

privacy policy

Our company's management philosophy is "The Truth Will Set You Free." and our mission is to "bring smiles to people suffering from disease, their families, and all people around the world through regenerative medicine.

Through the cultivation of mesenchymal stem cells and the development of culture systems, we aim to establish the following and become a company that earns the trust and sympathy of society. "Pharmaceuticalization of safe and effective stem cells for patients", "Operation of highly controlled stem cell culture facilities for patients", "Culture of optimal and verified cells for patients"

Our company recognizes that the protection of personal information is an important management issue related to corporate social responsibility. Our company has built a personal information protection management system to embody our personal information protection policy, and we work company-wide to make continuous improvements while always being aware of changes in social demands and the business environment.

- We acquire, use, and provide information only to the extent necessary for legitimate business operations, employee employment, and personnel management, and does not exceed the extent necessary to achieve the specified purpose of use. Our company will take measures to prevent the handling of personal information.
- We comply with "Act on the Protection of Personal Information" guidelines established by the government, and other norms.
- Our company takes reasonable security measures to prevent the risk of leakage, loss, or damage of personal information, invests management resources according to the actual circumstances of the business, and maintains a personal information security system. improve the situation. Additionally, in the unlikely event that an accident occurs, we will promptly take corrective measures.
- We will respond promptly, honestly, and appropriately to complaints and consultations regarding the handling of personal information.
- In light of changes in the environment surrounding our company, we will review our personal information protection management system in a timely and appropriate manner and promote continuous improvements.

Established on April 1, 2006

Revised September 30, 2019

Revised January 9, 2024

BIOMIMETICS SYMPATHIES Inc.

Keisuke Onishi, Representative Director and President

■ About the handling of personal information

1. Name of the Business Operator

BioMimetics Sympathies Inc.

2. Name and Title of the Administrator (or representative)

Department and the contact address

Name of the administrator: Manager in charge of the administration of personal information protection

Department: Administrative Headquarters of BioMimetics Sympathies Inc.

Phone number: 03 (5500) 6330

3. Utilization Purposes of Personal Information

(1) Personal information on customers

- We obtain, use, and provide personal information within the scope necessary for fair business conduct by the Company, as well as the recruitment of employees and personnel management, and we take action to prevent personal information handling beyond the necessary scope to achieve the specified utilization purpose.
- We comply with laws and regulations, guidelines prescribed by the government, and other norms related to the protection of personal information.
- For the risk of leakage, loss, damage, and so forth with respect to personal information, we introduce management resources consistent with actual business situations to prevent the risk by implementing reasonable security measures and thereby continuously improve our personal information security system. In the event of the occurrence of such an incident, we will promptly implement corrective measures.
- For any complaint and consultation related to personal information handling, we respond appropriately in an expeditious and faithful manner.
- We continuously work to improve the personal information protection management system by reviewing it in a timely and proper manner taking into account changes in circumstances surrounding the Company.

(2) Personal information on clients

- To have business negotiations, meetings, and communication for business purposes, and to perform order placement/acceptance services and invoicing/payment services.
- To conduct proper and smooth business transactions.

(3) Personal information entrusted by clients

- To carry out proper and smooth entrusted services.

(4) Personal information on shareholders

- To operate and keep records of general shareholders' meetings.
- To exercise rights and perform obligations pursuant to the Companies Act and other laws and regulations.
- To prepare a shareholder register and for other administrative matters related to shareholders.
- To implement various measures and policies related to shareholders.

(5) Personal information on applicants for employment

- To select applicants for employment.
- To have communication related to the selection of applicants for employment.
- To conduct employment procedures.
- To have communication related to employment procedures.

(6) Personal information on the officers and employees of the Company and their family members

- To make contact for business purposes or in the event of an emergency.
- To calculate salaries, etc. and make payment thereof.
- For purposes of recruitment, evaluation, transfer, attendance management, education and training, medical examination, crime prevention, disaster prevention, and labor management
- To carry out formalities for social insurance and tax payment and other formalities required by laws and regulations.
- To provide and operate welfare programs.
- To implement the appropriate business operations of the Company

(7) Personal information on exhibitions, lectures, seminars, events, campaigns, and so forth

- To provide information on the next events, requested materials, and so forth.
- To respond to various inquiries.
- To conduct questionnaire survey.
- To dispatch reports on the results of events and letters of thanks and so forth to persons who participated in and cooperated in the events.

4. Provision of Personal Information to Third Parties

We do not provide the personal information of customers to third parties, except in the following cases:

- (1) Cases where we obtain the principal' s consent.
- (2) Cases based on laws and regulations.
- (3) Cases where there is a need to protect a human life, body, or property and when it is difficult to obtain the principal' s consent.
- (4) Cases where there is a special need to enhance public hygiene or promote fostering healthy children and when it is difficult to obtain the principal' s consent.
- (5) Cases where there is a need to cooperate in regard to a central government organization or a local government, or a person entrusted by them performing affairs prescribed by laws and regulations, and when there is a possibility that obtaining the principal' s consent would interfere with the performance of the said affairs.

5. Subcontracting the Handling of Personal Information

In the course of the business operations of the Company, we subcontract some of our business activities to external parties in order to provide better services for our customers. We may entrust personal information to subcontractors. In such case, we select a subcontractor that has been recognized to properly handle personal information and have such subcontractor carry out appropriate management by stipulating in the contract the necessary matters to prevent the leakage of our customers' personal information by means of appropriate management and maintenance of confidentiality of personal information.

