Privacy Statement Japan

Revised: April 1, 2026

Revised: August 20, 2026

Data handling business operator, incl. Joint Use:	Mitsubishi Fuso Truck and Bus Corporation 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”) may receive your personal data in some cases as part of its business activities. Protecting your privacy when processing your personal data is an important concern to which we pay particular attention in all of our business processes.

MFTBC processes the personal data received according to the Act on Protection of Personal Information (hereinafter “APPI”) as well as related ministerial ordinances and guidance, Mitsubishi Fuso Group internal policies and this Privacy Statement.

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.
Applicants will find the respective policy on our recruiting site.

With regard to the handling of information that is collected and transmitted by telematics devices installed in Fuso vehicles, please refer to our Connected Vehicle Data Policy.

If you subscribe to any of our services (such as Truckonnect), additional terms regarding the data transmitted from your vehicle may apply under the relevant service agreement.

1. Collection and Processing of Personal Data

In addition to “special care required personal data” (race, creed, social status, medical history, criminal record, and facts regarding suffered damage from a crime etc.), labor union membership, linage and permanent domicile, as well as information related to healthcare and sexual orientation will not be collected, processed, or provided to third parties, unless required by APPI 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.
MFTBC also implement appropriate security measures and strive to prevent risks such as leakage, alteration, and loss of personal data by conducting periodic audits of how we handle our customers’ personal data and by continuously working to improve our practices.

When you visit our website, our web server records the IP address assigned to you by your Internet service provider, the website from which you were directed to our website, the specific pages you visit on our website, as well as the date and time of your visit. As for personal

data, we only collect and store the data you provide to us when you register, participate in surveys or competition, or enter into a contract with us.

2. Purpose of Utilization of Personal Data incl. Data Sharing

MFTBC will not use your personal data for any purposes other than those stated below. However, the purposes of utilization set out below may be changed to the extent reasonably recognized as having relevance to the original purposes. If we change the purposes of utilization, we shall, in principle, notify you in writing or by other means, or announce it on our homepage (http://www.mitsubishi-fuso.com/).

(1) Provision of information on new products, periodic inspections, vehicle inspections and other services
(2) Provision of price quotations for our products and services, including new and used vehicles, parts and vehicle inspection services
(3) Provision of data on products and services, such as non-life insurance (mutual aid), life insurance and ancillary or related services, offered by insurance companies and mutual aid associations* for which MFTBC acts as an agency
* For the insurance companies and mutual aid associations with which we do business, please refer to Section 6.
(4) Provision of guidance and implementation of contract procedures relating to various applications and memberships
(5) Provision of guidance and implementation of procedures relating to after-sales services following product purchase
(6) Handling of and responses to requests and inquiries, and provision of our feedback
(7) Provision of communications regarding various events and campaigns, as well as shipment of products and other items
(8) Surveys on product development and customer satification
(9) Credit decision and Credit management
(10) Implementation of safety measures for vehicles manufactured by MFTBC (including early collection of vehicles subject to recalls, remedial measures and service campaigns, as well as provision of information as stipulated in Article 57-2 of the Road Transport Vehicle Act)
(11) Preparation of statistical information to be used for improving the services of MFTBC, MFTBC's authorized dealers, and Archion Group, its subsidiaries as well as affiliated companies
(12) Preparation of statistical information to be used for new product development by MFTBC, MFTBC's authorized dealers, and Archion Group, its subsidiaries as well as affiliated companies
(13) Any other purposes of use separately specified, notified or disclosed to customers by MFTBC
(14) Joint use and provision, in written or electronic form, of the following personal data to MFTBC's authorized dealers and Archion Group, its subsidiaries as well as affiliated companies:
Customer contact details such as full name, address, phone number, fax number and e-mail address; workplace information (company name, department/section, position, address, phone number and fax number); contract-related information such as delivery addresses; vehicle-related information such as vehicle purchase history, service usage history and telematics data; as well as details of customer inquiries.
(15) Joint use and provision, in written or electronic form, of the following personal data to member companies of the Japan Automobile Dealers Association:
Customer full name, date of birth, contact details such as address and phone number; information relating to the customer's requests, inquiries and transactions; workplace information; and information relating to the relevant contract, such as contract date,

product name, contract amount, number of installments, outstanding balance and monthly payment status.

(16) Other cases permitted under laws and regulations*

Provision of personal data to government authorities will be made only where required by law and after assessing the necessity of such disclosure and its impact on the customer.

3. Data Subject Rights

MFTBC will respond to your requests in relation to your personal data as set out below, in accordance with laws and regulations.

