

Privacy Statement Japan

Revised: September 2020

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Data handling business operator, Mitsubishi Fuso Truck and Bus Corporation
incl. Joint Use: 10 Ohkura-cho, Nakahara-ku, Kawasaki-shi, Kanagawa
211-8522 Japan
Representative: [Please refer to company information](#)

Mitsubishi Fuso Truck and Bus Corporation (hereinafter “MFTBC”) in some cases receives your personal data as part of its business activities. The protection of your privacy in the processing of your personal data is an important concern to which we pay special attention during our business processes.

MFTBC processes the personal data received according to the Act on Protection of Personal Information (APPI) as well as related ministerial ordinances and guidance, and Daimler Truck Data Protection Policy which is acknowledged as Binding Corporate Rule as per definition of the GDPR.

Please find the [Daimler Truck Data Protection Policy here](#).

With regard to the handling of EU residents’ personal data, please find the [Privacy Statement EU here](#).

With regard to the handling of employees’ and candidates’ personal data, a separate Privacy Policy regarding employee data applies and can be found in the Daimler Truck Intranet as part of the rules of employment. Applicants will find the respective policy on the recruiting site.

1. Collection and Processing of Personal Data

In addition to “Special care-required personal information” (race, creed, social status, medical history, criminal record, facts regarding suffered damage from a crime etc.), labor union membership, lineage and permanent domicile, and information related to medical treatment and sexual orientation (“sensitive information”) will not be acquired, processed, or transferred to third parties, unless required by the Act on Protection of Personal Information and its related acts and guidelines, or unless a consent has been acquired.

MFTBC takes the utmost care to prevent leaks, falsification, loss, etc. of your personal data by regular internal audits and continuous improvements of its security measures.

When you visit our website, our web server automatically records your IP address, the web site from which you visit us, the web pages you actually visit and the date and length of your visit. Personal data is only stored if consented by you, for example in the context of a registration, a survey, a contest or in execution of a contract.

2. Purpose of Utilization of Personal Data

MFTBC utilizes your personal data only for the following purposes. MFTBC may change the Purpose of Utilization beyond the scope which is reasonably considered that the Purpose of Utilization after the change is duly related to that before the change. When this occurs, MFTBC notifies you of the changed Purpose of Utilization or publicly announces it e.g. on our website (<http://www.mitsubishi-fuso.com/>).

- (1) Announcement of new products, periodic checks, vehicle inspections, services, etc.
- (2) Announcement of estimates of our products and services, e.g. new and used vehicles, parts, vehicle inspection, etc.

- (3) Provision of information for products and services of insurance companies (including mutual aid associations)*, such as non-life insurance (fraternal insurance), life insurance and accompanying/related services, for whom MFTBC work as their agency.
- *Please find the list of Insurance Companies and Mutual Aid Associations in scope in Section 8 below.
- (4) Announcement of various applications to and enrollment in services and memberships as well as implementation of contract procedure.
- (5) Support and implementation of your purchase of our product and after-sales services.
- (6) Provision of feedback to your requests, suggestions and inquiries made to us.
- (7) Announcement of various events/campaigns, and shipping of products, etc.
- (8) Research on product development and customer satisfaction.
- (9) Credit rating and -administration.
- (10) Ensuring and providing safety measures for our vehicles; early repair activities of vehicles subject to recall, improvement measures and service campaigns, and provision of information according to article 57, paragraph 2 of the Road Transportation Vehicle Law.
- (11) Creation of statistical information to be utilized for improvement of services by MFTBC, our distributors and dealers, Daimler Truck Group companies and subsidiaries/affiliates.
- (12) Creation of statistical information to be utilized for development of new products by MFTBC, our distributors and dealers, Daimler Truck Group companies and subsidiaries/affiliates.
- (13) For further purpose of utilization that MFTBC has expressed, notified of announced to the customers separately.
- (14) Provision of personal information listed below to our distributors and dealers, Daimler Truck Group companies and subsidiaries/affiliates in writing or by electronic media. However, the provision will be stopped upon request from you.
- [Items to be provided]
- Full name, contact information such as address and phone number, place of work including company name, departments, functions, and contact information, contract information such as delivery address, vehicle related information such as purchasing/servicing histories, telematics data, and information regarding your request/inquiry.
- (15) Provision of personal information listed below to members of Japan Automobile Dealers Association in writing or by electronic media. However, the provision will be stopped upon request from you.
- [Items to be provided]
- Full name, date of birth, contact information such as address and phone number, information regarding your request/inquiry/transactions, place of work and contractual information such as date, product, value, payment terms, outstanding payment. etc.
- (16) In case the provision of these information is permitted by law*.

*We will only disclose your data to governmental authorities in cases where it permitted by law after close evaluation of actual need for disclosures vs potential privacy impact.

