

Handling of Personal Information

Revised on April 1, 2023

Sumitomo Fudosan Villa Fontaine Co., Ltd.

(Personal Information Handling Business Operator)

Representative Director Toshiyuki Masui

1. Policy for personal information protection

We will make an effort to handle appropriately and protect personal information by respecting, and being in compliance with, the applicable laws and regulations in connection with protection of personal information and social order.

2. Purpose of use of personal information

We use the personal information in our possession in connection with the businesses in (1) within for the purposes in (2).

(1) Business

- (i) Hotel business;
- (ii) businesses conducted by each of the companies belonging to Sumitomo Realty Group (meaning Sumitomo Realty & Development Co., Ltd. and its consolidated subsidiaries described in its annual securities report; the same shall apply hereinafter), such as lease, sale in lots, development, management, and sale and purchase of real estate (office buildings, condominiums, stores, rental apartments, residential houses and residential land, etc.), contracting, design, and supervision of construction and engineering work, brokerage services and consignment sales of real estate, delegated management of condominiums, etc., interior design related services, leasing and operations for event halls and meeting rooms, etc., operations and management of commercial facilities, fitness club operations, operations for restaurants and convenience stores, operations for golf courses, and nonlife insurance agency business and life insurance agency business; and
- (iii) other businesses incidental or connected to each of the businesses above and each of the businesses within the scope of business purposes of our company and each company belonging to Sumitomo Realty Group.

(2) Purpose

- (i) Sales activities via mail, telephone, e-mail, or visits, etc. for the provision of information, products, and services;
- (ii) promotion and intermediation, etc. of various affairs necessary for the

provision of information, products, and services (such as communication for business discussions and meetings, various investigation for proposing plans, credit research and review, identity verification, application and submission of notifications, obtainment of permission, confirmation of stakeholders, financing, and registration of land and buildings);

- (iii) execution and performance of agreements in connection with the provision of information, products, and services;
- (iv) security services, crime prevention, and safety management of facilities and buildings managed or operated by our company and each of the companies belonging to Sumitomo Realty Group;
- (v) management and operations of a customer membership association;
- (vi) implementation of after-sales service and repair and inspection, etc. of the parts sustaining the malfunction;
- (vii) implementation of questionnaires with respect to information, products, and services and response to inquiries and marketing activities such as customer trend analysis and research and analysis for improvement and development of products and services; and
- (viii) other matters incidental or connected to each of the businesses in (1).

We will stop providing the information, products, and services mentioned above upon request of the person to whom the personal information belongs.

(Regarding retrieval of cookies)

When you view our website or e-mails from us, we may, either by ourselves or through a contractor, retrieve cookies from the terminal you use, such as your computer, and use that data to improve the usability of our website, conduct statistical analysis related to the status of use of our website, publish advertisements, and the like. For more details about cookies, please refer to the following page on Sumitomo Realty Group's website:

https://english.sumitomo-rd.co.jp/themes/custom/sumitomo/assets/pdf/privacy_policy/notes_on_use.pdf

3. Provision to third parties

Following this "Handling of Personal Information", we may provide the personal information in our possession to third parties, to the extent permitted by the applicable laws and regulations in connection with personal information protection. Please contact the Information Desk listed in "6. Inquiries" to suspend the provision to third parties.

Regarding the provision to credit card issuing companies

We may provide personal information obtained from customers, including but not limited to, name, telephone number, email address, and information related to the internet usage environment, to the credit card issuing company used by the customer for the purpose of detecting and preventing fraudulent use. If the card issuing company used by the customer is located overseas, the aforementioned information may be transferred to the country in which the issuing company is located. The destination of the transfer depends on the card issuing company, and as such we are unable to identify the card issuing company used by the customer and the country in which it is located from the information obtained from the customer, nor can we provide information after having ascertained the personal information

protection measures in the relevant country. Customers are advised to confirm with their credit card issuing company.

Furthermore, information pertaining to personal information protection systems in various countries can be found on the website of the Personal Information Protection Commission (<https://www.ppc.go.jp/en/>).

In the case of customers who are minors, the use of this service must be undertaken with the consent of a parent or legal guardian.

4. Joint use of personal information

We conduct joint use of personal information in our possession in the following manner.

(1) Personal information categories of joint use

Personal information that is necessary within the scope of purposes of use listed in “2. Purpose of use of personal information” above, such as your name, address, birth date, place of work, telephone number, and e-mail address, and personal information that we properly obtain from public sources such as commercial registration and real estate registration, etc.

(2) Range of joint users

- Each of the companies belonging to Sumitomo Realty Group (meaning Sumitomo Realty & Development Co., Ltd. and its consolidated subsidiaries described in its annual securities report; the same shall apply hereinafter)

(3) Purpose of use

As stated in “2. Purpose of use of personal information” above

(4) Management supervisor

8-15-1, Nishi-shinjuku, Shinjuku-ku, Tokyo
Sumitomo Fudosan Villa Fontaine Co., Ltd.

5. Security management measures

We take necessary and appropriate security management measures to manage the personal information in our possession, such as prevention of leakage, loss, or damage of such personal information. We conduct necessary and appropriate supervision of our employees and contractors (including subcontractors, etc.) handling the personal information in our possession.

6. Inquiries

Sumitomo Fudosan Villa Fontaine Co., Ltd.

Information Desk for Handling of Personal Information

13th floor of Sumitomo Realty & Development Nishi-Shinjuku 8 chome Building, 8-15-1, Nishi-shinjuku, Shinjuku-ku, Tokyo, 160-0023

TEL: 03-5925-7292 (Office hours: 9:00 - 17:00 on business days)

FAX: 03-5925-7294

Please contact the Information Desk above for questions, opinions, and complaints regarding personal information, as well as for disclosure of, amendment to, discontinuance of use of, and

deletion of your personal information.

*For our Personal Information Protection Policy, please refer to https://www.hvf.jp/common/images/global_handlingofpersonalinformation.pdf for our personal information protection policy, etc.

*Please click [here](#) for “Handling of Personal Information” before March 31, 2023.

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