

Handling of Personal Information

1. Name of business operator: Tsunagu Network Communications, Inc.
2. Personal information protection manager: General manager of our personal information protection secretariat
3. Purpose of use:
 - (i) to provide Internet connection services and other communication and information services via the Internet, as well as Internet advertisement and other such service operations;
 - (ii) to be engaged to provide Internet connection services and other communication and information services via the Internet, as well as Internet advertisement and other such service operations;
 - (iii) to send to the member or user by e-mail, postal mail or other means, or to give phone calls to the member or user about, such guidance and other communications as are related to the start of, an addition to, the suspension or discontinuation of, or any other change, etc. to, the Service;
 - (iv) to display on our website accessed by the member, or on a terminal device, etc. of the member, to send by e-mail, postal mail or other means, or to give phone calls about, such information on our own services, or products, services, etc. offered by our partner businesses, as are considered to be personally useful for the member;
 - (v) to send e-mails, postal mailings, etc., or to give phone calls, in order to seek an agreement from the member to the acquisition and use of personal information, etc.;
 - (vi) to conduct questionnaire surveys, analysis surveys, etc. with respect to such of our own services, or products, services, etc. offered by our partner businesses, as are considered to be personally useful for the member;
 - (vii) to use the personal information in association with other information, etc. that we have obtained;
 - (viii) to otherwise use the personal information within the scope agreed to by the member in advance and;
 - (ix) to supply information to a collection agency for the purpose of preserving our account receivable.
4. We may occasionally have the personal information deposited with a service provider to the extent necessary to carry out the purpose of use set forth in the preceding section.
5. The member may request us to disclose the pieces of personal information concerning himself/herself/itself that are subject to disclosure. If any of the information registered with us is found to be inaccurate or wrong, we shall promptly agree to correct or delete the same.
【Point of contact for personal information inquiries】 Personal Information Helpdesk (Customer Center)

Phone: 0120-948-016; e-mail address: privacy@tsunagunet.com

6. In the service request form, there are required fields and optional fields. If any of the required fields is left blank, we may occasionally be unable to provide the whole or part of the Service.

7. We use Cookies as a means to collect viewing records of members or users. Cookie is a technology that relates to an industry-wide standard for identifying the computer of a member or user. We occasionally use the information concerning pages viewed by the member or user that is collected by using Cookies, in combination with the information by which to identify the individual member or user, as a piece of information concerning the member or user. The Cookie function on the browser being used may sometimes be disabled due to changes made to its configuration, in which case the whole or part of the Service may not be available as a result. Please also note that we take an audio recording of conversations when we receive an inquiry from a member or user via phone at our customer center, in order to make sure that the issue being inquired about should be addressed.

* Please note that this document is an unofficial translation and was prepared for reference purpose only. The original release is in Japanese.