

Customer Privacy Policy

- [Privacy Policy for Telecommunications Services\(PDF\)](#)
- [Privacy Policy for Products and Services other than Telecommunications Services\(PDF\)](#)
- [Application for Disclosure, etc. of Personal Information \(Japanese Only\) \(PDF\)](#)

DOCOMO Systems, Inc. ("the Company") recognizes the importance of Private Information in the operations of our business, and we believe that the protection of such is one of our most important responsibilities. The Company has established the following policies to ensure the safety and confidence of our customers, educating all of our employees, and expending all efforts to protect Private Information. The Company treats information from corporate and association customers in the same appropriate manner as Private Information obtained from individual customers.

1. Legal Compliance

The Company complies with the Personal Information Protection Law of Japan, guidelines issued by various government agencies, and other related statutes for the protection of Private Information.

2. Management of Private Information

The Company has established a management organization for the protection of Private Information according to business conditions, engaging in proper and prudent management according to company rules. Private Information handled in the course of performing services for other companies is managed within a scope necessary for the performance of such services.

(1) Private Information Collection

When collecting Private Information, the Company clearly indicates the usage purpose thereof, engaging in legal and fair collection via application documents, website screens, verbal interaction, etc. The Company may record phone conversations with customers in order to clearly understand orders, comments, requests, inquiries, etc., and to improve future service.

(2) Usage/Sharing of Private Information

The Company practices strict management of Private Information, using and/or sharing such only within the scope agreed to by the individual in question, except as otherwise required by law.

3. Safety Management Measures

To ensure the accuracy and safety of Private Information, the Company has implemented rational measures against the risk of unauthorized access to, leakage of, loss of, or damage to Private Information.

4. Employee and Contractor Supervision

The Company provides education and training to employees to ensure the implementation of safety management measures and the appropriate management of Private Information. When the Company must outsource Private Information management, in part or in whole, the Company selects those service providers deemed to be able to handle Private Information appropriately, and including clauses related to safety management measures, non-disclosure, subcontracting terms and conditions, and other matters related to the management of Private Information in service contracts. The Company provides all necessary and proper supervision of service contractors.

5. Continued Improvement of Management Systems (Compliance Programs) related to Private Information Protection

To ensure the quality of management systems (compliance programs) related to the protection of Private Information, the Company continuously performs system reviews, making improvements where and when necessary.