

REAL GATE places a strong emphasis on the protection of our customers' privacy as a top priority in our website (<http://www.hive.tokyo>).

This privacy policy specifies how REAL GATE collects and handles its customers' personal information and under what principles through its. We believe that the compliance to laws and regulations, precise means of collection, use, and management by our contractors and ourselves are essential to ensure the safety of its customers' privacy. Therefore we would like to ask our customers to fully understand this privacy policy upon using, and to provide your personal information only when you agree to the policy.

### **Information we collect and what we use it for**

In this policy, "personal information" shall refer to the names, addresses, phone numbers, email addresses, professions, and other information that can identify the specific individual. We may collect such customer information on our when we provide some of our services (document request, registration, questionnaire, and newsletter). The use of such personal information is strictly limited to the purpose of the respective service and will not be used for other purposes without customer's consent.

### **How we handle the information we collect**

We collect such personal information from our customers through our website to provide useful and valuable services. We recognize the importance of personal information in this highly sophisticated information society and take it as our responsibility to manage such information properly. Thus we have created this "Privacy Policy" for our website to see to it that our customers' personal information is handled with enough caution for the execution and operation of the website. On our website, some of the services we provide require us to consign our operation to the third party company partially or entirely, depending on the service. Therefore, we provide such companies with our customers' personal information with strict enforcement of the security precautions under proper provision of ours.

### **Regarding Access Logs**

When a customer use our services or view content provided by our website, we store and we automatically collect certain information in server logs. This includes but not limited to; IP addresses, browser types, domain names, access time, and the number of access attempts. These logs are used only for the statistic analysis related to security management and traffic management of the website.

### **Information Disclosure to Third parties**

Information we have collected through our website is not disclosed or shared to any third-parties without its owner's consent unless;

- The court, the administration office, or an agent assigned from the administration office requests the information to be disclosed or to be shared under applicable enforced laws or regulations.
- It concerns the protection against harm to the life, body, or property's safety but the owner of the information is unreachable to give the consent.

- We are required to cooperate with the government, the local government, or an agent assigned by the government carrying out a procedure set forth by law and the notice of this disclosure interferes with the procedure.
- There are apparent legal obligations that require us to disclose the information.

### **Management and security of the information**

We put our best efforts to prevent loss, falsification and leakage of the information by resorting to logical technology strategy. Also, we compel our employees and contractor companies to secure safety of the information by conducting an educational policy awareness campaign for the employees and contractor companies who handle the information. Our customers' personal information is protected by passwords for the safety of privacy and security.

### **Disclosure and the modification of the information by its owner**

If a customer wishes to change, modify, or terminate (hereafter modification) the information we have collected from the customer, the customer may email [info\\_hive@realgate.jp](mailto:info_hive@realgate.jp) to send a request for modification.

### **Links**

We are not responsible for the management of the information provided to other websites linked from our websites. We recommend reading through the respective privacy policies of other websites when one opens other websites from our website. This privacy policy is only applicable for the information we have collected through our website.

### **Changes to this privacy policy**

Our privacy policy may change entirely or partially time to time. We will inform our customers in a comprehensible way through our website if there is any important change in this privacy policy. We will let our customers know if the information we have collected are used in a different way or different purpose than it was originally stated on the privacy policy. Our customers make the decision of whether the information should be used in a different way or not. However, we may modify this privacy policy instead of a notice when we are to add a purpose of usage that is equally related to those stated on this privacy policy.

### **Compliance**

We comply with Japanese laws and regulations for the personal information protection and we regularly review our privacy policy for further improvements.

REALGATE INC.

Founded 24<sup>th</sup> August 2009

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