

KOJ BASE Privacy Policy

Handling of Personal Information

1 Basic Policy

福田 孝裕 (trading as KOJ BASE; hereinafter referred to as the “Operator”) shall comply with the Act on the Protection of Personal Information (hereinafter referred to as the “APPI”), other applicable laws and regulations, and relevant guidelines, and shall appropriately handle personal information processed in connection with its website, campervan rental services, reservation forms, enquiries, identity verification, and other services.

2 Operator Information

Operator	福田 孝裕 / TAKAHIRO FUKUDA (trading as KOJ BASE)
Address	1-10-10 Kokubu Shinmachi, Kirishima City, Kagoshima 899-4351, Japan
Telephone	090-7151-8181
Email	koj.base@gmail.com
Person Responsible for Handling Personal Information	福田 孝裕 TAKAHIRO FUKUDA

3 Information Collected

The Operator collects the following information:

(1) Basic Information

Name, name in Japanese phonetic characters, name in Roman letters, date of birth, address, postal code, telephone number, email address, emergency contact details, and other information concerning the individual.

(2) Reservation and Usage Information

Dates and times of use, number of users, purpose of use, intended travel areas, reservation details, options, charges, payment status, cancellation and change history, and other information concerning use of the services.

(3) Driver Information

The Driver’s name, address, date of birth, contact details, driving licence number, licence category, licence conditions, expiry date, date of obtaining the licence, driving experience, and other information necessary to verify driving eligibility.

(4) Information for Identity Verification and Verification of Driving Eligibility

Information and images necessary to verify identity and eligibility to drive in Japan, including Japanese driving licences, foreign driving licences, International Driving Permits, passport photo pages and pages bearing landing permission stamps, Japanese translations, documents confirming the date of landing in Japan, and information concerning whether the individual is registered as a resident in Japan.

(5) Payment Information

Amounts charged, payment dates, payment status, payment identifiers, and similar information. Credit card numbers and related information are collected and managed directly by the payment service provider. The Operator does not retain complete credit card numbers.

(6) Website Usage Information

Cookies, IP addresses, device information, browser information, access dates and times, browsing history, and other information collected when the website is used.

(7) Vehicle Records

The Operator's vehicles are equipped with dashcams and GPS devices. Information recorded by these devices includes vehicle location data, driving conditions, and video and audio recorded inside and outside the vehicle.

(8) Information Concerning Enquiries Accidents and Other Matters

Details of enquiries; records and photographs of accidents, breakdowns, traffic violations, vehicle damage, and similar matters; communication history; and other information necessary to respond to such matters.

4 Purposes of Use

The Operator uses the personal information collected for the following purposes:

- To respond to enquiries and make necessary communications.
- To accept, screen, change, cancel, and manage reservations for campervan rentals and other services.
- To verify the identities of persons making reservations, Renters, and Drivers.
- To verify valid eligibility to drive in Japan and the licence category required to drive the relevant vehicle.
- To enter into Rental Agreements and create and retain rental certificates, rental registers, and other records required by law or as conditions of the business licence.
- To prepare vehicles, equipment, options, and related items and provide services.
- To bill and settle rental charges, extension charges, cancellation fees, repair costs, cleaning costs, Non-Operation Charges (NOC), and other necessary charges.
- To respond to accidents, breakdowns, theft, unauthorised removal of vehicles, late returns, traffic violations, vehicle damage, insured events, and other problems.
- To communicate and coordinate with insurers, roadside assistance providers, the police, administrative authorities, and other relevant organisations as necessary.
- To manage and collect receivables if charges or other amounts remain unpaid, including outsourcing collection activities and consulting or engaging lawyers.
- To prevent and investigate fraudulent reservations, misuse, breaches of terms, and other inappropriate use.
- To review and retain dashcam and similar records for vehicle safety management and determination of the causes of accidents.
- To plan and improve products and services, analyse usage, and prepare statistical data.
- To fulfil obligations imposed by law or the business licence.
- To provide information about events, campaigns, services, and similar matters where the individual has given separate consent.

