

## **Personal Information Protection Policy**

Tokyo Dome Group is a member of the Mitsui Fudosan Group. The Mitsui Fudosan Group engages in a wide range of businesses, including office building businesses, commercial facility businesses, hotels and resorts, residential and lifestyle, logistics etc., and handles the personal information of customers in each of those businesses.

Tokyo Dome Group handles the person information of customers, business partners, employees, etc. in a manner that complies with the laws, regulations, and other guidelines regarding the protection of personal information. It also establishes its own voluntary rules and system, and ensures that all employees fully understand those rules, as it strives for the utmost in personal information protection.

### **Tokyo Dome Group's Personal Information Protection Policy**

1. Tokyo Dome Group (also hereinafter referred to as "we") shall appoint a personal information management officer, as well as an officer responsible for handling personal information in each department and each group company, and shall strive to properly manage all personal information.
2. When asking you to provide personal information, we shall clarify the purpose of the provision of such information in advance, and shall either publicly announce or notify you of such purpose.
3. Personal information which has been acquired from you shall not be used for any purpose beyond the extent of the prescribed purpose.
4. Personal information which has been acquired from you shall be properly managed, and we shall take safety measures in order to prevent unauthorized access, loss, destruction, leaks, or tampering.
5. When the personal information is to be used jointly by one of our group companies, we shall publicly announce or notify you in advance of the items that are to be jointly used, the users of the information, the purpose of use, and the name of the chief administrator.
6. When creating or handling personally referable information, pseudonymized personal information, or anonymized personal information, we will disclose the necessary information required by the laws, regulations and other guidelines. Furthermore, regarding personally referable information, pseudonymized personal information, and anonymized personal information, we will put our safety control policies in place.
7. Personal information which has been acquired from you shall not be disclosed to a third party except in the following cases:
  - Cases where consent has been given by you;

- Cases of provision of the personal information to a contractor who has signed a contract relating to protection of the personal information; and
  - Cases pursuant to laws and regulations.
8. A system is in place such that, in cases where a request is made by a customer for the disclosure, revision, suspension of use, suspension of third-party provision, or deletion of information relating to such customer, a response will be made as quickly as reasonably possible after the identity of the customer has been confirmed.
9. We shall comply with the laws, regulations and guidelines that apply to the personal information held about you, and shall endeavor to continuously improve the above-mentioned measures.

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Yoshikazu Kitahara, Representative Director Chairman and CEO

TOKYO DOME CORPORATION

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### **Purposes of Use of Personal Information**

TOKYO DOME CORPORATION (the “Company”) and each company in the Tokyo Dome Group use customers’ personal information to the extent necessary for fulfilling the following purposes.

1. In order to execute the business duties of, and to provide products and services handled by the Company and each company in the Tokyo Dome Group
- <Examples of Tokyo Dome Group business duties>
- Tokyo Dome City business (Tokyo Dome, Tokyo Dome Hotel, Tokyo Dome City Attractions, Spa LaQua, Fitness Club Tokyo Dome, operation of restaurants, bars and shops, and management of rental real estate holdings)
  - Distribution business (operation of cosmetics and miscellaneous shops, etc.) Real estate business (management of rental real estate holdings outside of the Suidobashi area in Tokyo)
  - Atami business (operation of ATAMI BAY RESORT KORAKUEN, etc.)
  - Bicycle racing business (leasing and operation of the Matsudo Velodrome)

- Other (sports facility management consignment, insurance agency, OA equipment sales agency, possession and management of securities, video creation, cable television broadcasts, design, contracting and supervision of construction work, real estate development and transactions, etc.)

<As examples, the following purposes are included>

- Provision of products, services, and related services for all Tokyo Dome Group facilities and events
- Various procedures, such as confirmation, tabulation, and invoicing, of products, services, and related services for all Tokyo Dome Group facilities and events
- Management of member information in membership organizations operated by the Company
- Provision of various services to members
- All communication and inquiry responses by mail, email, phone, etc. regarding transactions with a customer or provision of service to a member
- Security, emergency responses, and fraud countermeasures

2. In order to introduce products and services handled by the Company and Tokyo Dome Group companies, as well as to provide all types of information and campaigns.

<As examples, the following purposes are included>

- Guidance on all seminars, campaigns, and events\*
- Distribution of targeted advertisements\* (an advertising method which alters its content by analyzing browsing history and service use history information and predicting such customer's affiliation and interests) which use an advertising distribution company
- Provision of discounts during use of coupons or services

\*Includes guidance using predictions of customer affiliation and interests based on analysis of transaction history and other information obtained by the Company and Tokyo Dome Group companies

The aforementioned guidance, distribution and provision will be made by phone, delivery of letters or postcards, email newsletters or direct mail, etc.

