

Privacy Policy

Pioneer Ace Airlines Co., Ltd. (hereinafter referred to as "the Company") has established the following privacy policy, developed a framework for protecting personal information, and will promote the protection of personal information by ensuring that all employees recognize the importance of protecting personal information and are fully engaged in its protection.

Overview of Services to be provided

Air transportation services for passengers and baggage

Personal Information Collected and Methods of Collection

The personal information that the Company collects (hereinafter referred to as A) and the methods of collection (hereinafter referred to as B) are as follows.

Providing personal information is voluntary; however, if personal information is not provided, it may impede the performance of our operations and the provision of services.

A. Personal Information to be Collected

- **Customer Information 1:** Company/organization name, department name, name, address, phone number, email address
- **Customer Information 2:** Passenger's weight
- **Employee Information:** Name, age, date of birth, address, phone number, employment history, family composition, etc.
- **Employee Identification Numbers:** Personal numbers of employees, etc.
- **Recruitment Applicant Information:** Name, age, date of birth, address, phone number, educational background, employment history, etc.

B. Methods of Collection

- Collected through service usage, via web forms, or directly from the individual in written form.
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- Collected directly from the individual or a representative upon identity verification, or through electronic data.

Purpose of Use of Personal Information

In accordance with Article 18, Paragraph 1 of the Act on the Protection of Personal

Information (Personal Information Protection Law), the Company will use personal information within the scope of the following purposes. If it becomes necessary to use personal information beyond the scope of the previously indicated or publicly announced purposes, the Company will notify the individual and obtain their consent before using the information.

Customer Information 1

- For the provision of air transportation services. These services include, but are not limited to, charter bookings, the sale, issuance, and refund of tickets, the designation and modification of boarding dates and times, the acceptance and delivery of baggage, the issuance of baggage claim tags, security checks, check-in procedures, airport handling, in-flight services, and all other related and incidental matters.
- To provide the necessary information to third parties within the scope required for the proper execution of operations.
- For the processing of transactions with customers and the retention of records related to those transactions.
- To improve our services and develop new services through market research, data analysis, and the implementation of surveys.
- To properly execute delegated tasks when we are entrusted with the handling of personal information by other businesses, either in whole or in part.
- To exercise rights and fulfill obligations based on contracts with customers or applicable laws.
- To send direct mail and make various proposals related to air transportation services.
- To provide information, advertisements, or promotions regarding products or services offered by the Company, our group companies, or other third parties to customers.
- To manage transactions after their termination or cancellation.
- To obtain necessary information to respond to inquiries from customers.
- To send greeting cards and provide information about various seminars, receptions, and other events.
- To ensure that transactions with customers are conducted appropriately and smoothly.
- To perform other related tasks incidental to the above.

Customer Information 2

- 1) Weight Verification During Aircraft Boarding

Employee Information

- 1) **Human Resources and Labor Management** (including performance evaluations, placement, training, and recruitment)
- 2) **Wage Management** (including determination of salary and bonuses, payment of retirement benefits)
- 3) **Health Management** (including health check-ups)
- 4) **Welfare Services** (including financial savings programs)
- 5) **Security Management** (including crime prevention, disaster prevention, and occupational health and safety)
- 6) **Business Management** (including communication about business operations and preparation of various reports)

Employee Identification Number

- 1) For obtaining and verifying pension eligibility and receiving benefits
- 2) For obtaining and verifying eligibility for employment insurance and receiving benefits
- 3) For procedures related to medical insurance premiums, welfare benefits, implementation of public assistance, and other low-income support measures
- 4) For completing and submitting tax returns, declarations, and reports to tax authorities, and for internal administrative purposes of the authorities
- 5) For other related tasks such as social security, local taxes, disaster prevention, and any similar administrative tasks as specified by local government ordinances

Information on applicants for employment

- 1) Administrative procedures related to recruitment selection
- 2) Notification of employment offer, medical examination at the time of employment, guidance on joining procedures, etc.