- **Disclosure of Personal Data**
  Where necessary, we will disclose the categories of your personal data (e.g. “full name”, “address”, etc.).
- **Correction of Personal Data**
  Where necessary, we will correct/update your personal data (e.g. full name, address etc.).
- **Suspension of Use of Personal Data**
  Where necessary, we will suspend the use of your personal data and its provision to third parties.
- **Deletion of Personal Data**
  Where necessary, we will delete all your personal data retained by us.

Please refer to the following information regarding request procedures and inquiries.

Contact:	**Notice for Procedures**
Mitsubishi Fuso Truck and Bus Customer Center 10 Ohkura-cho, Nakahara-ku, Kawasaki-shi, Kanagawa 211-8522 Japan Tel.: 0120-324-230 ※Toll Free (only in Japan) Available 9:00-12:00 and 13:00-17:00 Monday – Friday (except for holidays) Fee: 1,100 Yen (incl. tax) per request form (as stipulated in art. 38 APPI) Kindly transfer the fee to the bank account below. (The costs of transfer will be at the expense of the requestor.) Bank name: MUFG BANK LTD. HEAD OFFICE Current account: 9057970 MITSUBISHI FUSO TRUCK AND BUS CORPORATION **Document downloads:** - Disclosure Request Form	If you are a former employee, please check the relevant box in the section for identity confirmation. If this box is not checked, we will respond only as to information held in our capacity dealing with you as a general customer. Copy of one of the following identity verification documents: - Driver’s license - Health insurance card - Individual Number Card (My Number Card) – front side only - Residence card Documents Evidencing the Representative’s Authority: - Power of Attorney - Copy of family register (in case of parent) - Copy of written judicial decision, proofing start of guardianship (in case of guardian) - Identity verification documents of the agent (see above) Internal Confirmation: We will conduct internal confirmation with the responsible department as to whether the information can be provided. Rejection: - MFTBC reserves the right to reject your request if it is not in line with APPI provisions - Submitted documents will not be returned and will be disposed of after completion of the

- Amendment Request Form - Power of Attorney Form	procedures in accordance with MFTBC internal rules.

※Please note that, for the purposes of confirming the details of your inquiry and returning your calls, we may record our conversations with you and capture the phone number you use.

Data Compliance Officer

Mitsubishi Fuso Truck and Bus Corporation
10 Ohkura-cho, Nakahara-ku, Kawasaki-shi, Kanagawa
211-8522 Japan

Email: MFTBC_datacompliance@archion-group.com

4. Security Control Measures

MFTBC implement security control measures to protect the personal data we handle from manipulation, loss, destruction, and unauthorized access.
Examples of such security control measures are as follows:

Organizational Security Control Measures

- Process for handling and reporting of data breaches in place
- Dedicated policies on IT security and Data Compliance
- Dedicated departments responsible for Compliance and IT Security
- Dedicated personnel responsible for Data Protection and IT Security
- Appointment of data protection promoters within all departments

Personnel-related Security Control Measures

- Agreement to confidentiality policies at the time of hiring employees
- Regular mandatory trainings
- Periodic notices from Compliance Department, IT Department or management
- Additional events or campaign activities to promote awareness

Physical Security Control Measures

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

Technological Security Control Measures

- Access to systems only limited to key personnel
- Installation of additional software only via prior-authorization
- Implementation of measures commensurate with the security classification of each system

External Security Control Measures

- Implementation and performance of selection guidelines for business partners
- Implementation of additional data processing agreements with business partners
- In cases of providing or outsourcing personal data to third countries, ensuring compliance with the Personal Information Protection Commission's guidelines on third countries, and implementing MFTBC's internal risk guidelines as well as experience-based risk assessments

5. Provision of Personal Data to External Parties

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

(1) In cases where MFTBC obtained your consent
(2) In cases where MFTBC outsources handling of personal data within the scope necessary for the achievement of the Purpose of Utilization
(3) In cases where personal data is transferred as result of a merger, company split, or business transfer, etc.
(4) In cases of joint use of personal data with the entities specified in Section 6
(5) In cases permitted under laws and regulations

6. Joint Utilization of Personal Data

We may jointly use your personal data as set out below.
MFTBC shall act as the party responsible for the management of such jointly used personal data (for MFTBC's address and the name of representative, please refer to the beginning of this Privacy Statement).

