

# Notice of Personal Information Control

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## 1. Purpose

To regulate the personal information processing activities of companies established in China by KWE (hereinafter collectively referred to as “Kintetsu China”, “we”, “us”, or “our”) and its group companies, and to strengthen the protection of all types of personal information, this Notice (hereinafter referred to as “this Notice”) is formulated in accordance with relevant laws and regulations. This Notice aims to explain to you how we collect and use your personal information in our business operations, as well as how you can exercise your privacy rights.

We fully understand the importance of personal information and will do our utmost to keep it secure and reliable. To protect all personal information, we strictly adhere to the following principles: consistency of rights and responsibilities, clear purpose, choice and consent, data minimization (*minimum necessity*), ensuring security, data subject participation, and openness and transparency. Furthermore, Kintetsu China commits to implementing appropriate security protection measures in line with mature industry security standards to safeguard your personal information.

Please read and fully understand this Notice carefully before using our products or services.

## 2. Scope of Application

This Notice applies to: (1) your personal information collected by us when you visit and use our website <https://www.kwe.com/> (hereinafter collectively referred to as the “Website”); (2) your personal information collected by us when you inquire about, purchase, and use our products and/or services; (3) your personal information collected by us during your interactions with us through online or offline channels, such as via email; and (4) your personal information obtained by us from other lawful sources.

Our Website may contain links to third-party websites. The products or services provided on such third-party websites are not governed by this Notice. We recommend that you review the privacy notices of these third-party websites when visiting them to understand their actual practices regarding personal information protection.

## 3. Definitions

- 1) **Personal Information** refers to various kinds of information recorded electronically or otherwise that can independently, or in combination with other information, identify a specific natural person or reflect the activities of a specific natural person.
- 2) **Personal Information Subject** refers to the natural person identified by the personal information.
- 3) **Personal Information Processor** refers to an organization or individual that independently determines the purpose and method of processing in personal information processing activities.
- 4) **Consent** encompasses the following two types:
  - a) **Explicit Consent:** The act of a Personal Information Subject voluntarily making a specific authorization for the processing of their personal information through a written, oral, or other form of paper or electronic statement, or through an affirmative action. Affirmative actions include the Personal Information Subject intentionally checking a box, clicking “Agree”, “Register”, “Send”, or “Dial”, or actively filling in or providing information.
  - b) **Authorized Consent:** The act of a Personal Information Subject making a specific authorization for the processing of their personal information. This includes authorization granted through active behavior (i.e., Explicit Consent) or authorization granted through omission or inaction (e.g., a Personal Information Subject in an information collection area who does not leave the area after being informed of the information collection activities).

## 4. Our Business

The main products and services provided to you include the logistics and related services. Our headquarters is located in Japan, but we operate group companies worldwide.

For more information, please visit the relevant sections on our Website.

## 5. Processing of Personal Information

### 5.1. Purposes of Collecting and Using Personal Information

The personal information we collect about you mainly includes the following categories:

We may request that you voluntarily submit personal information. For instance, when you submit an inquiry to us, we may ask for your personal information such as your name, phone number, fax number, and email address. Upon receiving your inquiry, we may provide you with our product information, company information, service information, and other information related to logistics services, such as sending product catalogs, new product information, books, magazines, or e-magazines.

To facilitate daily business communications, as well as to negotiate, execute, and perform contracts with our business partners and clients, we will collect their personal information, such as name, contact address, phone number, email address, address, mobile phone number, fax number, etc.

To provide after-sales service and support, we will collect the personal information of clients who consult us by phone, including their name, contact address, phone number, email address, address, mobile phone number, fax number, etc.

We will clearly inform you of the types and purposes of the personal information required at the time of collection. If you fail to submit the corresponding personal information as requested, you may not be able to complete certain actions, such as submitting an inquiry to us.

### 5.2. How We Use Cookies

A Cookie is a small text file that we store on your computer or mobile device when you visit our Website. Cookies record information about your browsing activities, such as preferred language, IP address, device model, browser type, approximate location information (e.g., country or city), and how your device interacts with our Website. We use Cookies to facilitate the statistics and analysis of website traffic and to provide you with improved services. The use of Cookies will neither infringe upon your privacy nor intrude into your computer system. Furthermore, we will never publicly disclose personally identifiable browsing footprints.

You can choose to accept or decline Cookies based on your preferences. Please understand that if you decline Cookies, you may not be able to use the services provided by the Website that depend on Cookies.

### 5.3. How We Entrust, Share, Transfer, and Publicly Disclose Your Personal Information

#### 1) **Entrustment of Processing**

Due to business operational needs, we may entrust the processing of your personal information to our group companies and third-party partners (e.g., service providers that maintain the normal and secure operation of the Website, partners that support our after-sales services, and IT service providers).

