

MOL Sunflower Privacy Policy

Revised April 1, 2025

We, MOL Sunflower Ltd. (1-18-13 Sotokanda, Chiyoda-ku, Tokyo; Representative Director and President, Chief Executive Officer Hirotooshi Ushioku) (hereinafter, "we", "us" or "our"), are implementing the following initiatives based on the "Act on the Protection of Personal Information" to ensure your information that we handle is strictly protected.

Purpose of use of personal information

We will use your personal information for the following purposes:

- For the reservation and sale of boarding tickets, various boarding procedures, and provision of on-board services;
- For the operation of member services, such as internet reservation membership, web membership, and "Sunflower Members (limited to Kansai ⇔ Kyushu route)";
- For guidance, communication, provision and management of our services, products, events and promotions;
- To conduct surveys regarding our services, products, events and promotions;
- For guidance, communication, provision and management of the services, products, events and promotions of our partner companies, etc.;
- To receive orders for and sell other products and services;
- To respond to your inquiries, requests, etc.;
- To improve our services and develop new services through market research, data analysis, etc.;
- For the management of complimentary tickets for Mitsui O.S.K. Lines shareholders; and
- For emergency response and operations incidental thereto.

If we will acquire your personal information for a purpose other than the above, we will do so within the minimum scope necessary after clearly indicating the purpose of use and items of personal information to be acquired.

Contents of personal information to be acquired

We will acquire the following items of personal information through appropriate and fair means, such as the Internet, telephone, postal mail and face-to-face communication.

- Your name, date of birth, age, gender, address, postal code, telephone number, FAX number, e-mail address, and work information (company name, department, title, address, telephone number, FAX number);
- Voyage number, date, place of embarkation/disembarkation, class, purpose of travel, and details of use of discount system;
- Name, date of birth, age, gender, contact information, etc. of all accompanying passengers;
- Passenger car and motorcycle license plate numbers;
- Credit card information (card type, card number, cardholder name and date of birth, expiration date, place of employment, etc.);
- Information related to support, etc. required at the time of boarding/disembarkation and on board;
- Physical information and information about illnesses related to boarding (optional); and
- Information contained in communications between you and our company, and the contents of your inquiries, opinions and questionnaire responses.

Disclosure/provision to third parties

We will never disclose or provide your personal information to third parties except under the following circumstances:

- When you have provided your consent;
- When we have been demanded to do so based on laws and ordinances;
- When we need to do so in order to cooperate with the official affairs of national or local public entities, etc., and obtaining your consent is likely to hinder the performance of those affairs;
- In an emergency involving risk to life, etc. when obtaining your consent would be difficult;
- Disclosure to our contractors, etc. in the case that we have concluded an agreement in advance to prevent them from using your personal information for any purpose other than the services that we have entrusted to them;

- When necessary for the settlement of payments for the purchase of boarding tickets, products, etc. (to confirm the validity of the bank account or the validity of the credit card); or
- In the case of business succession through merger, company split-up, transfer of business or otherwise.

Protection and management of personal information

We will appoint a personal information protection manager and endeavor to manage your personal information appropriately. We properly manage your personal information and take the utmost care to prevent leakage, loss and damage, etc.

We have internal regulations and in-house management systems in place for the protection and proper handling of personal information, and we provide the appropriate education to our staff. We have established a retention period for personal information depending on its purpose of use and we discard information in an appropriate manner when that period has elapsed. We will provide some of your personal information (transaction ID, name, address, telephone number, e-mail address, shipping address, details and the price of your order, credit card number and expiration date) to the external companies to whom we outsource operations required for the settlement of payments for our products and services and related information system management.

We respect your rights as the subject of personal information, and will promptly respond to any request that you make for the disclosure, correction, cessation of use, erasure, etc. of the contents of your personal information.

We take measures such as concluding non-disclosure agreements and prohibiting subcontracting, etc. to ensure that these external companies use your personal information only for operations required for the settlement of payments for our products and services and manage your personal information appropriately to prevent leakage.

