

Slurry Analysis System Privacy Policy

Effective date of the latest version: May 27, 2022

Preamble

To Customers

Before start using the slurry analysis system (hereinafter the “Service”) of HIOKI E.E. Corporation (hereinafter the “Company”), the Customer must carefully read this (hereinafter the “Policy”) and fully understand all rights and restrictions set forth herein. Any Customer who does not consent to the Policy may not use the Service. By using the Service, the Customer will be deemed to have read all provisions hereof and consented to them. Accordingly, this Policy will take effect immediately.

This Policy applies to the features of the slurry analysis system product itself and its services (for specific features and services, please refer to Slurry Analysis System Terms of Service (https://resourceslurry.circuitfitting.net/terms/en/terms_of_use.pdf)), and this Policy does not apply to any products or services of third parties (including providers of the Service’s infrastructures) (hereinafter “Third-party Services”). When using a product or service of a third party, the Customer will fully understand the features and privacy policy of the Third-party Service. (For the location of the Company and the name of its representative, please check the following.)

- Japanese site

<https://www.hioki.co.jp/jp/corporate/outline/>

- Global site

<https://www.hioki.com/corporate/outline.html>

The Company provides this Policy concerning the handling of Customers’ Personal Information in the Service as follows. By reading this Policy, you are able to understand the following matters:

1. Types of information collected by the Company
2. Use of Cookies and other technologies
3. Purpose of collecting and using Personal Information
4. Pseudonymized Information

5. Method of sharing and disclosure of information
6. Joint use
7. Security protection and security control measures
8. Method of managing Personal Information
9. Revision to the Policy
10. Inquiries

Definition

The Personal Information means the personal information set forth in Article 2 of the Personal Information Protection Law, in other words, information about a living individual that may identify the specific individual for its inclusion of the name, date of birth, other descriptions, or documents, pictures or electromagnetic records (including any information that can be easily collated with other information to identify the specific individual), or information containing an individual identification code.

The Individual-related Information means analysis conditions selected by a user, impedance data uploaded by a user, and other information collected by the use of cookies and other tracking technology set forth herein (including web beacons).

The Pseudonymized Information means Personal Information (including usage conditions of features) processed to make it impossible to identify the individual.

The information is a collective term for contract information, log information, equipment information, network information, and other user information containing Personal Information that are collected in accordance with this Policy.

Cookies mean string information that includes alphabetic letters and numerals to be stored ON the Web browser or hard disk. It may contain a variety of information, including for example an account ID and default setting.

For the definition of other terms used herein, please refer to Article 2 (Definition) of the Slurry Analysis System Terms of Service.

Main Clauses

1 Contents of information collected by the Company

1.1 Information provided by the Customer to the Company

The Company will collect information relating to the Service, which the Customer directly provides when using the Service. For example, when the Customer creates a GENNECT Cloud Account, the Company will collect information of the Customer (for the types of information collected by the Company, please check <https://cloud.gennect.net>).

1.2 Information automatically collected by the Company when the Customer uses the Service

When the Customer uses the Service, the Company may automatically collect information. Under the principle of necessity, the Company may legally collect the information necessary for the Service (including the following information) only when it is justified.

- Upload files, material information and analysis conditions: the Company will collect measurement files, material information, and analysis conditions directly uploaded by the Customer in using the Service.
- Log information: the Company will record log information regarding the Customer's use of the Service. It includes the IP address of the Customer, kind of browser used by the Customer, time of visit, URL viewed, number of clicks, and URL visited before accessing the Service.
- Usage information: The Company will collect information about the Customer's use of the Service, including frequency of use, length of use, quality of use, and types of use by the Customer.

1.3 Information collected by Cookies and other tracking technologies

Please refer to 2 "Use of Cookies and other technologies" below.

1.4 Information the Company collects from other information sources

The Company will collect information containing Personal Information from other information sources than the Customer concerned. The Company may combine the collected information with other information concerning the Customer collected in the past.

