

Privacy policy

Infringement of personal information is now a social problem. Costa Markets Limited (hereinafter “Our Company”) recognizes that personal information protection is a serious social responsibility, and has established a management system based on the requirements of the personal information protection management system of JIS Q 15001 and will take the following efforts to ensure the appropriate operation of the system.

- Regarding the protection of personal information of customers, business partners, our executives and employees, we will appoint a 'Personal Information Manager' who should be responsible to determine how the information will be handled and ensure that it is properly protected.
- Our company will collect personal information by appropriate means only to the extent necessary for our business. At the time of acquisition, we will clarify the purpose of acquisition and use as well as how to contact for inquiries before requesting for personal information.
- Personal information will not be used or provided beyond the scope of consent at the time of acquisition, except for orders based on law.
- Our company will take security measures against threats such as unauthorized access to personal information, leakage, loss or damage of personal information. When a threat becomes apparent, we will endeavor to correct security measures.
- When outsourcing the handling personal information to other companies, our company will make contracts with the entrusted company and provide guidance and management in an appropriate way so as to ensure that the use, provision and security of personal information is based on the consent made at the time it is collected.
- If the provider of personal information requests disclosure, correction, change or deletion of the personal information held by our company, or if there is a complaint or consultation from the provider of personal information regarding this matter, our company will properly confirm the identity and respond promptly within a reasonable range.
- Our company will comply with applicable laws, regulations as well as national guidelines and other standards regarding the personal information of customers and employees handled by the Company, make improvement by managing and making the necessary corrections to ensure that it is used appropriately and continuously reviewing and improving the personal information protection management system.

Customer service for inquiries about personal information

Costa Markets Limited Customer Service for Personal Information

Contact: Please contact [Support](#)

May 1, 2020
Costa Markets Limited

About Handling of Personal Information

1: Customer service for inquiries about personal information

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2: Handling of Personal Information

- Personal information is information about an individual, which can be used to identify a specific individual, such as name, date of birth, gender, telephone number, e-mail address, occupation, workplace etc.
- Regarding the handling of personal information, our company will comply with laws and regulations regarding personal information, including the Act on the Protection of Personal Information.
- Our company has established an approach for personal information protection to properly handle customer's personal information and provide training to our employees to maintain the proper handling of your personal information while continuously reviewing and improving our approaches.
- Our company will properly handle personal information in accordance with prescribed rules for collection, use and provision of personal information. We will not handle personal information beyond the purpose of use without your consent. In addition, when providing or disclosing personal information to a third party, we will follow the procedures prescribed by law.

3: Purpose of use of personal information to be acquired

Our company will collect and use personal information (including analysis and statistics) for the following purposes and conduct it only within that range.

- To perform tasks necessary to provide or suspend our services
- To comply with laws and regulations
- To answer inquiries regarding personal information
- To verify your identity
- Also, to properly and smoothly execute transactions and contracts with customers
- To properly and smoothly carry out activities concerning recruitment, personnel management, welfare services, public relations, and employment management for employees, prospective applicants, and informal employees.
- To improve existing products and services or develop new products and services
- Providing useful and necessary information to customers, such as information on new services and maintenance (including failure information) notices
- To make inquiries and confirmations necessary after the cancellation of the service and to collect feedback to improve our services
- To introduce and advertise o services provided by our company and our group companies as well as other service

- To respond to various inquiries

4: Third party provisions

- Our Company will not disclose or provide personal information to a third party without obtaining the prior consent of the customer unless it is based on a legitimate reason such as based on laws and regulations.
- We oblige third parties who provide personal information based on the above by contract to enforce strict management of personal information at the same level as our company.

5: Outsourcing the handling personal information

We may outsource the collection and management of personal information to a system operator.

6: The voluntary nature of the personal information submission

Submission of personal information is at your discretion. However, if you do not submit the required items, you may not be able to use our services.

7: Use of cookies and external links

- On our company's site, we use it to apply for cookies, apply for products, and research user trends. Please note that if you choose not to use cookies, the functions that can be used on this website may be limited.
- Our company uses access log files to investigate user trends. With this, we can obtain statistical site usage information about IP address, referrer information, etc., but we do not use it for collecting and analyzing personal information.
- This website contains links to some external sites but does not share any personal information. We are not responsible for the collection of personal information on linked websites, so please be sure to refer to the privacy policy of the linked websites.

8: Procedures for responding to requests for disclosure of personal information

Regarding your personal information, please contact the customer service for inquiries below or the sales department that is responsible for you, concerning the following issues including request for disclosure, notification of purpose of use, correction, addition, deletion, suspension of use or provision to a third party, and other questions or suggestions of personal information.

How to request the disclosure of personal information

Our company responds to requests such as the disclosure of the customer's own personal information. For details, please see "Requests Including Disclosure" below.

About Requests such as for Disclosure, etc.

To make a request for disclosure, etc., please contact the customer service for disclosure requests.

Disclosure Request Window

Costa Markets Limited Customer Service for Personal Information

Contact: Please contact [Support](#)

About making complaints

Contact: Please contact [Support](#)