Joint use of personal information

We may jointly use your items of personal information in our possession together with Mitsui O.S.K. Lines, Ltd., our group companies, and, when necessary, with our affiliates, for operations related to the "Purpose of use of personal information" stipulated above. The items of personal information subject to such joint use are as follows:

- Your name, date of birth, age, gender, address, postal code, telephone number, FAX number, e-mail address, and work information (company name, department, title, address, telephone number, FAX number);
- Name, date of birth, age, gender, contact information, etc. of all accompanying passengers;
- Passenger car and motorcycle license plate numbers;
- Credit card information (card type, card number, cardholder name and date of birth, expiration date, place of employment, etc.);
- Information related to support, etc. required at the time of boarding/disembarkation and on board;
- Physical information and information about illnesses related to boarding (optional); and
- Information contained in communications between you and our company, and the contents of your inquiries and opinions.

About pseudonymized information

We will create pseudonymized information that is processed so that it cannot identify you personally unless compared with other information, and analyze and use such pseudonymized information for the purposes stipulated under "Purpose of use of personal information". We will take measures to ensure the security of pseudonymized information in compliance with our internal regulations. We may jointly use pseudonymized information with Mitsui O.S.K. Lines, Ltd. and our affiliates as necessary.

- Sunflower Marine & Agency Co., Ltd.
- SUNFLOWER TRAVEL LIMITED
- Sunflower Agency Co., Ltd.
- Beppu Port Service Co., Ltd.
- Mitsui O.S.K. Lines, Ltd.

Our company is the entity responsible for the management of jointly used personal information, so please direct any inquiries to our personal information consultation service listed under I) below.

Requests regarding the handling of personal information

If you have submitted a request in our prescribed manner to: 1. Disclose; 2. Correct, delete or make additions to; 3. Cease using, etc.; or 4. Notify you of the purpose of use (hereinafter, "Disclosure, etc.") of your personal data in our

possession, then we will respond to that request as follows within a reasonable period of time and to the extent appropriate and possible in accordance with laws and ordinances after first confirming your identity.

Please note that a 500 yen (incl. tax) administrative fee will be charged for each request to disclose the content of your personal information in our possession and to notify you of the purpose of use of your personal information. Disclosure of multiple reservations and boarding information is handled as one request for disclosure per reservation/voyage. "

I) Inquiries about the protection of personal information

Personal information consultation service

[Tokyo metropolitan area ⇔ Hokkaido route]

Passenger Division personal information officer

TEL: 03-6866-7307 (Monday to Friday, 9:00 a.m. to 5:00 p.m. Excluding public holidays and New Year holidays) Address: Akihabara Dai Building 11F, 1-18-13 Sotokanda, Chiyoda-ku, Tokyo 101-0021

[Kansai ⇔ Kyushu route]

Passenger Division personal information officer

TEL: 06-7634-8932 FAX: 06-7634-8935 (Monday to Friday, 9:00 a.m. to 5:00 p.m. Excluding public holidays and New Year holidays)

Address: ATC Building O's Bld. North Bld. 6F 605, 2-1-10 Nankokita, Suminoe-ku, Osaka 559-0034

II) Procedures for requesting Disclosure, etc.

To request Disclosure, etc., please fill in the following request form (A) and send the request form, documentation to verify your identity or the identity of your agent (B), and the 500 yen administrative fee for each request (if required) in a registered letter for sending money addressed to the personal information consultation service listed above.

A) Prescribed request form

To make a request for Disclosure, etc., please download and print a request form and fill in the necessary information. [Request form](#) (Click to open the form).

B) Identity verification documentation

(When you are making a request yourself) Please enclose copies of two

documents from among those listed below

Driver's license

My Number Card

Basic Resident Registration Card

Certified copy of Family Register (Address, name, and other necessary matters only)

Certificate of residence (Address, name, and other necessary matters only)

Insurance card for various insurances

Long-term Care Insurance card

Pension handbook

Pension certificate

Passport

(When making a request via an agent)

Letter of attorney from you to your agent

Certificate of seal-impression for the seal you used to stamp the letter of attorney (issued within 3 months from the date of issuance of the letter of attorney)

Copies of two documents from among those listed under "B) Identity verification documentation" above for the agent

III) Points to note when requesting Disclosure, etc.

