

個人情報取扱規程

Casa Inc. Personal Information Treatment Regulations

The tenant, landlord, and guarantor (including those in the case of an application process, hereinafter collectively called the "Applicants") of the counter guarantee agreement and/or rent guarantee agreement (hereinafter collectively called the "Guarantee Agreements") agree that Casa Inc. (hereinafter called the "Company") treats personal information pursuant to these Personal Information Treatment Regulations.

Article 1 (Personal Information)

The personal information treated by the Company is the personal data listed in the items below:

- (1) Name, sex, date of birth, address, phone number, email address, bank account data, nationality, profession, employer's name, address and phone number, amount of income and other matters of the landlord, tenant, guarantor, emergency contact, co-dweller (including information changed after concluding the agreement) that are entered in the counter guarantee application, counter guarantee agreement, and rent guarantee agreement, etc.
- (2) Information in the Guarantee Agreements including the name, location, rent, etc. of the rent property on guaranteed indemnity of the Guarantee Agreements
- (3) Information (including a history of injuries and sicknesses) on reasons for receipt of public assistance disclosed by the Applicants, which is necessary to determine whether or not the application for a Guarantee Agreement is acceptable
- (4) Transaction information including the situation of rent payments under the Guarantee Agreements and information on the details of negotiations with the Applicants
- (5) Identification information of the holder that is described in a driver's license, passport, and residence card, etc., and the examination of this information for decision
- (6) Image and/or sound information of the individual's portrait and/or sound that is recorded on magnetic media or optical recording media, etc.
- (7) Matters described in residence certificates and other documents issued by public bodies that are obtained properly and legitimately by the Company
- (8) Information disclosed by courts or other public agencies, or available in official gazettes, mass media, telephone directories, or housing maps, etc.
- (9) Information obtained by the Company upon application for the disclosure of personal information, etc.

Article 2 (Purpose of Use of Personal Information)

The Company uses personal information for the purposes stated below. The Company does not use personal information beyond the purpose of use unless prior consent of the holder of the personal information has been obtained.

- (1) To decide whether or not to conclude a Guarantee Agreement
- (2) To conclude and execute a Guarantee Agreement (including claims for counter guarantee commission and receipt confirmation thereof)
- (3) To have proper control and execution of receivables including execution of prior and post claims for damages concerning execution of the Guarantee agreements
- (4) To execute proper control of the Guarantee Agreements

(including control after the Guarantee Agreements expire)

- (5) Rent control and collection services under the Guarantee Agreements
- (6) To execute and control the rent agreement and to make adjustments regarding payables and receivables after the expiration of the agreement
- (7) To have mediation and brokerage of real estate
- (8) To have confirmation, answers, and other services on opinions, requests, and/or consultation
- (9) To process applications for the disclosure of personal information, etc.
- (10) To send catalogs, direct mails, and samples, questionnaires, etc. regarding goods and services seemingly useful for Applicants that are offered by the Company and/or partner companies
- (11) To execute all services incidental to the fulfillment of purposes of the items mentioned above.

Article 3 (Transfer of Personal Information to Third Parties)

The Company shall not transfer personal information to third parties, except in the following cases.

- (1) Case where the Company is required to send documents or mail items or to make phone calls or to write an email, etc. to the landlord, tenant, housing land building agents, rental property administration companies, guarantor, emergency contact, co-dwellers, lawyers, and other parties (including those residing in foreign countries) within the scope of purpose of use in the individual items of the preceding article and within a reasonable scope necessary to perform the purpose of use
- (2) Case where the Company obtains the consent of the holder of the personal information prior to the transfer
- (3) Case where the transfer is pursuant to law or ordinance
- (4) Case where the transfer of personal information is required to protect a person's life, body, or property but obtaining consent for the transfer of personal information from the holder (Applicants) is difficult
- (5) Case where the transfer of personal information is particularly required to improve public sanitation or to promote sound development of children but obtaining consent for the transfer of personal information from the holders (Applicants) is difficult
- (6) Case where a government agency or local municipal body or a party commissioned by such agency or body is required to extend cooperation to the execution of office work stipulated in a law or ordinance but obtaining consent from the holders of the personal information (Applicants) is likely to hinder the execution of such office work

Article 4 (Outsourcing Personal Information Treatment Service)

The Company may outsource part or all of the personal information treatment services within the scope of purpose of use. In such case, the Company shall have proper supervision over such outside contractors and take security control measures.

Article 5 (Joint Use of Personal Information)

The company may jointly use the obtained personal information as follows:

(1) Scope of the joint users

- ① COMPASS Inc. (The company's group company)
- ② Among companies and landlords who have agency contracts with the Company, those who manage lessees' information jointly with the Company by using Casa WEB*

*The system which is available online to manage procedures such as creating contracts, managing payment information.

