

PRIVACY STATEMENT
LEASEWEB JAPAN K.K.

Your privacy is important to Leaseweb Japan K.K. (hereinafter "Leaseweb Japan"). This Privacy Statement informs you of Leaseweb Japan is Leaseweb Japan's practices as an IaaS cloud provider for unmanaged services (unless explicitly provided otherwise) with respect to the possible collection and use of your personal information while doing business with you ("Personal Data").

DATA PROTECTION LAWS

Leaseweb Japan is regulated by the Japan Act on Protection of Personal Information ("APPI") and if to the extent applicable international data protection laws, in particular the EU General Protection Regulation 2016/679/EU ("GDPR"), both referred to as Privacy Acts.

HOW LEASEWEB JAPAN MAY COLLECT INFORMATION ABOUT YOU (IN OUR ROLE AS DATA CONTROLLER UNDER THE GDPR)

Leaseweb Japan may collect your Personal Data when:

- You order a service from Leaseweb Japan.
- You enter a promotion run by Leaseweb Japan.
- You participate in a Leaseweb Japan survey.
- You subscribe to a Leaseweb Japan newsletter.
- You ask Leaseweb Japan for more information about a Leaseweb service, or contact Leaseweb Japan with a question, comment or complaint.
- You submit an abuse notification to Leaseweb Japan.
- You use the Leaseweb Japan network, Leaseweb Japan infrastructure and/or other Leaseweb Japan services.

In addition, Leaseweb Japan may process your Personal Data as received from fraud-prevention agencies, referral partners, business directories and credit reference agencies.

WHAT KIND OF INFORMATION LEASEWEB JAPAN MAY COLLECT ABOUT YOU IN ACCORDANCE WITH THE PRIVACY ACTS (IN OUR ROLE AS DATA CONTROLLER UNDER THE GDPR)

Leaseweb Japan may collect the following information about you:

- Your business contact person's name, address, phone number, email address and business and ID registrations that may include photo and personal identification numbers and such contact details of legally authorized representatives.
- Your Leaseweb Japan account information – such as Leaseweb Japan services you ordered, domain name registration information, the IP addresses assigned to you, your customer ID, fees owed and received, the use of Leaseweb Japan services or any other information related to your account.
- Your contact with Leaseweb Japan – such as a notes or recordings of any calls you make to Leaseweb Japan, a chat records when you engage in a chat session with Leaseweb Japan, any email or letters you send to Leaseweb Japan or other records of any contact you have with Leaseweb Japan.
- Information about your payment method, such as credit card number, bank account number or other banking information.
- Information provided by you to Leaseweb Japan when you notify Leaseweb Japan of a (suspected) breach of Leaseweb Japan's acceptable use policies.
- Video footage of you when you access a data center or the public space outside and inside our offices.
- Documents and information that certify your identity.

WHY LEASEWEB JAPAN PROCESSES YOUR PERSONAL DATA IN ACCORDANCE WITH THE PRIVACY ACTS (IN OUR ROLE AS DATA CONTROLLER UNDER THE GDPR)

Leaseweb Japan may process your Personal Data for the following reasons:

- Process your Orders and Sales Contracts and provide services, which may include performing customer verification.
- Process of vendors contact details for the procurement of services, and communication with vendors to provide information about the services of Leaseweb Japan and affiliated entities.
- Conduct market research, retention and customer satisfaction surveys, (direct) marketing activities (including through email newsletters, social media and onsite/offsite and online/offline advertisement), sales activities including to make personalized offers and quotations and offerpromotions.
- Communicate with customers to: (i) provide information about services of Leaseweb Japan and affiliated entities, (ii) to provide information about offers, Orders and Sales Contracts, provision of services, order status and payment, (iii) to provide support and maintenance services, (iv) handle complaints, and (v) answer questions from (potential) customers.
- Perform financial processes, including to (i) calculate, invoice and collect of service Fees, (ii) process financial transactions regarding the acceptance of Orders, and (iii) grant debt collection rights to third parties.
- Investigate creditworthiness and risk management, including to prevent overextending credit to (potential) customers and verify (potential) customers will be able to comply with financial obligations.
- Investigate and process suspected violations of Leaseweb Japan's Policies.
- Ensure the security of persons, goods and objects, and perform fraud detection.
- Conduct legal processes and comply with legal requirements, including in relation to legal proceedings, and evidence gathering processes, and complying with court orders.
- Comply with statutory obligations, including to (i) provide data to authorized authorities in the context of criminal investigations, (ii) comply with (applicable) data retention obligations.
- Establish the identity of customers or third parties, including to provide access to data centers and our offices.

SHARING YOUR PERSONAL DATA WITH THIRD PARTIES (IN OUR ROLE AS DATA CONTROLLER UNDER THE GDPR)

Leaseweb Japan may share Data about you with:

- Its affiliate Leaseweb Global B.V. ("Leaseweb Global") as the intercompany shared services provider in its role as a Data Sub-Processor as well as the operator of the Leaseweb website for the purposes of financial, tax, sales, (direct) marketing and operational tools and services (including the websites www.leaseweb.com, the Leaseweb Customer Portal and the Leaseweb API) that may be used to order or manage Leaseweb Japan Services or to communicate with Leaseweb Japan.

