

## **Personal or other related Information Complaints Processing Report**

### **(Purpose)**

These statistics are to provide the data regarding personal information, pseudonymized personal information, or anonymized personal information (hereinafter referred to as "personal or other related information") complaints processing as one of reference materials to ensure proper handling of personal or other related information by Association Members.

### **(Definitions)**

- “The Act” refers to the Act on the Protection of Personal Information, the same shall apply hereinafter.
- “Related to Specifying a Utilization Purpose (Article 17 of the Act)” is the total number of complaints about the use of personal information of customers handling by Association Members without specifying the purpose of use.
- “Related to Restriction due to a Utilization Purpose (Article 18 of the Act)” is the total number of complaints about the use of personal information of customers handling by Association Members that exceeded the scope of the specification of the purpose of use.
- “Related to Prohibition of Inappropriate Utilization (Article 19 of the Act)” is the total number of complaints about Association Members using personal information in a manner that is likely to entice into or induce illegal or unjust acts.
- “Related to Proper Acquisition (Article 20 of the Act)” is the total number of complaints about the acquisition of personal information of customers received by Association Members using fraudulent or other improper methods or the acquisition of special care-required personal information without obtaining in advance the principal’s consent.
- “Related to Notification etc. of a Utilization Purpose when Acquiring (Article 21 of the Act)” is the total number of complaints about Association Members handling personal information without promptly informing a principal of, or disclosing to the public, the utilization purpose.
- “Related to Assurance etc. about the Accuracy of Data Contents (Article 22 of the Act)” is the total number of complaints about Association Members not striving to keep personal data accurate and up to date within the scope necessary to achieve the utilization purpose, or not striving to delete personal data without delay when utilization has become unnecessary.
- “Related to Security Control Action (Articles 23–25 of the Act)” is the total number of complaints about Association Members not taking necessary and appropriate action for the security control of personal data handled, including prevention of the leakage, loss or damage, and other measures, or not exercising necessary and appropriate supervision over the employees who handle the personal data, and/or a person who is entrusted with all or part of the handling of personal data so as to seek the security control of the personal data.
- “Related to Report etc. of Leakage etc. (Article 26 of the Act)” is the total number of complaints about Association Members not notifying a principal of personal data security issue, including leakage, loss and damage of personal data handled by the Association Members that is likely to harm the individuals’ rights and interests.
- “Related to Restriction on Third Party Provision (Article 27 of the Act)” is the total number of complaints about Association Members providing personal data to a third party without obtaining in advance the principal’s consent.
- “Related to Restriction on Provision to a Third Party in a Foreign Country (Article 28 of the Act)” is the total number of complaints about Association Members providing personal data to a third party in a foreign country without obtaining in

advance the principal's consent or not providing a principal with information, etc. that should serve as a reference in obtaining the principal's consent.

- "Related to Restriction on Third Party Provision of Personally Referable Information (Article 31 of the Act)" is the total number of complaints about Association Members providing personally referable information to a third party without a prior confirmation as required by laws and regulations.
- "Related to Public Disclosure etc. on Matters relating to Retained Personal Data (Articles 32–35 of the Act)" is the total number of complaints about Association Members not putting the utilization purpose, etc. of retained personal data into a state where a principal can know, or about demands of disclosure, correction, etc., and utilization cease etc., of personal data retained by Association Members.
- "Related to Production etc. of Pseudonymously Processed Information (Article 41–42 of the Act)" is the total number of complaints about Association members in relation to pseudonymously processed information, including its production, etc., the restrictions, publication, etc. of its utilization purpose, its deletion, its provision to a third party, the prohibition against the act of identifying, the prohibition of communication, etc. to a principal, or the security control action, etc.
- "Related to Production etc. of Anonymously Processed Information (Article 43–46 of the Act)" is the total number of complaints about Association Members in relation to anonymously processed information, including its production, etc., its provision to a third party, the prohibition against the act of identifying, or the security control action, etc.

#### **(Data Source)**

- Data is collected in accordance with the provisions of Article 10, Paragraph 1 of Rules Concerning Complaint Processing Operation Related to Handling of Personal or other related Information.
- Out of the complaints by customers on Association Members' handling of personal information for which requests for resolution are made, those for which the JSDA's Personal Information Consultation Office have informed Association Members of the details of the request for resolution are included in "1. Monthly complaints processing", while all other complaints are included in "2. Complaints other than the above (including consultations and enquiries)."

#### **(Notes for Users)**

- "1. (2) Complaint methods" show the breakdown of the methods by which the complaints were first received.
- Complaints that fall under more than one category in "1. (3) Breakdown by type of complaint" are counted in all the pertinent categories.

#### **(Publication Timing)**

These figures are published in the middle of every month on JSDA's website.

These explanatory materials aims at providing assistance to non-professionals using the statistical data provided by the JSDA in understanding the specialized vocabulary used in statistics. The definitions and other explanations used are not necessary based on laws or other regulations.