We will sign relevant contracts with the companies, organizations, and individuals to whom we entrust the processing of personal information, requiring them to process the personal information in accordance with our instructions, this Notice, and any other relevant confidentiality and security measures.

#### 2) **Sharing**

We will not share your personal information with any company, organization, or individual outside of our company without your explicit consent.

We may share your personal information externally in accordance with the provisions of laws and regulations, or based on the mandatory requirements of competent government authorities.

### 3) **Transfer**

We will not transfer your personal information to any company, organization, or individual, except in the following circumstances:

a) **Transfer with explicit consent:** We will transfer your personal information to other parties after obtaining your explicit consent;

b) **In the event of a merger, acquisition, or bankruptcy liquidation:** If a transfer of personal information is involved, we will require the new company or organization holding your personal information to continue to be bound by this Notice; otherwise, we will require said company or organization to seek your authorized consent anew.

### 4) **Public Disclosure**

We will publicly disclose your personal information only under the following circumstances:

a) After obtaining your explicit consent;

b) **Disclosure based on law:** We may publicly disclose your personal information as required by laws, legal proceedings, litigation, or mandatory requirements from competent government authorities.

## 5.4. Storage of Personal Information

**Storage Location:** In accordance with the relevant requirements of Chinese laws and regulations, we will store your personal information on servers located within the territory of China. If it is necessary to transfer certain information overseas to fulfill the purposes stipulated in this Notice, we will obtain your prior consent.

**Storage Period:** Unless otherwise provided by laws and regulations, we will store your information for the periods outlined below:

- 1) We will retain your collected personal information to fulfill our legitimate business needs (for example, to provide you with services or to comply with applicable legal, tax, or financial requirements).
- 2) When we have no ongoing legitimate business need to use your personal information, or upon the expiration of the retention period mandated by Chinese laws and regulations, we will delete or anonymize your personal information.

## 6. How We Protect Your Personal Information

- 1) We utilize industry-standard security protection measures to safeguard the personal information you provide, protecting data against unauthorized access, public disclosure, use, modification, damage, or loss. We will take all reasonable and feasible measures to safeguard your personal information.
- 2) **Our Data Security Capabilities:** We employ encryption technologies during data transmission to ensure data security and install anti-virus and anti-malware software on equipment where personal information is stored. Additionally, we authenticate the identity of individuals accessing the personal information and grant them the minimum necessary privileges prior to allowing access. We retain all access logs and conduct periodic reviews.
- 3) We will take all reasonable and feasible measures to ensure that no irrelevant personal information is collected. We will only retain your personal information for the period necessary to achieve the purposes stated in this Notice, unless an extension of the retention period is required or permitted by law.

- 4) The Internet environment is not 100% secure, but we will do our best to ensure the security of the information you provide to us. Should a personal information security incident unfortunately occur, we will, in accordance with the requirements of laws and regulations, promptly notify you of the nature and potential consequences of the security incident, the actions we have taken or will take, suggestions on how you can autonomously prevent and mitigate risks, and remedial measures. We will promptly inform you of the incident-related details via email, letter, telephone, push notification, etc. Where it is difficult to inform Personal Information Subjects individually, we will issue a public announcement in a reasonable and effective manner. Concurrently, we will report the incident to the competent authorities in accordance with applicable laws and regulations.

## 7. Your Rights

In accordance with relevant Chinese laws, regulations, and standards, we guarantee that you may exercise the following rights regarding your personal information:

### 7.1. Access Your Personal Information

You have the right to access your personal information, subject to exceptions stipulated by laws and regulations. If you wish to exercise your right of data access, you may contact us through the “11. Personal Information Protection Inquiry Contact”.

We will respond to your access request within 30 days.

### 7.2. Correct Your Personal Information

When you discover that the personal information we process about you is inaccurate, you have the right to request that we make corrections. You may submit a correction request using the methods described in “7.1. Access Your Personal Information”.

We will respond to your correction request within 30 days.

### 7.3. Delete Your Personal Information

You may submit a request to us to delete your personal information under any of the following circumstances:

- 1) If our processing of personal information violates laws and regulations;
- 2) If we collect or use your personal information without obtaining your consent;
- 3) If our processing of personal information breaches our agreement with you;
- 4) If you no longer use our products or services; or
- 5) If we no longer provide products or services to you.

If we decide to fulfill your deletion request, we will simultaneously notify the entities that obtained your personal information from us, requiring them to delete it in a timely manner, unless otherwise provided by laws and regulations, or if those entities have obtained your independent authorization.

When you delete information from our services, we may not immediately delete the corresponding information from our backup systems, but we will delete such information when the backup is updated.

