

TEPCO Logistics Co., Ltd. Privacy Policy

TEPCO Logistics Co., Ltd. (hereinafter "we", "us", "our", "ours") respects your privacy and is committed to protecting the privacy of our customers including our Website Visitors (hereinafter "you", "your").

This privacy policy will explain how we use the personal data we collect from you when you use our website.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we secure your data?
- Marketing
- What are your data protection rights?
- What are cookies?
- How do we use cookies?
- How to manage cookies
- Privacy policies of other websites
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- How to contact us
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What data do we collect?

We collect the following data:

- Personal identification information (Name, email address, phone number, address, organization, your message to us, etc.)
- IP address, cookie information and other online identifier

In principle, we do not obtain sensitive personal data and personal data relating to criminal offences except in cases where it meets the requirements of the applicable laws. We also do not intend or wish to obtain personal data (directly) from minors.

How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Inquire with us.

How will we use your data?

We collect your data for the purposes of:

- Performance of a contract
- Communication
- Marketing and customer experience surveys
- Customer service
- Legal obligations

If you agree, we will share your data with our partner companies so that they may offer you their products and services.

When we process your order, we may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

How do we secure your data?

We appropriate organizational and technical security measures to protect your personal data and to prevent misuse, loss or alteration thereof.

In addition, we limit access to personal data to those employees, agents, contractors and other third parties who have a need to have access.

Also the aforementioned persons involved are bound by a confidentiality obligation, either in their employment agreements, data processor agreements or other similar agreements.

In principle, we do not store your personal data any longer than is necessary for the purposes for which we process your personal data.

In exceptional cases, we may process your personal data longer. In such cases we may process your personal data longer than as stated under the above.

This is the case if we need to process your personal data for a longer period in view of:

- A longer minimum statutory retention period that applies to us or other specific statutory obligation.
- Practicality.
- A legal procedure.
- The right to freedom of expression and to information.
- A task carried out in the public interest or in the exercise of official authority vested in the controller.
- Public health.

Marketing

We would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop us from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please let us know via the inquiry form.

What are your data protection rights?

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request us for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request us to complete the information you believe is incomplete.

The right to erasure – You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us by email: somu@tepco-logistics.co.jp

Or write to us at: 16th Floor, Shinagawa Seaside Canal Tower Bldg., 4-12-6 Higashi-Shinagawa, Shinagawa-ku, Tokyo, 140-0002, Japan

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behavior information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

We use cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website.

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

We keep our privacy policy under regular review and place any updates on this web page. This privacy policy was last updated on 22 March 2024.

How to contact us

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: somu@tepco-logistics.co.jp

Or write to us at: 16th Floor, Shinagawa Seaside Canal Tower Bldg., 4-12-6 Higashi-Shinagawa, Shinagawa-ku, Tokyo, 140-0002, Japan

How to contact the appropriate authorities

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the supervisory authorities' office. Please refer to [this webpage](#) for an overview of the supervisory authorities and their contact details.