

(Translation)

Personal Information Protection Policy

1. Basic Policy

- (1) The Company has a social responsibility to protect the personal information of our customers, business partners, shareholders, etc. (hereinafter collectively referred to as "customers, etc.") and to maintain their trust. In addition, personal information is a valuable asset for the Company. Accordingly, all officers and employees must comply with laws and regulations regarding the protection of personal information, and handle the personal information assets held by the Company appropriately.
- (2) Leakage, falsification, loss, unauthorized use, or disclosure without permission of the personal information of customers, etc. will result in loss of trust from customers, etc. and cause damage to the Company. Employees who engage in such acts will be subject to disciplinary action and may also be subject to legal penalties. We hereby request that all employees be aware of the importance of personal information management and their responsibilities, and to act in good faith in accordance with the Company's personal information protection policy.
- (3) In addition, the Company will take the following measures to ensure the smooth implementation of this personal information protection policy.

2. Handling of Personal Information

- (1) In order to implement this policy, the Company has established the Basic Regulations For The Protection Of Personal Information, and will systematically conduct education and training to thoroughly familiarize all officers and employees with its content, and will periodically check and evaluate the status of compliance with this policy and review, maintain, and improve personal information protection measures as appropriate.
- (2) To prevent the leakage, falsification, loss, unauthorized use, etc. of the information of customers, etc., we have created an Information Management Manual and established appropriate management systems to prevent unauthorized access and computer viruses.
- (3) The Company will use personal information only within the scope of the purpose of use, and such information will be handled only by authorized personnel in accordance with the specific business in question, and only for as long as necessary to carry out said business.
- (4) The Company's officers and employees will not disclose personal information obtained in the course of their duties to any third party or use it for any improper purpose. The same shall apply after leaving the Company.

(Translation)

3. The Purpose of Acquiring Personal Information

The Company will only acquire personal information through appropriate means, and when we do acquire personal information, we will notify the person who is the subject of the personal information of the purpose of use or announce it on the Company website.

The Company will use the personal information of shareholders for the following purposes

- To exercise rights or fulfill obligations
- To provide various benefits (including benefits related to services provided by a third party) from the Company to your status as a shareholder
- To provide various benefits (including benefits related to services, etc. provided by a third party) to the status as a shareholder. To provide various benefits (including benefits related to services, etc. provided by third parties) from the Company to the status of a shareholder
- To implement measures to facilitate the relationship with shareholders
- To manage shareholders, including the preparation of shareholder data in accordance with legal standards

4. Shared Use of Personal Information

The Company will announce the following items on the Company website when sharing personal information with a third party.

- a) Shared use with specific parties
- b) Items of personal data subject to shared use c) Scope of shared users
- c) Purposes of use by the sharing parties
- d) The name of the party responsible for the management of personal data among the sharing parties

5. Shared Use with Group Companies

In order to provide high value-added services to our stakeholders, the Company will share personal information held by the Company and its group company Reprice Co., Ltd. to be used as follows. We will review the management of shared personal information use as necessary. We will give notification or make an announcement of such reviews in advance.

(1) Items of Personal Information Subject to Shared Use

- Customer contact information such as name, address, telephone number, fax number, and email address

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- Information related to housing tours and requests for sale assessments
- Information related to requests for renovation work
- Information provided by customers through entry into various forms prepared by the Company or Reprice, and information provided by customers orally in explanations and answers (including by telephone)
- Information about transactions and contracts between customers and the Company or Reprice

(2) Companies with whom information is shared

- Reprice Co., Ltd.

(3) Purpose of Use

- To provide information about real estate that the Company or Reprice sells or brokers
- To provide information regarding home purchase

(4) Personal Information Manager

- KATITAS Co., Ltd.

Human Resources and General Affairs Department contact: information@katitas.jp

- Reprice Co., Ltd.

Human Resources and General Affairs Department contact: privacy@reprice.co.jp

6. Shared Information Use with the Nitori Group and Business Partners

In order to provide high value-added services to our stakeholders, we may share personal information held by the Company and our group companies (hereinafter collectively referred to as the "Katitas Group") and by Nitori Holdings Co., Ltd. and its group companies (hereinafter collectively referred to as "business partners") as follows.

Please note that the personal information of customers that is not related to the services provided through the business alliance between Nitori Holdings Co., Ltd. and the Company is not subject to this shared use. We will review the management of shared personal information use as necessary. We will give notification or make an announcement of such reviews in advance.

(1) Items of Personal Information Subject to Shared Use

- Customer contact information such as name, address, telephone number, fax number, and email address
- Information related to housing tours and requests for sale assessments
- Information related to requests for renovation work

(Translation)

- Information provided by customers through entry into various forms prepared by the Katitas Group or its business partners, and information provided by customers orally in explanations and answers (including by telephone)
- Information about transactions and contracts between customers and the Katitas Group or its business partners

(2) Companies with whom information is shared

- Katitas Group

KATITAS Co., Ltd. and Reprice Co., Ltd.

- Business partners

Nitori Holdings Co., Ltd. and its group companies

(Nitori Co., Ltd.; Home Logistics Co., Ltd.; Nitori Furniture Co., Ltd.; Nitori Facility Co., Ltd.; Home Deco Co., Ltd.; and Nitori Public Co., Ltd.)

(3) Purpose of Use

- To provide information about new products
- To conduct market research and data analysis for product development, etc.
- To provide information on events put on by Katitas Group companies and their business partners
- To promote and provide information on services from Katitas Group companies and their business partners

(4) Personal information manager

Katitas Group

- KATITAS Co., Ltd.

General Affairs Department contact: information@katitas.jp

- Reprice Co., Ltd.

Human Resources and General Affairs Department contact: privacy@reprice.co.jp

Business Partners

Nitori Holdings Co., Ltd.

Nitori Co., Ltd.; Home Logistics Co., Ltd.; Nitori Furniture Co., Ltd.; Nitori Facility Co., Ltd.; Home Deco Co., Ltd.; Nitori Public Co., Ltd.

Nitori Co., Ltd. Customer Service Center (Office hours: 10:00 - 20:00)

From landlines: 0120-0140-210 (free dial), from mobile phones: 0570-064-210 (Navi Dial call handling service)

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7. Outsourcing of personal information handling

In the event that the Company entrusts personal information to a third party for the purpose of business outsourcing, the Company will examine the third party in accordance with predetermined standards, conclude contracts as necessary, and take other legally required measures.

8. Inquiries regarding the disclosure, suspension of use, etc. of personal information

The Company will respond in good faith to requests from individuals regarding the disclosure, correction, suspension of use, or deletion of their personal information.

April 2021

KATITAS Co., Ltd.

President and CEO, Katsutoshi Arai