

(Translation)

## Handling of Personal Information (Lease Contracts)

In the future, the Company will require that the following documents be submitted as necessary regarding real estate transactions with customers. The personal information of customers entered in the following documents will be used as described in the list below, as well as for the following purposes.

1. To search for the counter party to a real estate lease contract, to conclude a lease contract (including a joint guarantee contract), a mediation contract, a management contract, etc., and to provide services based on the contract
2. To provide information on real estate leasing, brokerage, management, etc.
3. To the extent necessary to achieve the objectives of items 1 and 2, to provide the information to contract counter parties and prospective lessors and lessees; other real estate brokers; the Real Estate Information Network Systems; persons, organizations, and advertising companies that provide property information in written form or on the Internet; financial institutions involved in lending; judicial scriveners and other specialists involved in registration, etc.; affiliated non-life insurance companies; real estate managers; guarantee consignment companies; or other third parties with the consent of the customer

In addition, personal information will be used as follows when property information is provided to the Real Estate Information Network Systems for the purpose of searching for a contract counter party, or in the case of signing a contract for a property registered with a Real Estate Information Network System.

- (1) When a contract is concluded, the Real Estate Information Network System will be notified of the date, contract price, etc.
- (2) The Real Estate Information Network Systems use property and contract information (contract information does not include the names of landlords and tenants, but consists of information such as property description, contract date, contract price, etc.) for their businesses stipulated in the Building Lots and Buildings Transaction Business Act, such as providing the information to real estate brokers and public organizations that are their members, in the form of paper media or digital data.

- 1) The information provided consists of name, address, telephone number, property details, contract information, and other necessary items.
- 2) The information will be provided in writing, by telephone, e-mail, the Internet, advertising media, etc.
- 3) Provision of information will be terminated at the request of the individual in question.

4. Providing the services and information described in items 1 and 2 above through contact by postal mail, telephone, email, etc.
5. Storing personal information as necessary to respond to inquiries from customers and to achieve the objectives described in item 4
6. Storing information in the form of books and documents based on Article 49 of the Building Lots and Buildings Transaction Business Act
7. Conducting price appraisals for real estate leases, etc.

The contract information used for price appraisals may be provided to the brokerage client as the "basis for an opinion" as stipulated in Article 34-2, Paragraph 2 of

- 1) The information provided does not include the names of the landlord or tenant, and consists of a description of the property, contract price, and other items which are devised to make it difficult to identify the contracted property in question.
- 2) The information is provided in written form or by email. etc.
- 3) Provision of information will be terminated at the request of the individual in question.

the Building Lots and Buildings Transaction Business Act.

8. Performing market trend analysis

| Name of materials for which personal information is received  | Main purpose of use   |
|---|---|
| Customer cards, etc. and forms to request information from the website  | To have the customer enter customer's information and requirements in order to introduce properties that match the customer's requirements<br>To send customers notes to thank them for responding to surveys   |
| Rental property survey checklist  | To obtain and organize information about a property when requested by the landlord to act as broker or manage the property  |
| Registers, survey maps, cadastral maps, drawings, photographs, floor plans  | To clarify the rights, status, adjacent land, boundaries, location, area, etc. of the property in question  |
| Customer property ledger  | To organize the properties for which brokerage or management services have been requested for each customer   |
| Individual lease conditions for requested properties  | To organize lease conditions for each individual property, and to provide appropriate information to prospective tenants  |
| Tenant application form   | To allow prospective tenants indicate their intention to apply for a contract   |
| Official identification, personal seal registration certificate   | To confirm the identity of prospective tenants  |
| Reference materials related to the tenant qualifications of prospective tenants                                   | To provide the landlord with information about the prospective tenant, and enable the landlord to determine whether to conclude a contract  |
| Disclosure statement  | To explain important matters as stipulated in Article 35 of the Building Lots and Building Transaction Business Act, a copy will be retained in the form of transaction ledger for at least 5 years as stipulated in Article 49 of the Building Lots and Building Transaction Business Act.   |
| Lease contract  | To clarify the contractual relationship between the parties in real estate transactions and to deliver the documents stipulated in Article 37 of the Building Lots and Buildings Transaction Business Act, a copy will be retained as a transaction ledger for at least 5 years as stipulated in Article 49 of the Building Lots and Building Transaction Business Act. |
| Joint Guarantor Acceptance Form   | To clarify that the guarantor is willing to jointly guarantee a specific lease contract   |
| List for confirming property conditions and restoration to its original state at the time of move-in and move-out | To confirm the condition of the property at the time of move-in   |
| Key receipt   | To verify that keys to the property were given to the tenant  |
| Monthly report  | To report the status of property management to the landlord   |
| Client of an agent involved in the conclusion of a lease contract   | To enable the primary real estate agent to act as representative and conclude the contract on behalf of the landlord in the event that the landlord is not present for the conclusion of the lease contract   |
| Rent collection status table  | To report to the landlord on the status of rent collection  |
| About the remittance of rental fees, etc.   | To notify the landlord regarding the receipt of rent remittance, etc.   |
| Notice of unpaid rent   | To inform the landlord of delinquent rent payments and to request payment   |
| Rent arrears reminder   | To advise the tenant when the rent payment delinquency is not resolved even after notification of non-payment   |
| Rent payment pledge   | To have the tenant promise to pay the delinquent rent   |
| Notice of lease contract cancellation   | To terminate the lease contract at the request of the landlord or the tenant before the end of the contract period  |
| Notice of expiration or renewal   | To confirm the tenant's intentions when the landlord is willing to renew the contract at the end of the contract period   |
| Departure guidance notification   | To provide the tenant with a guide when moving out in order to ensure that the moving out process goes smoothly   |
| Agreement on the burden of repair costs   | To agree on costs for repairs and restoration when moving out   |
| Certificate of Settlement of Security Deposit   | To clarify the details of the settlement when the security deposit is returned  |
| Explanatory document for fixed-term leases  | For the landlord to explain the contract terms to the tenant prior to conclusion of the contract in the case of a fixed-term lease  |
| Notice of termination of fixed-term lease contract  | Notification by the landlord to the tenant one year to six months prior to the end of the term in the case of a fixed-term lease contract   |
| Management contract   | For the landlord to outsource real estate management to the Company   |
| Lease brokerage or agency contract  | For the landlord to request that the Company act as an intermediary or agent for the property in question   |
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