3. In order to engage in marketing activities, investigations, and analyses, such as through market surveys, to develop and improve products and services handled by the Company and Tokyo Dome Group companies, as well as to provide better products and services offered by the Company and Tokyo Dome Group companies to the customers.

<As examples, the following purposes are included>

- Planning of new businesses, development of new products, improvement of existing services (including services provided in membership organizations)

- Performing surveys and conducting customer trend analysis
  - Verifying results of sales promotion activities, and formulating sales promotion plans
4. In order to provide personal information to third parties to fulfill the above-mentioned purposes 1-3

#### ● **Recruitment**

The Company will only use personal information provided or registered for recruitment (such as CVs, interview sheets for part-time jobs, etc.) concerning those who pass the recruitment examination and enter into an employment contract with the Company, in order for the Company's employees to engage in the duties concerning recruitment, employment management, and payment of salary. The Company may notify reopening of recruitment for part-time jobs to those who have consented to such provision. The Company will promptly shred and dispose of any personal information of those who failed to pass the recruitment examination after the end of such examination.

#### **Acquisition of Information Personally Referrable Information**

The Company will obtain web browsing history and location history collected by Cookies, etc., and the analysis results thereof, link such information to member information, and use the same to the extent necessary to fulfill purposes 1. ~ 3. described in the "Purposes of Use" section above.

#### **Provision to Third Parties**

1. In addition to cases pursuant to legal standards, the Company may provide customers' personal information to third parties, such as Mitsui Fudosan Group companies or service provider companies, to the extent necessary to fulfill purposes 1. ~ 3. described above in "Purposes of Use" and after obtaining the relevant customers' consent.
2. The information to be provided includes the necessary items for fulfilling the purposes of use, such as name, address, and telephone number, but is limited to the absolute minimum required items.
3. Information will be provided to third parties in writing, through the mail, by telephone, by fax, by email or other electronic media, and will be transferred with sufficient consideration for safety management. When electronic data is provided, it will be transferred using necessary measures such as encryption.
4. Upon request from an information subject, we will suspend provision to third parties. Please inquire at one of the contact points listed below. Please be advised that

suspending provision of information to third parties may result in the loss of part or all of the services.

### **Joint Use**

The Company shall engage in the joint use of customers' personal information in the following manner.

1. Items of personal information for joint use

Customer name, address, date of birth, telephone number, email address, transaction history and other information

<Examples of personal information for joint use>

Items registered for a product or service provided by the Company

Service provision history, etc.

2. Scope of joint users

All Mitsui Fudosan Group companies

3. Purposes of use for joint users

Same as purposes 1-3 described above in "Purposes of Use"

4. Officer responsible for joint use

TOKYO DOME CORPORATION ([Corporate Information](#))

In order to provide the customer with consistent service as a member of the Mitsui Fudosan Group, the Company jointly uses obtained customer personal information with Mitsui Fudosan Group companies and strives to maintain up-to-date, accurate information at all times.

### **Measures for Safety Management**

The Company makes use of the following necessary and appropriate measures ("safety management measures") in order to comply with all relevant laws, regulations and guidelines, and to implement personal information safety management, such as preventing the loss, leakage, and damage of personal information handled by the Company.

#### **Formulation of the Basic Policy**

The Company has formulated its basic policy to ensure appropriate handling of personal information (click here for the "[Personal Information Protection Policy](#)").

#### **Preparation of Rules for Handling Personal Information**

The Company adheres to its internal stipulations established regarding methods of handling personal information, the officer responsible, the officer in charge, and duties the assigned to each such person, etc.

#### **Organizational Safety Management Measures**

The Company has established a “Risk Management Officer” to be the party responsible for issues related to handling personal information, and it engages in evaluation and improvement of safety management measures by making reports each year. Additionally, employees (including contract and dispatch employees) must adhere to internal stipulations regarding safety management measures. The Company has a system in place such that, if it is found that an employee has violated any law or internal stipulation, the officer responsible will be contacted.

#### **Human Safety Management Measures**

The Company implements education and training of employees for the proper handling of personal information.

