

# Privacy Policy (English Translation ver.)

Toyota Tsusho Metals Japan Ltd.

We, Toyota Tsusho Metals Japan Ltd.(Hereafter referred to as "the Company"), believe that it is our social responsibility to appropriately handle and securely manage the information that is provided to us by our customers. Moreover, it is our belief that this concept forms the basis for establishing a trustworthy relationship with customers.

In order to protect the privacy of personal information provided by our customers, the Company adheres to all laws and regulations related to personal privacy protection, including the Act on the Protection of Personal Information, as well as guidelines stipulated by the competent minister. At the same time, the Company has established the following basic policies for protecting our customers' privacy. In this way, the Company is striving to appropriately handle and protect personal information.

## **I . Notification and disclosure regarding the appropriate acquisition and purpose of personal information**

The Company shall, as far as possible, specify the purposes for which the personal information is to be used, and shall acquire such personal information (which is defined in the Act on the Protection of Personal Information) by appropriate means. When acquiring the information, it shall either disclose the purpose of utilization of the personal information in advance or shall notify or disclose such use to the customer immediately after acquiring the information. However, when the information is acquired directly from the customer in writing or by another means, advance notice will be given (hereafter, all such measures will be described as "notification/disclosure").

## **II . Use of personal information**

The Company will not use personal data in a way that could encourage or induce illegal or unjustified behaviour. The Company shall only use personal information for the purpose or purposes notified or disclosed to the customer. However, this shall not be applied where permission has been obtained from the customer in advance, or where exceptions to this clause are stipulated under the law.

## **III. Provision of personal information to a third party**

The Company shall not provide or disclose personal data (this refers to personal information that composes a personal information database etc., where such a personal information database is a collection of information including personal information, systematically organized such that it is easy to search for specific personal information, as prescribed by cabinet order) to a third party without the prior agreement of the customer. However, this does not apply in the following cases.

1. Where required by law
2. Where it is necessary for the protection of a person's life, body or property and it is difficult to obtain the customer's consent.
3. Where it is particularly necessary for the improvement of public health or the promotion and development of the sound authority of children, and where it is difficult to obtain the customer's consent.
4. Where it is necessary to co-operate with a state body, local authority or its delegate in carrying out the affairs prescribed by law, and where obtaining the customer's consent could interfere with the carrying out of such affairs.
5. Where the information is provided to subcontractors to the extent necessary for the performance of the Company's business

#### **IV. Management of personal information**

The Company shall strive to maintain accurate and up-to-date information within the necessary range to achieve the purpose of utilization of the personal data being handled. Further, all necessary and appropriate measures will be taken to prevent the leak of, loss of, damage to or unlawful access to said personal information, including the monitoring of employees and sub-contractors to conduct appropriate management.

#### **V. Inquiries relating to personal data retained**

If the customer (in person, or through a representative) requests the Company to disclose, notify the purpose of utilization for, correct, or no longer use the personal data retained by the Company (excluding data for which the Company has the right to disclose or correct the information etc., and for which the existence or non-existence, if disclosed, would prejudice public interest or other interest, as stipulated by cabinet order), based on legal requirement, will verify that said request is from the customer in person (or a representative) and will then act in accordance with the customer's request.

#### **VI. Complaints**

The Company shall, with regard to the personal information it retains, respond rapidly and appropriately to any complaint from the customer in person, and strives to provide a system within the Company to deal with such complaints.

Established 1st April 2013

updated 1st April 2022

updated 6th December 2023