3. Data Subject Rights

MFTBC strives to support your data subject rights, incl. correction, disclosure, deletion or cease of use of personal data wherever legally applicable.

- **Correction**

Where necessary, we will correct/update your personal data (e.g. address etc.)

- **Cease of use**

Where necessary, we will cease the use of data/ provision of data to third parties.

- **Disclosure**

Where necessary, we will provide you with information on what categories of information of you are in our possession (e.g. names, addresses etc.)

- **Deletion**

Where necessary, we will delete all your information as system environment allows.

To exercise your data subject rights, kindly fill in the respective form and provide it to the contact below.

<p>Contact:</p> <p>Mitsubishi Fuso Truck and Bus Customer Center 10 Ohkura-cho, Nakahara-ku, Kawasaki-shi, Kanagawa</p> <p>211-8522 Japan Tel.: 0120-324-230 Toll Free (only in Japan)</p> <p>Available 9:00-12:00 and 13:00-17:00 Monday – Friday (except for holidays)</p> <p><u>Fee: 1,100 Yen (incl. tax) per request form</u> (as stipulated in art. 33 APPI)</p> <p>Kindly transfer the fee to the bank account below. The costs of transfer will be at the expense of the requestor.</p> <p>Bank name: MUFG BANK LTD. HEAD OFFICE Current account: 9057970 MITSUBISHI FUSO TRUCK AND BUS CORPORATION</p> <p>Document downloads:</p> <ul style="list-style-type: none">- Form for correction, disclosure etc.- Power of attorney form	<p>Important points for your request:</p> <p>If you are a former employee, please mark the respective checkbox in the form. In case of a missing check, you will only receive the same information as usual customers.</p> <p><u>Identification documents</u></p> <ul style="list-style-type: none">- Driver's license- Passport- Insurance card <p><u>Document to prove your role as representative</u></p> <ul style="list-style-type: none">- Power of Attorney- Copy of family register (in case of parent)- Copy of written judicial decision, proofing start of guardianship (in case of guardian) <p><u>Evaluation:</u> We will align with the relevant teams whether your data is available and disclosure etc. is possible. We will try our best to fulfill your request.</p> <p><u>Rejection</u></p> <ul style="list-style-type: none">- MFTBC reserves the right to reject your request if it is not in line with APPI provisions.- Documents will not be returned.
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* Please note that we record our conversation and document your phone number for our documentation.

<p>Data Compliance Officer</p> <p>Mitsubishi Fuso Truck and Bus Corporation</p> <p>10 Ohkura-cho, Nakahara-ku, Kawasaki-shi, Kanagawa</p> <p>211-8522 Japan</p> <p>Email: MFTBC_datacompliance@DaimlerTruck.com</p>

4. Security Measures

MFTBC has technical and organizational security measures in place in order to protect the data we have under our control against accidental or intentional manipulation, loss, destruction and against access by unauthorized persons. These measures below are merely an excerpt of our measures:

Organizational security measures

- Process for handling and reporting of data breaches in place
- Dedicated policies on IT security and Data Compliance
- Dedicated department for Compliance and IT Security

- Dedicated personnel for Data Protection and IT Security
- Implementation of data key accounts in relevant business areas

Management of employees

- Confidentiality agreement upon employment
- Regular mandatory trainings for relevant target groups (incl. online modules)
- Regular communication by Compliance/IT teams or top down by CEO/Management
- Additional events to promote awareness

Physical Security Measures

- Entry to general premises guarded
- Entry to specific areas only with special clearance (e.g. HR)

Technical Security Measures

- Access to systems only limited to key personnel
- All systems have individual security classifications
- Installation of additional software only via prior-authorization

External Security Measures

- Selection guidelines for suppliers
- Implementation of additional data processing agreements with suppliers
- In case of transfers to a third country, PPC guidance and regulations of that specific country as well as internal guidelines and business experience are considered

5. Provision of Personal Data to External Parties

MFTBC provides your personal data to third parties only in case of the following:

- (1) In case MFTBC obtained your consent
- (2) In case MFTBC outsources handling of personal data within the scope necessary for the achievement of the Purpose of Utilization
- (3) In case, personal data is transferred as result of a merger, corporate split-up transfer of business etc.
- (4) In case personal data will be provided to the Joint Users as defined in Section 6
- (5) In case provision of the information is permitted by law

6. Joint Utilization of Personal Data

MFTBC may provide your personal data to external parties for the purpose of joint utilization as defined below. MFTBC remains responsible as data handling business operator.