1.5 The Company shall properly handle, according to the Personal Information Protection Law and this Privacy Policy, any information collected by the Company under clauses 1.1 through 1.4 which falls under Individual-related Information (e.g., analysis conditions selected by a user, impedance data uploaded by a user, or other information

collected by the use of Cookies and other tracking technologies, including Web beacons) when it is linked to any other information of the Customer kept by the Company, and thus needs to be treated as personal data.

2 Use of Cookies and other technologies

2.1 The Company may use Cookies and other tracking technologies (including Web beacons) to improve user experience of the Customer. The Company may track pages visited by the Customer or may save the password of the Customer, so that the Customer does not need to enter the password every time the Customer accesses the Service. The Company uses the following types of Cookies:

- Indispensable Cookies: These Cookies and other tracking mechanisms are indispensable for the operation of the Service.
- Analysis/Performance Cookies: These Cookies enable the Company to identify and count visitors and grasp the usage condition of the Service. These Cookies may be also used to improve the Service, including by enabling the Customer to easily find necessary content.
- Function Cookies: These Cookies may remember the Customer's preferences (e.g., choice of language and region). They may be also used for verification of identity when the Customer returns to the Service.
- Third Party Cookies: The Company may permit a third party (e.g., Google Analytics) to place Cookies on Customers' devices for analysis purposes. The Company may obtain and use Third Party Cookies as Personal Information by linking them to other information of Customers kept by the Company. In this case, the Company shall properly handle Third Party Cookies in accordance with the Personal Information Protection Law and this Privacy Policy.

2.2 If it is required under law, the Company will obtain the Customer's consent to the Company using Cookies when the Customer visits the Service for the first time. The consent shall be deemed to have been obtained when the Customer clicks the consent button or continues viewing the Service despite an explicit indication that the Service uses Cookies. While the Company places Cookies on the device of the Customer who consented, the Customer, when having changed his/her mind afterward, may delete the Cookies from the device by following the site below:

<https://www.allaboutcookies.org/manage-cookies/>

In this case, the Customer will be asked whether to consent to the Company's use of Cookies again when using the Service next time.

3 Purpose of collecting and using Personal Information

The Company collects and uses Personal Information for the following items:

- 3.1 Providing and operating the Service
- 3.2 Responding to inquiries from Customers (including identity verification)
- 3.3 Sending e-mail to inform the Customer about new features, updates, and campaigns for the Service used by the Customer or about other services provided by the Company
- 3.4 Contacting the Customer on an as-needed basis, including providing maintenance or failure information; requesting the Customer to respond to a questionnaire for improving the Service; or informing the Customer about an important matter
- 3.5 Identifying the Customer who violates the Slurry Analysis System Terms of Service or attempts to use the Service for an unlawful or unjust purpose, and refusing use by the Customer
- 3.6 Enabling the Customer to check, change, or delete registered information or to check records of using the Service
- 3.7 Claiming the payment of usage fees from the Customer for paid services of the Service
- 3.8 Analyzing Individual-related Information (including action history in the website) to improve or enhance the Service so that more useful services can be provided to the Customer
- 3.9 Other purposes incidental to the above purposes of use

4 Pseudonymized Information

The Company may use Pseudonymized Information for the following purpose:

- Performing a statistical analysis on usage conditions (click stream, number of active users, engagement time, etc.) to improve or enhance the Service and provide more useful services

5 Method of sharing and disclosure of information

The Company shall not provide Personal Information of the Customer to a third party without the consent of the Customer, except where any of the following items apply, or it

is permitted under the Personal Information Protection Law or other legislation:

- When it is ordered by a governmental organization or an organ with equivalent authority, and obtaining the consent of the Customer would affect the implementation of the order
- When it is necessary for compliance with legislation
- It is necessary to comply with a court's judgment or ruling or any other legal process
- When the Company shares Personal Information of the Customer with a third party with the advance consent of the Customer
- When it is necessary for protecting human life, body, or property, and it is difficult to obtain the consent of the Customer
- When it is especially necessary for improving public health or promoting healthy child development, and it is difficult to obtain the consent of the Customer
- When the Company entrusts all or part of the handling of the Personal Information to the extent necessary for the achievement of the usage purpose
- When Personal Information is provided incidental to business succession due to a merger or other cause