Leaseweb Japan may share your Personal Data with Leaseweb Global in connection with these tools and services. Please review the Privacy Statement of Leaseweb Global on our website to learn about its practices with respect to the collection, storage, and use of your Personal Data.

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- Suppliers (sub-processors) involved in delivering the services you've ordered with Leaseweb Japan.
- Credit reference, fraud prevention or business scoring agencies, or other credit scoring agencies.
- Domain name registries when Leaseweb Japan registers a domain name on your behalf.
- Debt collection agencies or other debt recovery organizations.
- Leaseweb Japan may also disclose your personal information as permitted or required by law.
- A Leaseweb Japan customer, if you notify Leaseweb Japan that this customer use of Leaseweb Japan services violates the Leaseweb Japan's Policies or applicable laws.
- A third party that has claimed that your use of the Leaseweb Japan services violates the Leaseweb Japan's Policies or applicable laws (to the extent such sharing is required by law).

RETENTION PROCEDURES

Leaseweb Japan will store your Personal Data as long as necessary to perform the purposes of processing as stated in this Privacy Statement.

LEGAL GROUNDS UNDER GDPR

To process your information as described above, we rely on the following legal bases:

1. **Performance of a contract:** the use of your information may be necessary to perform the contract that you have with us. For example, if you use our services, we will use your information to carry out our obligation to complete and administer that service under the contract that we have with you.
2. **Legitimate interests:** the processing is necessary for the purposes of the legitimate interests pursued by us, namely for information security. We also want to provide you with the best suitable content of the website, emails and newsletters, to improve and promote our products and services and the content on our website, and for administrative, fraud detection and legal purposes.
3. **Consent:** For marketing advertisement (excluding operational communication as part of the services), you are free to withdraw your consent at any time.

CONSENT TO RECEIVE DIRECT MARKETING EMAILS AND WITHDRAWAL OF CONSENT

You are free to decide whether to share certain Personal Data (if any) with us for direct marketing purposes. However, if you decide not to provide certain Personal Data, or if you withdraw your consent thereto at a later moment, this may affect how you experience our marketing for similar services. You are entitled to withdraw your consent by sending an email to the privacy email address listed below, or from direct marketing communication by opting out from such communications. Upon receipt of your opt-out request, we will opt you out from the direct marketing list.

ACCESS CONTROL BY DATA CENTRES

Providers of data centers in Japan are not part of the Leaseweb group. Some data centers may require you to use a (personalized) ID badge, other data centers may require you to use a biometric access control system to gain unescorted access to the data center.

Customer is aware that a data center is responsible for the physical access and control of its premises (as a Data Controller under the GDPR). Each data center is solely responsible for determining and executing its access control policies as indicated in their House Rules, including the processing of such biometric data for its access control system.

TECHNICAL AND ORGANIZATIONAL SECURITY MEASURES

In accordance with the APPI and other international data protection laws, in particular the GDPR, we observe adequate procedures to prevent unauthorized access to, and the misuse of, Personal Data. Leaseweb has taken and will maintain the appropriate technical and organizational security measures for protection of the security, confidentiality and integrity of Customer's Personal Data as described below.

TECHNICAL MEASURES

- **Data Encryption:**
 - Full disk encryption of all Leaseweb managed employee endpoints (data at rest).
 - Leaseweb has strong cryptography & security protocols with respect to data transmission via TLS or VPN (data in transit).
- **Access Controls:**
 - Access permissions based on least-privilege and need-to-know.
 - We have policies and procedures in place for on- and offboarding of Leaseweb employees with regards to access management.
 - Robust authentication and password related policies are in place and monitored.
 - Tools are made available to enable Leaseweb employees to work securely (such as password manager, VPN client, endpoint protection on all Leaseweb employee endpoints).
- **Secure Development:**
 - Code changes require a six-eyes principal.
 - (Security) Configuration of servers is based on infrastructure-as-code where possible.
 - All development teams are audited by the Leaseweb's security team twice a year based on a security maturity model.
 - Segregation between development, test and production environments.
 - Version control on Leaseweb's codebase.
- **Network Security:**
 - Network segmentation on Leaseweb's internal networks.
 - Firewalls are used in Leaseweb's internal network.
 - Intrusion detection systems are used within Leaseweb's internal network.

- Vulnerability Management:

- Anti-virus software with EDR capabilities is installed on every Leaseweb employee endpoint to detect and stop the abuse of vulnerabilities.
- Vulnerability monitoring, pentesting and red-teaming exercises are performed.

ORGANIZATIONAL MEASURES**- Information Security Governance:**

- Leaseweb operates an Information Security Management System ("ISMS"), conforming to the ISO 27001 standard.
- This ISMS is audited on an annual basis by internal as well as external auditors.
- Periodic contact with interested parties, such as security service providers, government and peer organisations to exchange threat intelligence and vulnerability information.
- Leaseweb has a dedicated IT Security department.