6. Requests for Disclosure of Personal Information

Customers can contact our Inquiry Desk for requests concerning the disclosure of their own personal information (notification of a utilization purpose; disclosure, correction, addition, or deletion of the content; suspension of use or erasure; or suspension of the provision to third parties). In that process, we will confirm the identity of the customer and respond to the request within a reasonable time frame. For requesting disclosure or other requests, please contact the Inquiry Desk stated below.

7. Voluntary Provision of Personal Information

Whether or not to provide personal information to the Company will be determined at the discretion of the customer. However, if necessary information is not provided, we may not be able to provide our services in an appropriate state.

8. Cases Where Personal Information is Obtained in a Way Not Easily Verifiable by a Principal

Cookies are used for customers to view our website more conveniently when they visit the relevant website once again and will not infringe customer privacy and will never have an adverse impact on the customers' computers.

In addition, in all areas of the website where personal information is input, we make use of the data encryption system of SSL (Secure Sockets Layer). Furthermore, we adopt measures to protect information within the website, such as building firewalls. However, please note in advance that because of the nature of Internet communications, we are unable to guarantee complete security.

[Inquiry Desk]

For inquiries about the personal information of customers, please contact the following desk.

2-4-32 Aomi, Koto-ku, Tokyo 135-0064, Japan

Personal Information Inquiry Desk of Administrative Headquarters, BioMimetics Sympathies Inc.

Tel: 03-5500-6330 (Reception: 9:00 – 17:00*)

*Inquiries on and during the following days/periods will be handled from the following business day: Saturdays, Sundays, public holidays, summer holidays, year-end and New Year holidays, and the Golden Week period.

■ About the handling of personal information

With respect to personal information subject to disclosure held by the Company, the principal or his/her representative shall request notification of the utilization purpose; the disclosure, correction, addition, or deletion of the content; suspension of use; erasure; and suspension of the provision to third parties (hereinafter referred to as "Request for Disclosure, etc.") by the request form prescribed by the Company through the following procedures.

1. Where to Submit the Request for Disclosure, etc.

Please send the request form prescribed by the Company by postal mail together with the necessary document and fees to the address below.

2-4-32 Aomi, Koto-ku, Tokyo 135-0064 Japan

Personal Information Inquiry Desk of Administrative Headquarters, BioMimetics Sympathies Inc. Contact: Tel 03-5500-6330

2. Documents to be Submitted When Making a Request for Disclosure, etc.

When making a Request for Disclosure, etc., please fill in the request form with all necessary information and send us by postal mail. As for the request form, please contact as in No. 1 above.

3. When a Request for Disclosure, etc. is Made by a Representative

If the Request for Disclosure, etc. is made by a representative, in addition to form under 2, include any copy of documents that certify the fact of acting as a representative under 3.(1) below, and any copy of documents that certify the representative under 3.(2).

(1) Document that certifies that a principal is a representative

<Cases of a representative delegated by the principal with respect to the request for disclosure, etc. >

① Power of attorney of the principal (original)

<Cases where a representative is a legal representative of a minor>

① Power of attorney of the principal (original)

② Residence certificate (with relationship to the principal)

③ Any other official document that verifies the authority of statutory representation

<Cases where a representative is the legal representative of an adult ward>

① Certificate of registered matters regarding the guardianship registration, etc.

② Any other official document that verifies the authority of statutory representation

(2) Documents that certify the representative

① Driver's license

② Passport

③ Health insurance card ④ Residence certificate ⑤ Basic residence register card

*In addition, the registered domicile information should be only up to the prefecture level, and any further information should be blacked-out or otherwise rendered illegible.

4. Handling Fees for a Request for Disclosure, etc.

We will not charge any fees.

5. Method of Response to a Request for Disclosure, etc.

In principle, the Company will answer the principal's request in writing (by mailing a sealed letter) to the principal's address stated in the request form.

◇Personal information obtained in relation to a Request for Disclosure, etc. will be handled only within the scope necessary to respond to the Request for Disclosure, etc.

◇In the following cases, we may not be able to respond to a Request for Disclosure, etc. In this case we will inform the principal to that effect and reason therefor:

- ①If the identification of the principal or representative cannot be verified;
- ②If the prescribed application documents are incomplete;
- ③If information requested to be disclosed does not fall under the personal information subject to disclosure*;
- ④If disclosing would harm the life, body, property, or other or other rights and interests of the principal or a third party;
- ⑤If disclosing would seriously interfere with the proper conduct of business of the Company; or
- ⑥If disclosing may violate laws and regulations.

*Personal information subject to disclosure means personal information constituting a collective body of information systematically organized for which the Company has the authority to respond to the request from the principal to disclose, correct, add, or delete the contents of, suspend the use of, or erase, and suspend provision to third parties. However, any personal information that falls under any of the following items a) to d) shall not be treated as personal information subject to disclosure:

- a) Personal information that would harm the life, body, or property of the principal or a third party if its presence or absence is made known
- b) Personal information that would facilitate or induce illegal or unjust acts if its presence or absence is made known
- c) Personal information that would harm national security, cause damage to the relationship of mutual trust with another country or an international organization, or cause a disadvantage in negotiations with another country or an international organization if its presence or absence is made known
- d) Personal information that would hinder the prevention, crackdowns, or investigations of crimes, or maintenance of other public safety and order if its presence or absence is made known