5 Disclosure of Purposes of Use at Collection

When personal information is collected directly from an individual in writing or through electronic records, including application forms, contracts, web forms, and Google Forms, the purposes of use shall be stated in advance in a manner that the individual can review.

6 Collection of Only Necessary Information

The Operator collects personal information only to the extent necessary to achieve the purposes of use in Section 4 above and endeavours to avoid unnecessary duplicate collection. In particular, identity verification documents shall be handled as follows:

- If submitting a My Number Card, please submit only the front side bearing the photograph. Do not photograph, transmit, or submit the reverse side bearing the Individual Number. The Operator does not collect or retain Individual Numbers (My Numbers).
- For passports, please submit only the photo page and the page bearing the landing permission stamp.
- Images of driving licences, International Driving Permits, foreign driving licences, and similar documents are collected only to the extent necessary for advance identity verification and verification of driving eligibility.

7 Advance Submission of Identity Documents and Inspection of Originals on the Rental Date

Images of identity verification documents are requested in advance to prevent situations in which the vehicle cannot be rented out because driving eligibility or other requirements cannot be verified on the rental commencement date.

Even if no issues are identified during the advance review, the original driving licence and other required documents shall be inspected on the rental commencement date. Advance review does not replace inspection of the original documents on that date.

8 Special Care Required Personal Information

If an accident or similar event occurs, the Operator may, in the course of its response, collect information that may constitute special care-required personal information, such as details of an individual's injuries. In such cases, the Operator shall obtain the individual's consent before collecting that information.

This shall not apply where collection is necessary to protect the life, physical safety, or property of a person and obtaining the individual's consent is difficult, or in other circumstances permitted by the APPI.

9 Provision to Third Parties

The Operator shall not provide personal data to third parties except with the individual's consent or where permitted by law. Personal data may be provided to the extent necessary in the following circumstances:

- Where an enquiry or request based on law is received from the police, a court, an administrative authority, or a similar body.
- Where provision to insurers, mutual aid organisations, roadside assistance providers, repair providers, or similar parties is necessary for accident response, insurance claims, roadside assistance, or other service delivery.
- Where provision to the police or other relevant organisations or businesses is necessary to respond to vehicle theft, unauthorised removal, late return, or similar circumstances.
- Where provision to a collection contractor or lawyer is necessary to manage or collect receivables if charges, repair costs, or other amounts remain unpaid.
- Where urgently necessary to protect the life, physical safety, or property of a person and obtaining the individual's consent is difficult.
- In other circumstances permitted by the APPI or other applicable laws and regulations.

10 Outsourcing and Use of External Services

The Operator uses external services or contractors for website operation, reservation management, data storage, receipt of identity verification materials, payment processing, email, and other business activities.

When using external services, the Operator limits the information provided to what is necessary and implements necessary and appropriate security measures, including account management and restrictions on access permissions.

11 Use of Overseas Service Providers and Storage and Processing Outside Japan

For the external services listed below, personal data is stored or processed in the systems or on the servers of providers located outside Japan. The Operator implements security measures after ascertaining the personal information protection systems and other relevant circumstances in those foreign countries.

Service	Provider	Purpose of Use	Country of Provider	Server Locations
Wix	Wix.com Ltd	Website operation and reservation management	Israel, United States, etc.	United States, Ireland, South Korea, Taiwan, Israel, etc.
Google Forms / Google Drive	Google LLC	Receipt and storage of identity verification materials	United States	Worldwide (specific countries cannot be identified)
Gmail and similar services	Google LLC	Customer communications	United States	Worldwide (specific countries cannot be identified)
Stripe	Stripe Japan, Inc. and other Stripe affiliates	Payment processing	United States and Japan	United States and other countries and regions

Where the country in which a service's servers are located cannot be identified, that fact, the reason, and relevant reference information shall be stated in the table above.