- Data Deletion:

- Wiping of Leaseweb equipment in use by Customer after termination of the Sales Contract.
- Physical destruction of broken hard drives.
- Secure paper disposal facilities are available.

- Employee Training:

- Leaseweb employees have periodic mandatory security awareness training with varying topics including privacy awareness.
- Periodic phishing simulations for all Leaseweb employees.

- Risk management:

- Security risk assessments are performed on a periodic basis.
- A security risk register is maintained and updated.

- Vendor Management:

- Periodic vendor screening to evaluate and manage risks related to existing and new vendors.

- Physical Security:

Data centers and offices are secured to prevent unauthorized access:

- Periodic reviews of physical security authorizations.

- Documentation and Record-Keeping:

- Leaseweb maintains records of security policies and procedures.
- Records are kept in our internal documentation and are updated periodically.

- Continuous Monitoring of Leaseweb's internal IT environment by:

- Security information and event management ("SIEM") tooling
- A third-party Security Operating Center ("SOC") that monitors the internal IT environment.

- Audits and certifications:

- Internal auditing: Leaseweb performs internal audits on security related controls on a yearly basis.

LEASEWEB JAPAN IN ITS ROLE AS IAAS CLOUD PROVIDER (UNLESS EXPLICITLY PROVIDED OTHERWISE) (DATA PROCESSOR)

Any possible Customer Personal Data that is hosted, transmitted or processed on equipment you own (Co-location) or any possible Customer Personal Data hosted, transmitted or processed by Leaseweb Japan in the delivery of the services on your behalf, is governed by this paragraph for Leaseweb as Data Processor, and any actions performed by Leaseweb Japan in relation to such Personal Data shall be solely governed by the Sales Contract concluded between Japan and its customer.

The customer of Leaseweb Japan that owns the equipment (Co-location) or uses Leaseweb Japan services, determines the purposes and means of the processing of Personal Data and therefore is to be considered the Data Controller in regards to such processing whereby Leaseweb Japan has no logical access to such Personal Data.

DATA RESIDENCY

Your data hosted on your own infrastructure or on Leaseweb's infrastructure is located in Japan.

DATA SOVEREIGNTY

Leaseweb Japan has no possession, custody, or control over any Personal Data that is stored in the E.U. or that controlled by other Leaseweb Sales Entities.

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Japan is one of the countries qualified with an Adequacy Decision that enables Personal Data transfer to take place freely and safely between EU and Japan, as such no EU Standard Contractual Clauses are required to enable lawful transfer of Personal Data from EU.

DATA PROTECTION OFFICER

Our Data Protection Officer ("DPO") registered with the Dutch supervisory authority under number FG008004 is positioned at our global headquarters in The Netherlands. This office as the global intercompany shared service provider offers expertise related to (international) data protection laws compliance, effectively centralizing our connection with the Dutch supervisory authority, as the permitted one-stop shop facility for the DPO. The DPO can be reached at: privacy@jp.leaseweb.com.

YOUR RIGHTS

In accordance with the Privacy Acts, you have a number of rights regarding your Personal Data and the processing thereof:

- You can view and, if necessary, change your Personal Data in your account at any time.
- If you wish to know what information Leaseweb Japan, Leaseweb Global and other Affiliates of Leaseweb Japan have collected about you.
- If you want to make changes to the Personal Data you have seen you cannot change in your account.
- You also have the right to obtain from us the erasure of your Personal Data after the termination of the Sales Contract ("Right to be Forgotten") in case and duly required and permitted pursuant to applicable laws.
- In addition, you may, under certain circumstances, have the right to restriction of the processing of your Personal Data.
- You have the right to object, on grounds relating to your particular situation, at any time to processing of your Personal Data.
- You have the right to receive your Personal Data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller when the processing is based on your consent or is necessary for the performance of a contract.

RIGHT TO LODGE A COMPLAINT WITH YOUR LOCAL SUPERVISORY AUTHORITY

You have a right to lodge a complaint with the local supervisory authority if you have concerns about how we are processing your Personal Data. We ask that you please attempt to resolve any issues with us first, although you have a right to contact your supervisory authority at any time. If you are dissatisfied with our response, you have a right to make a complaint to the Personal Information Protection Commission (PPC) by phoning 03-6457-9585.

STATEMENT CHANGES

Leaseweb Japan may modify or amend this Privacy Statement from time to time as our business practices and legal requirements evolve. If this Privacy Statement is modified, Leaseweb Japan will provide notice of the change by posting the updated Privacy Statement on the Leaseweb website www.leaseweb.com. Leaseweb Japan advises you to check this page regularly to see if any changes have been implemented.

CONTACT INFORMATION

If you have any requests, questions, or suggestions about Leaseweb Japan's privacy practices, please send an email to privacy@jp.leaseweb.com.

Leaseweb Japan K.K., private company with limited liability, incorporated under the laws of Japan with registration nr. 0104-01-150511 and having its visiting address at 2-12 7 2F, Akasaka, Minato ku, Tokyo 107 0052, Japan.