Scope of entities who jointly use the data	**ARCHION Corporation and its Group Companies worldwide**
Purpose of Utilization by the joint users	(1) Provision of MFTBC and/or Joint Users' products and services (2) Sending direct mail, providing information on products and services, and conducting questionnaires 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 to the responsible company of inquiries, applications for use, or other requests received from customers regarding products and services provided by MFTBC and/or Joint Users (5) Appropriate and smooth fulfillment of other transactions with customers by MFTBC and/or Joint Users (6) Fulfillment of business management, internal administration and compliance-related procedures within the Archion Group (7) Development, maintenance and improvement of IT environment of Archion Group
Items of personal data to be jointly utilized	Customer contact details such as full name, address, phone number, fax number and e-mail address; workplace information (company name, department/section, position, address, phone number, fax number); contract-related information such as delivery address; vehicle-related information such as vehicle purchase history, service usage history and telematics data; and details of customer inquiries

Scope of entities who jointly use the data	**MFTBC's distributors and dealers, subsidiaries/affiliates**
Purpose of Utilization by the joint users	(1) Provision of MFTBC and/or Joint Users' products and services (2) Sending direct mail, providing information on products and services, and conducting questionnaires 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 to the responsible company of inquiries, applications for use, or other requests received from customers regarding products and services provided by MFTBC and/or Joint Users (5) Appropriate and smooth fulfillment of other transactions with customers by MFTBC and/or Joint Users
Items of personal data to be jointly utilized	Customer's full name, address, phone number, fax number and e-mail address; workplace information (company name, department/section, position, address, phone number, fax number); delivery address, vehicle purchase history, service usage history, and details of customer inquiries

Scope of entities who jointly use the data	**Members of Japan Automobile Dealers Association** **Data will be provided only if one of the following applies to you or your guarantor:** A) In cases where bills and/or checks issued for the payment to MFTBC are dishonored or payments are suspended

	B) In cases where MFTBC receive and accept your request of grace of partial or whole payment/indulgence C) In cases where, in an individual transaction with MFTBC, your payment to MFTBC is delayed for reasons attributable to you D) In cases where 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	(1) Credit Decisions (2) For reference in business transactions after contract conclusion
Items of personal data to be jointly utilized	Customer's full name, date of birth, contact details such as address and phone number; information relating to the customer's requests, inquiries and transactions; workplace information; and information relating to the relevant contract, such as contract date, product name, contract amount, number of installments, outstanding balance and monthly payment status.

Scope of entities who jointly use the data	**Wise Systems Japan LLC. (hereinafter "Wise Systems")**
Purpose of Utilization by the joint users	(1) Provision of products and services of MFTBC or Wise Systems (2) Provision of additional services, tasks or functions requested by customers (3) Performance, request and enforcement of contractual obligations of MFTBC, Wise Systems and customers (4) Notification to customers and product users of changes to the Service (5) Enabling product users to use the interactive features of the Service (6) Provision of customer care and support (7) Monitoring of the use of the Service (8) Provision, analysis, development and improvement of products and services of MFTBC and Wise Systems (9) Data analysis and research for the purpose of improving and expanding business activities of MFTBC and Wise Systems (10) Understanding how product users use the Service and related systems (11) Detection, prevention and resolution of technical issues (12) Creation and reinforcement of machine-learning algorithms for providing the service (13) Direct provision of analytical results to product users who have provided data (14) Provision of analytical results from Wise Systems to MFTBC and from MFTBC to Wise Systems (15) Protection of the rights or business interests of Wise Systems and MFTBC
Items of personal data to be jointly utilized	Customer contact person's full name, e-mail address, phone number and address (as specified in the order form/contract); shipper and consignee's full name, e-mail address, phone number and address; order information – items, notes from drivers and operation managers; driver's name, phone number/e-mail address and location history; business operation information – warehouse locations and operating hours; vehicles' type and capacity; operator's name and login information.

List of Insurance Companies (Mutual Aid Associations)

Please refer to respective companies' Purpose of Utilizing Personal Data on their homepages.

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 Nissey Dowa Insurance Co., Ltd	Privacy Statement
Mutual Aid Associations	Hokkaido Truck Traffic Mutual Aid Cooperative	Privacy Statement
	Tohoku Traffic Mutual Aid Cooperative	Privacy Statement
	Kantoh Traffic Mutual Aid Cooperative	Privacy Statement
	Chubu Traffic Mutual Aid Cooperative	Privacy Statement
	Mie Prefecture Traffic Mutual Aid Cooperative	Privacy Statement
	Kyushu Truck Traffic Mutual Aid Cooperative	Privacy Statement
	Minami-Kyushu Traffic Mutual Aid Cooperative	Privacy Statement
Life Insurnace	Tokio Marine & Nichido Anshin Life Insurance Co.,Ltd	Privacy Statement
	Sompo Himawari Life Insurance Inc.	Privacy Statement

Companies	

7. Others

MFTBC reserves the right to amend this Privacy Statement as necessary. In such cases, MFTBC will provide appropriate notice, for example via our homepage.