#### **Physical and Technological Safety Management Measures**

The Company places devices which contain personal information under locked storage in the location where the personal information is handled. Additionally, the Company implements restricted access to personal information and to the information system that handles personal information, malware countermeasures, information system monitoring, and other measures.

e.g.) restricting users who can access the information system, implementing software installation limitation by the administrator, using complex authentication passwords, implementing security self-checks

#### **Awareness of External Environment**

The Company stores part of the customers’ retained personal data using a cloud service. The Company does not stipulate where the server that operates the cloud service is physically located, but makes use of the service with a full understanding of the safety management measures taken by the cloud service providers.

#### **Disclosure of Retained Personal Data**

We accept requests for disclosure of retained personal data by mail. Any personal information obtained by the Company upon receiving such request shall only be used within the scope necessary for such disclosure, etc. and shall be properly managed and destroyed after we respond to such request.

\*When submitting a copy of your health insurance card, please black out the insurance identification number. If it is not blacked out, we will black it out for you.

- **Method of Making Requests**

Fill out the required information in the prescribed request form and send it to the address below by enclosing it together with the necessary documents and the prescribed fee set

forth below. We will notify you of the results in the way you have filled out in the request form.

Necessary Documents for Requests for Disclosure Made by the Information Subject:

- (1) The request form prescribed by the Company (>click here for the [request form](#)); and
- (2) One copy of a document proving the information subject's identity (a copy of his/her driver's license or health insurance card\*).

Necessary Documents for Requests for Disclosure Made by an Agent:

In the case where the person making a request for disclosure is a statutory agent of a minor or adult ward or an agent appointed by the information subject to make such request for disclosure, please enclose the necessary documents (1) and (2), as well as the following documents (A(i) and A(ii) or B(i) and B(ii)):

- (1) The request form prescribed by the Company (>click here for the [request form](#)); and
- (2) One copy of a document proving the agent's identity (a copy of his/her driver's license or health insurance card\*).

A. In the case of using a statutory agent:

- (i) One copy of a document proving that such person has the right of statutory representation (family register, or, where the person has parental authority, a copy of such person's health insurance card\* on which his/her dependent(s) is/are entered is also acceptable); and
- (ii) One copy of a document proving the statutory agent's identity (a copy of the statutory agent's driver's license or health insurance card\*).

B. In the case of using an agent by appointment:

- (i) One copy of the appointment document; and
- (ii) One copy of a document proving the agent's identity (a copy of the agent's driver's license or health insurance card\*).

- **Disclosure Request Fee**

1,500 yen per request (please enclose a fixed postal money order worth 1,500 yen)

\*There may be some cases where we will not be able to comply with your request for disclosure, etc., such as where there are any deficiencies in the necessary documents, where the identity of the information subject or agent cannot be proved, where the requested data

does not fall under retained personal data, or where there is any other reason provided for in the laws and regulations. In such case, we will notify you giving the reason for non-disclosure, but please note that the prescribed fee for making such request will not be refunded to you.

- **Mailing Address**

Personal Information Disclosure Request Acceptance Unit, Legal Department, Tokyo Dome Corporation  
1-3-61 Koraku, Bunkyo-ku, Tokyo 112-8575

- **Contact Point**

Legal Department, Tokyo Dome Corporation  
TEL: +81-3-3817-6339 (Office hours: 10:00-17:00, except Saturdays, Sundays, national holidays and year-end and new-year holidays)

**Contact Point for Inquiries, Revision, Suspension of Use, Deletion, and Suspension of Third-Party Provision Relating to Personal Information**

If you wish to make any inquiries relating to personal information or to revise, suspend the use of, delete or suspend the third-party provision of personal information, please contact us at the following contact points.

\* Upon receiving contact from you, we will confirm whether you are the information subject him/herself, such as by asking you about the information you have registered.

- **List of Contact Points**

Yomiuri Giants Season Seat	Yomiuri Giants Season Seat Center TEL: +81-3-3816-6011 (Office hours: 10:00-18:00, except year-end and new-year holidays)
Tableware Festival	Tableware Festival Secretariat TEL: +81-3-3817-6239 (Office hours: 10:00-17:00, except Saturdays, Sundays and national holidays)
World Orchid Exhibition - Flower and Greenery Festival-	World Orchid Exhibition Steering Committee Secretariat TEL: +81-3-3817-6349 (Office hours: 10:00-17:00, except Saturdays, Sundays and national holidays)
Tokyo Dome	Amusement Department, Tokyo Dome Corporation