6 Joint use

The Company may engage in joint use of Personal Information of users as specified below:

Items of Personal Information jointly used	Place of employment, name, sex, date of birth, address, telephone number, email address, and contents of inquiries
Scope of joint users	Groups companies of the Company
Purpose of joint use	<ul style="list-style-type: none"> - Providing and operating services of the Company - Responding to inquiries from users (including identity verification) - Contacting a user on an as-needed basis, including providing maintenance or failure information, or informing the user about an important matter - Accumulating it as anonymous statistical information not identifying the individual and performing data analysis

	on it
Person responsible for management of Personal Information	HIOKI E.E. Corporation
Name of representative	Takahiro Okazawa
Address	81 Koizumi, Ueda-shi, Nagano, Japan

7 Security protection and security control measures

7.1 The Company shall implement reasonable measures to protect Personal Information against loss, theft, misuse, falsification, unauthorized access, unauthorized disclosure, and illegal or accidental corruption of Personal Information.

7.2 Should any leakage of Personal Information or other security incident occur, the Company shall immediately commence emergency measures to prevent its spread and shall notify Customers and give reports to the organizations concerned.

7.3 Other matters concerning security and security control measures shall be specified in Sections 9 and 10 of the Service Specification.

8 Method of managing Personal Information

8.1 Correction of Personal Information

The Customer may access and check the contents of Personal Information through the account of the Customer. When the Customer contacts the Company by e-mail, the Company shall correct Personal Information to the current information at the time of the request, having confirmed that it is requested by the Customer concerned. However, please acknowledge in advance that the Company may not accommodate the request of the Customer entirely, or within a reasonable period due to technical limitations, legal restraints, or instructions of the competent authorities.

8.2 Discontinuation of use of Personal Information

In any of the following cases, or if it turns out that any of the following items apply, the Customer may contact the Company and request that the use of Personal Information be discontinued, or the information be deleted; provided that the Company shall verify the details of the request upon receipt and shall discontinue using the Personal Information of the Customer or delete such information based on results of the confirmation and shall notify the Customer:

- When it is used beyond the usage purpose of the Service
- When any legislation is violated, or Personal Information is collected or used in violation of agreements between the parties

- When Personal Information is used or collected without authorization
- When the Company no longer needs to use personal data kept by the Company
- When leakage or other accidents of personal data occur, or otherwise rights and legitimate interests of the Customer are likely to be damaged

8.3 The Customer who wishes discontinuation of use or correction of Personal Information or other dispositions set forth above will send a request by e-mail to slurry_support@hioki.co.jp. However, please note that the Company may keep part of the information by law or for legitimate business purposes. The Company also may store a copy of Personal Information in the cache or archive it.

8.4 The Customer who is not interested in an advertisement, news, or information provided by the Company will send e-mail to slurry_support@hioki.co.jp. However, please note that the Company may keep part of the information by law or for legitimate business purposes. The Company also may store a copy of Personal Information in the cache or archive it.

8.5 Please acknowledge that even if the Customer contacts the Company for any of the above issues, the Company may not accommodate the request of the Customer entirely or within a reasonable period due to technical limitations or legal restraints.

9 Revision to the Policy

The Company may update this Policy as the occasion demands. If revision to this Policy is significantly prejudicial to rights of the Customer, the Company shall notify the Customer under the provisions of the Slurry Analysis System Terms of Service. To understand the information processing practices of the Company and the way to protect privacy, Customers are advised to check the website of the Service and this Policy from time to time. By continuing to use the Service after notice of the revision from the Company, the Customer will be deemed to have consented to the revision.

10 Inquiries

Please contact the following point of contact for any questions, inquiries, reports, complaints, requests, and other input that you may have regarding this Policy:

Address: 81 Koizumi, Ueda-shi, Nagano, Japan

Company name: HIOKI E.E. Corporation

Department in charge: ES Unit

Email address: slurry_support@hioki.co.jp

Please acknowledge in advance that if you contact the Company for the above input, the Company may be unable to accommodate your wishes entirely or within a reasonable period due to technical limitations or the necessary investigation.