Where a provider of any of the above services handles personal data, the Operator shall, in accordance with the APPI, obtain the individual's consent in advance or implement a framework meeting the standards prescribed by the APPI and take other necessary measures before providing that data.

12 Security Measures

The Operator implements the following measures to ensure the security of personal data:

- Access to personal information is limited to persons who require it for business purposes.
- Storage locations such as Google Drive are not configured for access by the general public. Sharing is restricted to specified accounts.
- Accounts, passwords, and multifactor authentication are appropriately managed.
- Devices used to handle personal information are protected by appropriate security measures, including operating system updates and screen locks.
- Images of identity verification documents and other highly sensitive materials are appropriately deleted or disposed of once they are no longer needed.
- The Operator ascertains the personal information protection systems and other relevant circumstances in foreign countries where personal data is stored and takes necessary measures (see Section 11 above).
- If a data breach or similar incident occurs and the law requires a report to the Personal Information Protection Commission and notification to affected individuals, the Operator shall respond in accordance with applicable laws and regulations.

13 Retention Periods and Deletion

The Operator retains personal information for the following periods and appropriately deletes or disposes of it after the applicable period has elapsed.

Information	Retention Period
Rental registers, rental certificates, and other records required to be retained by law or as conditions of the business licence	2 years from the rental end date.

Information	Retention Period
Images of identity verification documents (driving licences, International Driving Permits, foreign driving licences, passports, etc.)	Deleted promptly after 3 months have elapsed from the rental end date. If retention is necessary due to an accident, traffic violation, unpaid charges, dispute, or other circumstance, retention shall be extended until the matter is resolved.
Reservation, usage, and settlement records	5 years from completion of the transaction.
Dashcam and similar records	In principle, no longer than 30 days from the recording date, including overwriting by the device. If an accident or similar event occurs, records shall be retained until the matter is resolved.
Enquiry records	1 year from completion of the response.

14 Cookies and Similar Technologies

The Operator's website may use cookies and similar technologies to ensure proper functioning of the website, improve convenience, understand website traffic, and for similar purposes.

Cookies can be disabled through browser settings. However, disabling cookies may prevent use of some website functions.

15 Advertising and Promotional Communications

Information about events, campaigns, services, and similar matters shall be sent only to persons who have given prior consent. Individuals who no longer wish to receive such communications may opt out at any time by using the method stated in each email or by contacting the Operator using the details in Section 19 below.

16 Requests for Disclosure Correction Suspension of Use and Other Measures

If an individual makes a request under applicable law concerning retained personal data held by the Operator, including notification of the purposes of use; disclosure; correction, addition, or deletion; suspension of use; erasure; suspension of provision to third parties; or disclosure of records of provision to third parties, the Operator shall verify the individual's identity and respond appropriately in accordance with the law.

Requests should be directed to the contact in Section 19 below. In principle, no fee shall be charged. However, if delivery by post, storage on recording media, or another special method is requested, the individual may be required to bear the actual costs.

Information that must be retained by law, or that legitimately needs to be retained to address contracts, accidents, disputes, or similar matters, may not be eligible for immediate deletion or other requested measures.

17 Personal Information of Persons Under 16

In principle, the personal information of persons under 16 shall be collected with the consent of their legal representative.

Under the Operator's rental conditions, Renters and Drivers must be at least 26 years of age and must have held a driving licence for at least 3 years.

18 Changes to This Policy

This Policy may be amended as necessary in response to amendments to laws and regulations, changes to services or external services used, or other circumstances. Material changes shall be announced by publication on the website or by other appropriate means.

19 Enquiries and Complaints

Operator	福田 孝裕 / TAKAHIRO FUKUDA(trading as KOJ BASE)
Address	1-10-10 Kokubu Shinmachi, Kirishima City, Kagoshima 899-4351, Japan
Telephone	090-7151-8181 (Hours: 9:30–18:00)
Email	koj.base@gmail.com
Person Responsible for Handling Personal Information	福田 孝裕 / TAKAHIRO FUKUDA

Date of Adoption 25 September 2026