

# Privacy Policy

## Privacy Policy

DEOW Co., Ltd was certified by JIPDEC with the Privacy Mark as of 13<sup>th</sup> January 2016. At DEOW, in order for our clients to use our services with security, we take the appropriate measures to safeguard personal information.



### [Guiding Principles]

At DEOW Co., Ltd (hereafter “The Company”), we believe that in arranging study abroad programs, it is a social duty to appropriately safeguard information which can identify individuals (hereafter “personal information”).

The Company has set a “Privacy Policy” as below, and all board members and employees work to uphold it. Personal information obtained from employees and people who require payment records is strictly guarded in accordance with the relevant laws.

### [Privacy Policy]

1. The Company collects clients’ personal information on a daily basis, and therefore takes appropriate measures to collect, use, and share personal information. All possible measures are taken with regards to handling of personal information.
2. The Company will clearly explain the use objective(s) of personal information to the identifiable person and use the information within those use objective(s). Personal information will not be used for means outside the range of the use objective(s). Company management relating to this will be strengthened.
3. The Company will set necessary and appropriate safeguarding measures in order to prevent and rectify disclosure, loss damage to personal information.
4. The Company will appropriately and swiftly attend to complaints and inquiries received from an identifiable person with regards to personal information.
5. The Company will, in the case that the identifiable person so requests, cease use of personal information with no delay.
6. The Company may, in cases within the use objective(s), entrust the handling of personal information to third parties. The Company will responsibly manage the third parties’ personal information safeguarding measures.
7. The Company will consistently stay up-to-date with and comply to laws, policies defined by countries, and other rules relating to handling of personal information.
8. The Company will establish, implement, maintain and consistently improve the personal information safeguarding management system.

First set: 1<sup>st</sup> June 2005

Latest amendment: 30<sup>th</sup> April 2019

DEOW Co., Ltd

Representative Director Masateru Manabe

## [Inquiries relating to the Privacy Policy]

12F 2-16-5 Shibuya Shibuya-ku, Tokyo 150-0002 Japan

DEOW Co., Ltd Department of General Affairs

TEL : 03-3498-4475

FAX : 03-3498-6887

Email : [support@deow.jp](mailto:support@deow.jp)

## About the handling of personal information

### (1) Name or position of the personal information protection manager

Representative Director Masateru Manabe

### 1. Use objective(s) of personal information

(1) Personal information related to entrusted business.

1. In order to execute the services etc. entrusted by clients as defined in the contract.

(2) Personal information obtained by The Company directly from clients etc.

	Method of obtaining personal information	Use objective(s) of personal information
1	Contact forms Estimate request forms	In order to undertake procedures related to arranging the preferred study abroad plan. In order to check and explain necessary information.
2	Application forms	In order to proceed with necessary actions related to study abroad. In order to check and explain necessary information.
3	LINE CONTACT	In order to undertake procedures related to arranging the preferred study abroad plan. In order to check and explain necessary information.
4	Newsletter signup forms	In order to explain services and events offered by The Company by means of email.
5	Seminar forms	In order to contact seminar participants.
6	Visitors form	In order to keep record of visitors.
7	Direct Mail signup forms	In order to explain services and events offered by The Company by means of direct mail.

(3) Personal information related to employee recruitment

	Method of obtaining personal information	Use objective(s) of personal information
1	Hiring of professional applicants	In order to deliver documents etc relating to hiring and recruitment. In order to contact applicants about the recruitment

		process and results. ◦ In order to follow pre-hiring procedures.◦
2	Hiring of new or upcoming graduates	In order to deliver documents etc relating to hiring and recruitment.◦ In order to contact applicants about the recruitment process and results. ◦ In order to follow pre-hiring procedures.◦

(4) Personal information of employees

1. In order to undertake procedures related to employees’ labour, pay, health checks and benefits
2. In order to evaluate and assess employees
3. In order to contact clients
4. In order to undertake procedures required for former employees

2-1. Use objectives of specific personal information

(1) Use objective(s) of employees

1. In order to undertake procedures related to taxation (income pay-as-you-earn, etc.)◦
2. In order to undertake procedures related to social insurance (health insurance, employee pension insurance etc.) ◦
3. In order to undertake procedures related to retirement income.◦
4. In order to contact employees in the case of natural disasters.◦

(2) Use objective(s) of employees’ dependents

1. In order to submit application for exemption for dependents of employment income earner.◦
2. In order to submit National Pension insured person’ report form

(3) Use objective(s) of people who require a payment record

1. In order to make payment records.◦

**2. Sharing of personal information with third parties**

Excluding cases where: the identifiable person has given prior permission, it is necessary in order to safeguard lives or assets, there are specific requirements by laws etc., personal information will not be shared with third parties.

**3. Entrusting handling of personal information**

Within the use objective(s), The Company may entrust handling of personal information to businesses with whom The Company has formed a contract of handling personal information.