Provision of personal information

We will not disclose or provide your personal information to a third party except in the following cases

- 1) With the consent of the individual
- 2) As required by law
- 3) When necessary to protect a person's life, body, or property, and obtaining consent from the individual is difficult
- 4) In the case of business succession due to mergers, company splits, business transfers, or other reasons

Procedures for Disclosure and Correction of Personal Information

[Requests for disclosure, etc. of personal information]

- ① Upon request from the individual for notification of the purpose of use, disclosure, correction, addition or deletion of content, suspension of use, erasure, and cessation of provision to third parties (hereinafter referred to as "Disclosure, etc."), we will conduct an internal investigation of the personal information and respond without delay.
However, depending on the content of the request, there may be cases where we cannot respond to the Disclosure, etc. In such cases, we will also provide an explanation for the reasons.
- ② To make a request for Disclosure, etc., please follow the procedure below and submit your request by mail. Please note that requests may not be accepted if there are any deficiencies or missing information in the request. Additionally, for requests related to the disclosure of personal information or notification of the purpose of use, a handling fee of 1,000 yen per request must be covered with postage stamps.
- ③ The personal information obtained through the "Request for Disclosure of Personal Information, etc." will be used solely for handling the inquiry and will not be used for any other purposes.

When the person themselves make the request

When making a request for Disclosure, etc., please prepare the following documents and send them via registered mail.

1. Request for Disclosure of Personal Information, etc.

Please download the form from the link above and fill in the required information.

2. Identification documents

A copy of a document verifying the individual's name and current address, such as a driver's license, passport, health insurance card, or My Number card (individual number card, photo-only side).

When a representative makes the request

When the person making the request is a legal representative or an agent appointed by the individual, please enclose the following documents along with the documents mentioned in the previous section:

For Legal Representative:

1. Documents to Confirm Legal Representative

A copy of the family register (koseki tohon). If the representative is a parent,

a copy of the health insurance card showing dependent family members is also acceptable.

2. Documents to Confirm the Identity of the Legal Representative

A copy of a document verifying the legal representative's name and current address, such as a driver's license, passport, health insurance card, or My Number card (individual number card, photo-only side).

For Agents Appointed by Power of Attorney:

1. Power of Attorney (document attached to request form for disclosure of personal information)

Please download the form from the link above and fill in the required details.

2. Certificate of Seal Impression

A certificate of seal impression issued within the last three months from the individual making the request.

3. Documents to Confirm the Identity of the Appointed Agent

A copy of a document verifying the agent's name and current address, such as a driver's license, passport, health insurance card, or My Number card (individual number card, photo-only side).

For detailed information regarding Disclosure, etc., please contact the Disclosure Request Desk.

【Contact Information for Inquiries and Requests Regarding Personal Data】

Company	Pioneer Ace Airlines Co., Ltd.
Address	5th Floor, Haneda Maintenance Center 1-8-2 Haneda Airport, Ota, Tokyo 144-0041
person in charge	Administration Department
Contact Information	Tel : +81-3-6773-5039 mail : info@pioneerace.co.jp
Reception Hours	9:00am~5:00pm (Excluding Saturday, Sunday, public holidays, year-end and New Year holidays, summer vacations, and other company holidays)

Deletion of Personal Information

- ① For Customer Information 1, we will delete it to the extent possible upon request, except as required by law.
- ② For Customer Information 2, it will be anonymized after boarding according to Operation Manual and stored for two years.

Creation of Anonymized Processed Information

When creating anonymized processed information, the following measures will be taken:

- 1) Process information appropriately in accordance with the standards set by relevant laws and regulations.
- 2) Implement security management measures to prevent the leakage of information related to deleted data and processing methods, in accordance with the standards set by relevant laws and regulations.
- 3) Publicly disclose the categories of information included in the created anonymized processed information.
- 4) Avoid actions that could identify individuals from the personal information used to create the anonymized processed information.

Disclosure Regarding Anonymized Processed Information

Regarding the personal information of our customers that we hold, we will continuously create anonymized processed information by taking appropriate measures to ensure that individuals cannot be identified and that personal information cannot be restored.

- Categories of information related to individuals included in the anonymized processed information: Age, Gender

Use of Cookies

Our website uses Google Analytics, an access analysis tool provided by Google. Google Analytics uses cookies to collect data. This data is collected anonymously and does not identify individuals. You can refuse the collection of this data by disabling cookies in your browser settings. Please check your browser settings for more information.

For more details on this policy, please refer to the Google Analytics Terms of Service page and the Google Privacy & Terms page.

Handling of Personal Information

To ensure that all employees who handle personal information recognize its importance and manage it appropriately, we conduct regular education, training, and awareness programs.

When outsourcing the processing of personal information, we enter into contracts with the outsourcing parties that include provisions for the proper management of personal information and ensure effective supervision of these parties.

Please note that the information above may be changed due to amendments in laws and regulations or other reasons. Any such changes will be announced on our website, and the changes will take effect from the date of the announcement.

We will establish a management system for privacy protection, implement it, and continuously review and improve it.

Enactment date July 1, 2024

Pioneer Ace Airlines Co., Ltd.

Representative Director Makoto Taguchi