

Handling of Personal Information

The following details are clarified regarding the usage of personal information obtained through the application form.

a) Name of Business Operator

DXHUB Inc.

b) Title, Affiliation, and Contact Information of the Personal Information Protection Manager

Contact: Personal Information Inquiry Desk

Personal Information Protection Manager: Kenji Sawada

〒600-8815

Kyoto Research Park Building No.6, 2F, 93 Chudoji Awata-cho, Shimogyo-ku,

Kyoto

Email: privacy@dxhub.co.jp

c) Personal Information to Be Collected

Email address, name, gender, date of birth, nationality, address, telephone number, payment information, and identification document photo of the contracting party.

d) Purpose of the Collection of Personal Information

1. Our company, in principle, uses personal information within the scope of the following purposes. If other purposes of use are specified on individual pages of this website, those purposes are included.

(1) To register customer information and open an account for this service.

(2) To send notifications related to our service provision, such as billing, suspension, or contract termination, based on the contract.

(3) To verify identity when responding to customer inquiries.

(4) To send information about DXHUB's services, campaigns, events, and corporate activities.

(5) To analyze usage conditions and conduct service improvements and product planning.

(6) To conduct surveys related to the service and provide rewards to respondents.

(7) To provide the user-only service “JP SMART BENEFIT” to those who request it.

(8) To respond to opinions and requests from customers.

2. When handling personal information entrusted by another business operator (for the sale, mediation, etc. of their products or services), our company will handle only the minimum necessary information required for performing the entrusted task and providing the products or services of the client.

3. If our company uses personal information beyond the above purposes, we will disclose the user and purpose in advance and obtain the customer’s consent.

4. In items 2 and 3 above, personal information provided will be limited to the minimum necessary within the scope of the intended purpose.

e) Provision of Personal Information to Third Parties

Our company may provide personal information to third parties in data or written form in the following cases:

(1) To prevent recurrence of fraudulent contracts or unpaid fees, or for the assignment and collection of receivables, personal information such as name, address, phone number, and payment status may be provided to lawyers, law firms, other designated third parties, or telecommunications operators.

(2) For performing tasks related to Mobile Number Portability (MNP) or international call services, information such as name, address, date of birth, mobile number, and related procedural information may be provided to mobile carriers.

(3) In accordance with contractual terms, information such as transmission location, address, and name may be provided to emergency response agencies (police, coast guard, fire departments).

(4) If, during wireless data communication between our connection point and the subscriber line, the mobile carrier requests location information, such information will only be provided if the subscriber has pre-configured consent for location data transmission.

Except as required by laws and regulations, we will not provide personal information collected via this form to third parties without consent.

f) Outsourcing of Personal Information Handling

1. Personal information obtained through this form is managed using external servers. Outsourced parties are evaluated and selected based on personal information protection standards.

2. For providing the user-only service “JP SMART BENEFIT,” operations are entrusted to Benefit One Inc. Additionally, Benefit One Inc. may send newsletters according to customer preferences.

For details on JP SMART BENEFIT, please refer to the following:

- [JP SMART BENEFIT](#)

For details on Benefit One Inc.'s handling of personal information, please see:

- [Benefit One Inc. – Handling of Personal Information](#)

g) Requests for Disclosure, etc. of Personal Information

If we receive a request for notification of usage purpose, disclosure, correction, addition, deletion, suspension of use, erasure, or discontinuation of provision to third parties of retained personal information, we will respond accordingly. In such cases, please contact the Personal Information Protection Manager listed above.

h) Voluntary Nature of Personal Information Provision

Providing personal information is voluntary. However, if you do not provide certain information, we may not be able to respond accurately to your inquiry.

i) Use of Cookies

A “cookie” is information exchanged between a web server and a user’s web browser, used for identifying individual browsers.

Our website uses third-party advertising and analytics services, which make use of cookies.

[Purpose of Cookie Use]

Data collected through cookies is used for the following purposes:

1. To improve convenience for visitors to our site
2. To record user preferences and settings
3. To determine content popularity

4. To deliver, personalize, and measure the effectiveness of advertisements displayed on our or third-party sites
5. To understand traffic conditions and improve our services

[Blocking Cookies]

Most browsers allow users to refuse the use of cookies.

For cookie management in major browsers, please refer to:

- [Delete and manage cookies – Windows Help](#)
- [Delete, enable, or manage cookies in Chrome – Google Chrome Help](#)
- [Block cookies and site data in Firefox – Firefox Help](#)
- [Manage cookies and website data in Safari on Mac – Apple Support](#)

Blocking all cookies may negatively impact the usability of many websites.

j) Advertisements

Our company uses third-party advertising services, which may deliver optimized ads based on users' past visits to our or third-party websites. These optimizations use cookies.

To opt out of behaviorally targeted advertising by each service, refer to the following:

[Google AdSense]

Personalized Google advertising can be disabled via the Ad Settings.

- [Ad Settings](#)

Alternatively, you can disable third-party cookies used for personalized ads by visiting

www.aboutads.info

[Google Ads]

Personalized Google advertising can be disabled via the Ad Settings.

- [Ad Settings](#)

For details on Google's use of cookies in advertising, see:

- [Advertising – Policies and Terms – Google](#)

[Facebook Ads]

You can opt out through your Facebook account's ad preferences settings.

For more details, visit:

- [Ad Preferences | Facebook Help Center](#)

[WeChat Ads]

For information on cookie management in WeChat Ads, refer to:

- [WeChat - Cookie Policy](#)

k) Access Analysis

This site uses Google Analytics to collect traffic data based on cookies. You can refuse data collection by using the [Google Analytics Opt-out Add-on](#).

For details on Google's policies, please refer to:

- [How Google uses information from sites or apps that use our services – Google Policies & Terms](#)

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