**4. The voluntariness of providing personal information**

The Company asks that the identifiable person decides of their own accord to provide personal information.

However, the identifiable person should understand that if any necessary personal information is not given, the identifiable person may not be able to use the services provided by The Company.

**5. Collecting information by means that cannot be easily recognized**

The Company does not collect personal information by means that cannot easily be recognized by the identifiable person.

## About the publicizing of terms relating to obtained personal data

### (2) Name of the business operator

DEOW Co., Ltd

### (3) Name or position of the personal information protection manager

Representative Director Masateru Manabe

### (4) Use objective(s) of obtained personal data

(1) Personal information obtained by The Company directly from clients etc.

	Method of obtaining personal information	Use objective(s) of personal information
1	Contact forms Estimate request forms	In order to undertake procedures related to arranging the preferred study abroad plan. In order to check and explain necessary information.
2	Application forms	In order to proceed with necessary actions related to study abroad. In order to check and explain necessary information.
3	LINE CONTACT	In order to undertake procedures related to arranging the preferred study abroad plan. In order to check and explain necessary information.
4	Newsletter signup forms	In order to explain services and events offered by The Company by means of email.
5	Seminar forms	In order to contact seminar participants.
6	Visitors form	In order to keep record of visitors.
7	Direct Mail signup forms	In order to explain services and events offered by The Company by means of direct mail.

(2) Personal information related to employee recruitment

	Method of obtaining personal information	Use objective(s) of personal information
1	Hiring of professional applicants	In order to deliver documents etc relating to hiring and recruitment. In order to contact applicants about the recruitment process and results. 。 In order to follow pre-hiring procedures.

2	Hiring of new or upcoming graduates	<p>In order to deliver documents etc relating to hiring and recruitment.。</p> <p>In order to contact applicants about the recruitment process and results. 。</p> <p>In order to follow pre-hiring procedures.。</p>
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(3) Personal information of employees

1. In order to undertake procedures related to employees' labour, pay, health checks and benefits.。
2. In order to evaluate and assess employees.。
3. In order to contact clients.。
4. In order to undertake procedures required for former employees.。

(4) Use objectives of specific personal information of employees

1. In order to undertake procedures related to taxation (income pay-as-you-earn, etc.)
2. In order to undertake procedures related to social insurance (health insurance, employee pension insurance etc.) 。
3. In order to undertake procedures related to retirement income
4. In order to contact employees in the case of natural disasters

(5) Use objectives of specific personal information of employees' dependents

1. In order to submit application for exemption for dependents of employment income earner.。
2. In order to submit National Pension insured person' report form

(6) Use objectives of specific personal information of people who require a payment record

1. In order to make payment records.。

#### **(4) Procedure relating to request of disclosure etc.**

(1) Where to submit a "Request of disclosure"

To the Department of General Affairs (Please note the 5 points below)

(2) About the process of requesting disclosure and the format of the document to be submitted etc./

Upon receiving an inquiry, the identifiable person will be mailed a "Request of disclosure".

(3) Identification check method

When submitting the "Request of disclosure", the identifiable person is to also include a form of personal identification such as a copy of their driver's license. Details will be provided in the aforementioned documents.

(4) Fee

The Company will charge 800 JPY for each request of disclosure of use objective(s)

#### **(5) Complaints and inquiries**

Complaints and inquiries concerning the handling of personal information

For complaints and inquiries concerning the handling of personal information, please contact below:

Company name : DEOW Co., Ltd

Address : 12F 2-16-5 Shibuya Shibuyaku, Tokyo 150-0002 Japan  
Tel : 03-3498-4475  
FAX : 03-3498-6887  
Email : Inquiries relating to personal information: support@deow.jp  
Department : Department of General Affairs  
(1) Inquiries relating to the Privacy Policy...Department of General Affairs  
(2) Complaints and inquiries relating to handling of personal information...Department of General Affairs  
(3) Inquiries about how to request explanation of use objective(s) of disclosable personal information, disclosure of personal information, amendments or deletion of information content, ceasing of use, deletion, ceasing of sharing with third parties etc. ...Department of General Affairs

## **(6) Titles of authorized personal information protection organizations and where complaints are processed**

Title of authorized personal information protection organization and where complaints are processed

● Title of authorized personal information protection organization

JIPDEC

● Where complaints are processed

Personal Information Protection Complaints Desk

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

Tel : 03-5860-7565 / 0120-700-779

※ This is not a contact for inquiries regarding with our products and services.

● Title of authorized personal information protection organization

Japan Users Association of Information Systems (JUAS)

● Where complaints are processed

Japan Users Association of Information Systems (JUAS)

Address: 8F Nihonbashi Horidomecho Nichome Bldg., 2-4-3 Nihonbashi Horidome-cho, Chuo-ku, Tokyo 103-0012 Japan

Tel : 03-3249-4104

Reception time: 10:00~16:00(Close on Sat, Sun and Holidays)

※ This is not a contact for inquiries regarding with our products and services.