Bowling Center	TEL: +81-3-3817-6095 (Office hours: 10:00-17:00 on weekdays)
Tokyo Dome Roller Skate Arena	Amusement Department, Tokyo Dome Corporation TEL: +81-3-3817-6095 (Office hours: 10:00-17:00 on weekdays)
Spo-Dori!	Amusement Department, Tokyo Dome Corporation TEL: +81-3-3817-6095 (Office hours: 10:00-17:00 on weekdays)
Spa LaQua	Spa Team, LaQua Department, Tokyo Dome Corporation TEL: +81-3-3817-6104 (Office hours: 13:00-17:00, except Saturdays, Sundays and national holidays)
LaQua Events	Events Team, LaQua Department, Tokyo Dome Corporation TEL: +81-3-3817-6162 (Office hours: 10:00-17:00, except Saturdays, Sundays and national holidays)
Fitness Club Tokyo Dome	Human Resources and General Affairs Department, Tokyo Dome Sports Co., Ltd. TEL: +81-3-3817-4001 (Office hours: 10:00-17:00, except Saturdays, Sundays, national holidays and year-end and new-year holidays)
Tokyo Dome City Shops and Restaurants	Retail Management Department, Tokyo Dome Corporation TEL: +81-3-3817-6094 (Office hours: 10:00-17:00, except Saturdays, Sundays and national holidays)
shop in / Crème et Rouge	Distribution Business Department, Tokyo Dome Corporation TEL: +81-3-3817-6111 (Office hours: 10:00-17:00, except Saturdays, Sundays, national holidays and year-end and new-year holidays)
TD Points	TD Points Desk TEL: +81-3-3818-1166 (Office hours: 10:00-17:00, except Saturdays, Sundays, national holidays and during specified periods)
Tokyo Dome City App	Tokyo Dome City App Desk TEL: +81-3-3816-5521 (Office hours: 10:00-17:00, except Saturdays, Sundays, national

	holidays and during specified periods)
Tokyo Dome City Partner Members	Tokyo Dome City Partner Members Secretariat, Sales Promotion Department, Tokyo Dome Corporation TEL: +81-3-3817-6123 (Office hours: 9:30-17:30, except Saturdays, Sundays, national holidays and year-end and new-year holidays)
Tokyo Dome City e-Ticket Store	Sales Promotion Department, Tokyo Dome Corporation TEL: +81-3-3817-6147 (Office hours: 10:00-17:00, except Saturdays, Sundays, national holidays and year-end and new-year holidays)
Tokyo Dome City Lifelong Sports Fanclub	General Affairs Department, Tokyo Dome Corporation TEL: +81-3-3817-6277 (Office hours: 10:00-17:00, except Saturdays, Sundays, national holidays and year-end and new-year holidays)
Recruiting	Human Resources Department, Tokyo Dome Corporation TEL: +81-3-3817-6045 Education Center Department, Tokyo Dome Corporation TEL: +81-3-3817-6100 (Office hours: 10:00-17:00, except Saturdays, Sundays, national holidays and year-end and new-year holidays)
Others	Legal Affairs Office, Tokyo Dome Corporation TEL: +81-3-3817-6339 (Office hours: 10:00-17:00, except Saturdays, Sundays, national holidays and year-end and new-year holidays)

### **Contact Point for Complaints Relating to Personal Information Handling**

If you have any complaints relating to the handling of personal information, please contact us through the following inquiry form. Please note that we cannot respond to any opinions or complaints which we consider to be unrelated to personal information.

[Inquiries Relating to Tokyo Dome Group's Activities](#) [JPN]

### **Basic Policy on Proper Handling of Individual Numbers and Specific Personal Information**

The Company shall properly handle specific personal information, etc. and commit to acting in compliance with the laws and regulations throughout the organization.

[Basic Policy on Proper Handling of Individual Numbers and Specific Personal Information](#)  
[JPN]

### **Personal Information Handling in each Company within the Tokyo Dome Group**

If you wish to know more about the handling of personal information in each company within the Tokyo Dome Group, please check the official website or webpage of each such company.

[Tokyo Dome Hotel Corporation](#); [Tokyo Dome Resort Operations Corp.](#);  
[Tokyo Dome Facilities Co., Ltd.](#) [JPN]; [Tokyo Dome Sports Co., Ltd.](#) [JPN]; [Susumu Shoji Co., Ltd.](#); [Matsudokousan Co., Ltd.](#) [JPN]; [Tokyo Dome IT Solutions Co., Ltd.](#) [JPN]; [Kagayaki Kensetsu K.K.](#) [JPN]; [Koei Kaihatsu K.K.](#) [JPN]