

Procedures for Requests Concerning Personal Information

1. Contact Desk

RESPECT PAYMENT SERVICE Co., Ltd. / Telephone: 03-3366-1966 / Email: info@rpsremit.co.jp / Postal address: 8-14-9-201 Ginza, Chuo-ku, Tokyo 104-0061, Japan. Please contact us first by telephone or email if you wish to submit a request.

2. Scope of Requests

We accept requests for notification of purposes of use, disclosure of retained personal data, correction, addition or deletion, suspension of use or erasure, cessation of third-party provision, and disclosure of records of third-party provision.

3. Submission and Identity Verification

Please submit the request form and identity-verification documents designated by the Company. For requests made through an agent, we may require identification of the agent and documents establishing the agent's authority.

4. Fees and Payment

The Company charges no fee for requests for notification of purposes of use, disclosure of retained personal data, disclosure of records of third-party provision, correction and related actions, suspension of use, or cessation of third-party provision. No payment to the Company or payment procedure is required when making a request. If the requester wishes to use a special delivery method other than our usual response method, actual expenses may be charged only with the requester's prior agreement.

5. Response Method and Timing

After confirming the content of the request and the requester's identity, we will respond without delay as required by law. Disclosure will generally be made by the method requested, in accordance with law. If that method would involve substantial costs or otherwise be impracticable, disclosure will be made by another legally permissible method. If we are unable to comply with a request under the law, we will explain the reasons to the extent possible.