Scope of entities who jointly use the data	Daimler Truck AG (Germany) and its Group Companies worldwide	
Purpose of Utilization by the joint users	(1)	Provision of MFTBC and/or Joint Users' products and services
	(2)	Marketing, announcement of products and services, and conducting surveys by MFTBC and/or Joint Users
	(3)	Research and analytics on sales and other activities for development of new products and services of MFTBC and/or Joint Users
	(4)	Communication and handover of your inquiries, applications and other requests about the products and services of MFTBC and/or Joint User to the responsible entity
	(5)	Appropriate and smooth fulfillment of other transactions with you by MFTBC and/or Joint Users
	(6)	Fulfillment of governance and compliance related processes of Daimler Truck Group
	(7)	Development, maintenance and improvement of IT environment of Daimler Truck Group
Items of personal data	Full name, contact information such as address and phone number, place of work	

to be jointly utilized	(including company name, departments, functions, and contact information), contract information such as delivery address, vehicle related information such as purchasing/servicing histories, telematics data, and information regarding your requests/inquiries.
Scope of entities who jointly use the data	MFTBC's distributors and dealers, subsidiaries/affiliates
Purpose of Utilization by the joint users	<ul style="list-style-type: none"> (1) Provision of MFTBC and/or Joint Users' products and services (2) Marketing, announcement of products and services, and conducting surveys by MFTBC and/or Joint Users (3) Research and analytics on sales and other activities for development of new products and services of MFTBC and/or Joint Users (4) Communication and handover of your inquires, applications and other requests about the products and services of MFTBC and/or Joint Users to the responsible entity (5) Appropriate and smooth fulfillment of other transactions with you by MFTBC and/or Joint Users
Items of personal data to be jointly utilized	Full name, contact information such as address and phone number, place of work including company name, departments, functions, and contact information, contract information such as delivery address, vehicle related information such as purchasing/servicing histories, telematics data, and information regarding your request/inquiry.
Scope of entities who jointly use the data	Members of Japan Automobile Dealers Association Data, however, will be provided only if one of the following applies to you or your guarantor
	<ul style="list-style-type: none"> A) In case bills and/or checks issued for the payment to MFTBC are dishonored or payments are suspended B) MFTBC receive and accept your request of grace of partial or whole payment/indulgence C) In case of delays of payment for your own needs in individual transactions with MFTBC D) In case you filed a petition in bankruptcy, commenced civil rehabilitation proceedings, supervised corporate reorganization proceedings or special liquidation proceedings, or your business license was cancelled by the issuing authority
Purpose of Utilization by the joint users	<ul style="list-style-type: none"> (1) Credit rating (2) For reference in business transactions and relationship
Items of personal data to be jointly utilized	Full name, date of birth, contact information such as address and phone number, information regarding your request/inquiry/transactions, place of work and contractual information such as date, product, value, payment terms, outstanding payment. etc.

7. List of Insurance Companies and Mutual Aid Associations

Please refer to respective companies' Purpose of Utilization on their web pages.

General Insurance Companies	Tokio Marine & Nichido Fire Insurance Co., Ltd.	Privacy Statement
	Mitsui Sumitomo Insurance Co.,Ltd	Privacy Statement
	Sompo Japan Insurance Inc.	Privacy Statement
	AIG General Insurance Company,Ltd	Privacy Statement
	Aioi Nissei Dowa Insurance Co., Ltd	Privacy Statement
	Nissin Fire and Marine Insurance Co.,Ltd	Privacy Statement
	Kyoei Fire and Marine Insurance Co.,Ltd	Privacy Statement
Mutual Aid Associations	Hokkaido Truck Traffic Mutual Aid Cooperative	Privacy Statement
	Kanto Traffic Mutual Aid Cooperative	Privacy Statement
	Chubu Traffic Mutual Aid Cooperative	Privacy Statement
	Mie Prefecture Traffic Mutual Aid Cooperative	Privacy Statement
	Chugoku Truck Traffic Mutual Aid Cooperative	Privacy Statement

	Kyushu Truck Traffic Mutual Aid Cooperative	Privacy Statement
	Minami-Kyushu Traffic Mutual Aid Cooperative	Privacy Statement
	Tohoku Traffic Mutual Aid Cooperative	Privacy Statement
	Saga Agricultural Cooperative	Privacy Statement
	Oita Agricultural Cooperative	Privacy Statement
	Miyakonojo Agricultural Cooperative	Privacy Statement
Life Insurance Companies	Tokio Marine & Nichido Anshin Life Insurance Co.,Ltd	Privacy Statement
	Sompo Himawari Life Insurance Inc.	Privacy Statement
	Mitsui Sumitomo Aioi Life Insurance Co.,Ltd	Privacy Statement
	MetLife Insurance K.K.	Privacy Statement

9. Others

MFTBC reserves itself the right to make necessary amendments and changes to this privacy statement. In such cases, MFTBC will properly inform via e.g. its homepage.