita, Oaza Ryoke, Ageo-shi, Saitama-ken 362-8550, Japan
Phone number: 81-(0)48-781-1111
E-mail: info_kikaku@aichi-corp.com
“Contact Us” page at website: <https://www.aichi-corp.co.jp/cgi-bin/contact/general/form.cgi>

15. Updating of Privacy Policy

Aichi may review and revise this Privacy Policy according to such laws and regulations as the Act on the Protection of Personal Information.

All revisions will be posted on the company website.

Last revision date: February 1, 2019

Effective date: February 1, 2019