

Procedures for Disclosure and Other Requests Involving Customer Personal Information

■ Inquiries about contract status and other daily transactions

Please contact an Accordia Golf Co., Ltd. (“Accordia Golf”) branch office or the following point of contact for general inquiries by members on the status of agreement, request for changes and other matters. Please note that we will need to confirm your personal identity to accept your inquiry.

[For inquiries (Head office)]

Service Desk, Accordia Golf Co., Ltd.
Riviera Minami Aoyama Building A, 3-3-3 Minami-Aoyama,
Minato-ku, Tokyo 107-0062
TEL: 03-6688-1300 Calls accepted between 10a.m. and 5 p.m. on weekdays

■ Disclosure and other requests involving customer personal information pursuant to law, other inquiries and complaints

Accordia Golf has established the following procedures using mail for accepting disclosure and other requests from customers pursuant to the Personal Information Protection Law (the “Law”). Please note that we cannot respond to any disclosure or other requests that does not follow the procedures.

Disclosure and other requests involving customer personal information refer to requests for notification of the purposes of use of personal information, requests for disclosure, correction, addition, or deletion, discontinuation of use or erasure, and discontinuation of provision to third parties.

1. Persons Eligible to Make Disclosure and Other Requests

- (1) Customers themselves
- (2) Agents commissioned by customers to make disclosure and other requests (discretionary agent)
- (3) Statutory agent of minors or wards who are of age

2. Categories of Disclosure and Other Requests

- (1) Notification of purposes of use (Paragraph 2, Article 24 of the Law)

The purposes of use of personal customer information that we hold are the same as the purposes of use of personal data indicated on the Accordia Golf website. However, we will respond in writing to disclosure and other requests.

- (2) Disclosure (Paragraph 1, Article 25 of the Law): incurs a charge

We will disclose names, addresses, dates of birth and other basic information registered with us.

- (3) Correction, addition, or deletion (Paragraph 1, Article 26 of the Law)

We will make corrections in responses to requests if errors are found in the registered basic information which, as a result of the error, is not true.

(4) Discontinuation of use or erasure, or discontinuation of provision to third parties (Paragraph 1 and 2, Article 27 of the Law)

We will discontinue the use of, or erase, personal information, or discontinue the provision of personal information to third parties, if any request has been filed for reasons such as the handling of personal information for purposes other than those set forth, without consent, the acquisition by unauthorized means, and the provision to third parties without consent.

3. Application Procedures

Please complete the form below, and send it by registered mail along with a document certifying your personal identity and postal money order for the amount involved. (A charge is incurred only when requesting disclosure.)

[Address for sending disclosure and other requests involving personal information and necessary documents]

Requests for Personal Information Disclosure, General Affairs Department,
Accordia Golf Co., Ltd.
5F, Riviera Minami Aoyama Building A 3-3-3 Minami Aoyama, Minato-ku,
Tokyo 107-0062
TEL:03-6688-1500 Calls accepted between 10a.m. and 5p.m. on weekdays

4. Documents Necessary for Application

(1) Application forms

Make a disclosure or request under 2.(1)(2) above using Form to Request Disclosure of Personal Data.

Make a disclosure or other request under 2.(3)(4) above using the Form to Request Correction, Discontinuation of Use, etc. of Personal Data.

*** Request Forms can be downloaded in [PDF file](#) format. If you wish to have a form sent by mail or facsimile, contact the Mailed Requests for Personal Information Disclosure indicated in 3.**

(2) Documents for confirming personal identity

When making an application, you will need to enclose one copy each of the residence certificate (Certificate of Registered Matters on Alien Registration for foreign residents) and personal identification certificate issued by a public organization, indicating your name and address (for instance, a driver's license, health insurance certificate or passport). (Copies of both the residence certificate and personal identification certificate are needed.)

(3) Documents needed when an agent is requesting disclosure and others

If an agent is making a disclosure or other request on your behalf, please enclose the following documents in place of those of 4.(2) above.

A. If a discretionary agent is making the request

- A) Power of Attorney (should be handwritten by the person making the request, with registered seal affixed)
- B) Residence certificate of the person making the request (Certificate of Registered Matters on Alien Registration for foreign residents) and certificate of seal registration (needs to be the registered seal affixed on the Letter of Attorney)
- C) One copy each of the residence certificate (Certificate of Registered Matters on Alien Registration for foreign residents) and personal identification certificate issued by a public organization, indicating the name and address (for instance, a driver's license, health insurance certificate or passport) to confirm the personal identity of the agent (copies of both the residence certificate and personal identification certificate are required)

B. When a statutory agent is making the request

- A) The Application Form of 4.(1) above. (The statutory agent must complete the form on behalf of the person making the request, indicating that it is completed the statutory agent.)

[Example]

Taro Ako

Goro Ako, Guardian of Adult, Registered seal

- B) For a statutory agent who is a guardian of adult, the certificate of registered matters related to guardianship for adult and certificate of seal registration
- C) For a statutory agent of a minor, documents that indicate the relationship between the person and the statutory agent and the date of birth of the person (copy of health insurance certificate, residence certificate, etc.)
- D) One copy each of the residence certificate (Certificate of Registered Matters on Alien Registration for foreign residents) and personal identification certificate issued by a public organization, indicating the name and address (for instance, a driver's license, health insurance certificate or passport) to confirm the personal identity of the statutory agent. (Copies of both the residence certificate and personal identification certificate are required.)

5. Charges

Please note that a request for disclosure of 2.(2) above (Paragraph 1, Article 25 of the Law) will incur a charge of 1,260 yen (including consumption tax) if the requested information is among the registered basic information items, or a charge of 5,250 yen (consumption tax included) in other cases, including cases when the registered basic information item has also been requested. (Please enclose a postal money order for the amount.)

6. Our Responses

When a disclosure or other request has been made, we will respond in writing by mail, within about 10 business days as a rule. However, depending on the request, we may not be able to respond within the above period, for instance because of the need to conduct an investigation.

The written response will be sent to the person who made the request (the agent or the person), by registered mail.

7. Purposes of Use of Personal Information Obtained from a Disclosure or Other Requested

The personal information acquired by Accordia Golf through the procedures for making disclosure and other requests will be used for conducting investigations when carrying out the procedures, for confirming the personal identity of the person or the agent, for collecting charges, and for responding to the disclosure or other request.

8. Other Matters Related to Disclosure and Other Requests

Please note that disclosure and other requests cannot be accepted in the following cases:

- ① When the personal identity of the customer or the customer's agent cannot be confirmed;
- ② When the power of attorney cannot be confirmed for a request made by an agent;
- ③ When the application form is incomplete;
- ④ When the charge has not been paid for a request for disclosure of 2.(2) above (Paragraph 1, Article 25 of the Law).

Please also note that we will not be able to respond to requests for disclosure under 2.(2) above cannot in the following cases. When we have decided not to respond, we will notify the applicant with the reason.

Please note, however, that we cannot return the charges paid for a request for disclosure.

- (1) When the information item(s) requested is not included in the personal data held by our company;
- (2) When there is a possibility that the life, health, property, or other rights and benefits of the person making the request or any third person will be harmed;
- (3) When there is a possibility of posing a significant hindrance to the normal business operations of our company;

(4) When other laws and regulations will be violated.

9. Inquiries, Complaints, etc. Involving Personal Information

Any inquiries, complaints, etc. about the way we handle personal information will be accepted via mail at the following address:

Personal Information Inquiries, General Affairs Division, Accordia Golf Co., Ltd.

5F, Riviera Minami Aoyama Building A, 3-3-3 Minami Aoyama, Minato-ku, Tokyo 107-0062