### 7.4. Change the Scope of Your Authorized Consent

Certain basic personal information is required to perform each business function. For the collection and use of additional personal information, you may grant or withdraw your authorized consent at any time.

You may contact us through the “11. Personal Information Protection Inquiry Contact” to change your authorized consent.

Upon your withdrawal of consent, we will no longer process the corresponding personal information.

However, your decision to withdraw consent will not affect the personal information processing previously conducted based on your authorization.

#### 7.5. Cancellation of Account by the Personal Information Subject

You may cancel your previously registered account at any time by contacting us through the “11. Personal Information Protection Inquiry Contact”.

Where manual processing is required upon receiving your account cancellation request, we will complete the verification and processing within 15 working days.

After the account is canceled, we will cease providing products or services to you and, upon your request, delete your personal information, unless otherwise provided by laws and regulations.

#### 7.6. Obtain a Copy of Personal Information by the Personal Information Subject

You have the right to obtain a copy of your personal information. You may contact us through the “11. Personal Information Protection Inquiry Contact”.

#### 7.7. Responding to Your Above Requests

For security purposes, you may be required to provide a written request or otherwise prove your identity. We may ask you to verify your identity before processing your request.

We will provide a response within 30 days. If you are unsatisfied, you may contact us through the “11. Personal Information Protection Inquiry Contact”.

In principle, we do not charge a fee for your reasonable requests. However, for repeated requests that exceed reasonable limits, we may charge a fee reflecting the administrative costs depending on the circumstances. We may reject requests that are unwarrantedly repetitive, require excessive technical means (for instance, requiring the development of a new system or fundamentally changing current practices), pose risks to the legitimate rights and interests of others, or are highly impractical (for instance, involving information stored on backup tapes).

We will be unable to respond to your request under the following circumstances:

- 1) Where it relates to the Personal Information Processor’s fulfillment of statutory obligations;
- 2) Where it is directly related to national security or national defense security;
- 3) Where it is directly related to public security, public health, or major public interests;
- 4) Where it is directly related to criminal investigations, prosecutions, trials, and the execution of judgments;
- 5) Where the Personal Information Processor has sufficient evidence demonstrating that the Personal Information Subject is acting with subjective malice or abusing their rights;
- 6) Where it is for the purpose of safeguarding the life, property, and other major legitimate rights and interests of the Personal Information Subject or other individuals, but it is difficult to obtain their consent;
- 7) Where responding to the Personal Information Subject’s request will cause serious harm to the legitimate rights and interests of the Personal Information Subject or other individuals or organizations; or
- 8) Where it involves trade secrets.

## 8. How We Process Children’s Personal Information

Our services do not collect personal information from children.

Although the definition of children may vary depending on local laws and customs, we treat any minor under the age of 14 as a child.

## 9. How Your Personal Information is Transferred Globally

In principle, personal information collected and generated within the territory of the People's Republic of China (PRC) will be stored within the territory of the PRC.

As we provide products or services through resources and servers distributed globally, this means that, subject to your authorized consent, your personal information may be transferred to, or accessed from, jurisdictions outside the country/region where you use the products or services.

Such jurisdictions may have different data protection laws, or may not have established relevant laws at all. In such cases, we will ensure that your personal information receives a level of protection adequate and equivalent to that within the PRC. For example, we will request your consent for the cross-border transfer of personal information, or implement security measures such as data de-identification prior to the cross-border data transfer.

## 10. How This Notice is Updated

We may update this Privacy Notice from time to time.

We will not diminish your rights under this Privacy Notice without your explicit consent. We will post any changes made to this Notice on this page. For material changes, we will also provide a more prominent notice (including, for certain services, sending notifications via email detailing the specific changes to the Privacy Notice).

Material changes referred to in this Notice include, but are not limited to:

- 1) Significant changes to our service model, such as changes to the purpose of processing personal information, the types of personal information processed, or the methods of using personal information;
- 2) Significant changes in our ownership structure, organizational framework, etc., such as changes in ownership caused by business restructuring, bankruptcy, mergers, or acquisitions;
- 3) Changes to the main recipients to whom personal information is shared, transferred, or publicly disclosed;
- 4) Significant changes in your rights to participate in personal information processing and the ways in which they are exercised;
- 5) Changes to the department responsible for personal information security, its contact information, or the complaint channels; and
- 6) When a Personal Information Security Impact Assessment report indicates a high risk. We will also archive older versions of this Notice for your review.

## 11. Personal Information Protection Inquiry Contact

If you have any questions, comments, or suggestions regarding this Privacy Notice, please contact the "Personal Information Protection Inquiry Contact" as follows:

Phone: (852) 2750-1656

Email: EAHQ.PIA@KWE.COM

Generally, we will respond within 30 days.