Please be sure to use our prescribed request form and fill in all the necessary information (including affixing your seal). We cannot accept your request if you have not used the prescribed form or if you have not filled in all the necessary information on the form.

Please obtain all the identity verification documentation required to make a request for Disclosure, etc. at your own expense.

You are responsible for paying the postage costs to send the request form and other documentation to our company. When sending documentation by postal mail, please use a method that allows confirmation of delivery such as simplified registered mail.

We will promptly shred and dispose of the identity verification documentation, etc. you have submitted along with your request for Disclosure, etc. after procedures have been completed.

The fee charged for a request to disclose the content of your personal information in our possession and to notify you of the purpose of use of your

personal information will not be refunded, even in the case we do not have your personal information in our possession or in the case we cannot respond to your request due to the provisions of laws and ordinances.

When requesting correction, etc. to your personal information, please indicate specifically "which items of personal information" in our possession are to be corrected and "the contents of the corrections, etc." We cannot make corrections, etc. if you do not provide specific instructions.

Please be aware that we may be unable to provide you with services that were previously available or services that meet your requests in the case we cease using or erase your personal information at your request.

We may be unable to respond to your request for Disclosure, etc. if doing so may cause a significant hindrance to our normal business operations, or violate the provisions of laws and ordinances, or hinder the security management of personal information.

Application and changes to the Privacy Policy

This privacy policy provides an explanation of our handling of your personal information. By using our services, you will be regarded as having read and understood it. We reserve the right to revise this privacy policy at any time based on changes to the content of our services and the like.

The handling of information on our website

We may use cookies*1 and other similar technology in order to analyze the usage of our website and to provide you with more personalized member services, etc.

In addition to using cookies as anonymous information for statistical analysis, etc. we may also associate cookies with information that identifies you in order to provide you with more personalized member services, etc.

Scope of application

Our website contains links to other websites that can provide you with information about useful products and services. We assume no responsibility in connection with the collection of your personal information by linked websites. Please use linked websites at your own discretion.

Security technology for the protection of personal information

Our website uses SSL (Secure Sockets Layer) encryption technology as a safety measure when collecting your personal information. SSL technology can encrypt data distributed over the Internet and prevent leakage. We are also striving to ensure the safety of your personal information by installing a firewall and computer anti-virus protection as well as taking other reasonable security measures to prevent the unauthorized third-party access to, leakage, diversion and tampering, etc. of your personal information.

Browsing our website

We may use cookies*1, or an individual identification number*2 if you are browsing our website on a mobile phone, to allow you to comfortably use our services when browsing our website.

You can disable the link with anonymous browsing information through cookies by disabling cookies and data with similar functionality in your browser settings. You can also check each company's privacy policy and disable cookies (opt-out) from the following pages. However, please note that doing so may result in you being unable to use services through our website.

[Google opt-out page](#)

[Yahoo! opt-out page](#)

Use of other information

We may use advertisements distributed by third parties including Yahoo! and Google, and such third parties may acquire and use your cookie information and your visit/action history on our website, etc. in connection with this. Your cookie information and your visit/action history on our website, etc. acquired by such third parties will be handled in accordance with the privacy policy established by the third party.

This website uses the "Google Analytics" access analysis tool provided by Google. Google Analytics uses cookies to collect data.

This data is collected anonymously and cannot identify you personally. You can refuse such collection of data by disabling cookies, so please check your browser settings. For more information about these terms, please visit the [Google Analytics Terms of Service page](#) or the [Google Privacy & Terms page](#).

Google Analytics can also be disabled by downloading and installing the Google

Analytics opt-out add-on from the [Google Analytics Opt-out Browser Add-on Download Page](#) and changing your browser's add-on settings.

Explanation of terminology

***1 Cookies**

Cookies are data sent by the website through your browser and temporarily saved to your computer which allows the web server to recognize access to the website from a terminal that has previously accessed the same website. We use cookies only for the purpose of safely managing the transfer of information during the online reservation screen transition. We do not collect your personal information.

***2 Individual identification number**

The Individual identification number is unique information such as your mobile phone model and serial number. Personal information such as the name and address of the mobile phone subscriber cannot be identified from this number.