(2) Purpose of joint use

- ① To conclude and execute a guarantee agreement (including claims for counter guarantee commission. And receipt confirmation thereof)
- ② To have proper control and execution of receivables including execution of prior and post claims for damages concerning execution of the guarantee agreements
- ③ To execute proper control of the guarantee agreements (including control after the guarantee agreements expire)
- ④ Rent control and collection services under the guarantee agreements
- ⑤ To execute and control the rent agreement to make adjustments regarding payable and receivables after the expiration of the agreement
- ⑥ To have mediation and brokerage of real estate (Only those specified in (1) ① above.)
- ⑦ To send catalogs, direct mails, and samples, questionnaires, etc. regarding goods and services seemingly useful for Applicants that are offered by the Company and/or partner companies. (Only those specified in (1) ① above)

(3) Personal information items for joint use

- ① Name, sex, date of birth, address, phone number, email address, bank account data, nationality, profession, employer's name, address and phone number, amount of income and other matters of the landlord, tenant, guarantor, emergency contact, co-dweller (including information changed after concluding the agreement) that are entered in the counter guarantee application, counter guarantee agreement, and rent guarantee agreement etc.

- ② Information in the guarantee agreements including the name, location, rent, etc. of the rent property on guaranteed indemnity of the guarantee agreements.
 - ③ Information disclosed by the Applicants, which is necessary to determine whether or not the application for the guarantee agreement is acceptable.
 - ④ Transaction information including the situation of rent payments under the guarantee agreements and information on the details of negotiations with the Applicants.
- (4) How to obtain Personal Information
Personal information will be obtained through guarantee application form, guarantee agreement, lease agreement, and/or via face to face, telephone, mail, FAX, email and the Company's or its group company's website.
- (5) Responsible for the management of the personal data:
General Manager of General Affairs Division, Casa Inc

Article 6 (Disclosure, Correction and Suspension of Use of Personal Information)

If an application for disclosure, notification of purpose of use, correction, addition, deletion, suspension of use, erasure, or suspension of transfer of personal information held by the Company to third parties (hereinafter called "Disclosure Application, etc.") is made, the Company shall make strict identification of the applicant holder of the personal information and treat the application promptly. However, if such application concerns the disclosure of personal information and is subject to any one of the cases stated below, the Company may not disclose all or part of the personal information at its discretion.

- (1) Case where the disclosure of personal information is likely to harm the life, body, property, or interests of the Applicant holders of the personal information or of third parties
- (2) Case where the disclosure of personal information is likely to cause considerable trouble to the Company's proper execution of business
- (3) Case where the disclosure of personal information leads to the violation of a law or ordinance

Article 7 (Correctness of Personal Information)

The Company shall make an effort to keep personal information correct and updated within the scope that is necessary to fulfill the purpose of use. When making an application for or concluding a Guarantee Agreement, however, the Applicants shall be responsible for providing correct and updated personal information.

Article 8 (Submittal of Required Information)

The Applicants shall agree to the submittal of information required to make an application for a Guarantee Agreement or to conclude or execute such agreement (including

information regarding permanent domicile, nationality, etc. that is described in the driver's license, passport, and other documents). The Applicants shall also report information on their deposits, credit cards held, and personal bankruptcy, etc. without false representation.

suspension of use, or want to receive answers to questions, consultations, or inquiries.

Casa Inc.
Phone: 03-5339-1143
Reception time: 9:00 to 18:00

Article 9 (Voluntary Submittal of Personal Information)

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The Company shall determine whether or not to conclude a Guarantee Agreement based on the personal information submitted by the Applicants. If such required personal information is not submitted, the Company may decline to conclude a Guarantee Agreement.

Article 10 (Examination Result)

The Applicants shall agree to lodge no objection against the result of the Company's examination. The Company discloses no information concerning reasons for the decision of the examination result. In addition, the Company shall return neither submitted personal information nor documents covering personal information, except in the case of suspension of use including correction stipulated in law or ordinance.

Article 11 (Control of Personal Information)

- (1) The Company shall make an effort to implement necessary security measures to avoid risks, including the leakage, loss, damage, and unauthorized access of Company-controlled personal information.
- (2) The Company shall make an effort to keep personal information held by the Company in a secure environment where authorized users alone are accessible.

Article 12 (Amendment to these Regulations)

Except in cases provided otherwise in law or ordinance, these Provisions may be amended properly.

In the event that such amendment is likely to cause serious impact to the Applicants, the Company shall notify the Applicants of such impact in a pertinent way including on the Company's website.

Article 13 (Personal Information Acquisition Whose Method is not Easily Recognized by Applicants)

The Company may record conversations over the phone and interviews with Applicants to improve the quality of customer treatment and to check the details of such conversations.

Article 14 (Personal Information Controller)

General Manager of General Affairs Division, Casa Inc.

Article 15 (Information Contact)

Contact the address stated below when you have a complaint concerning personal information, or want to receive notifications regarding purpose of use, disclosure, correction,