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Operating Strategies, Performance, and Customer Relation

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3.4 Customer Data Confidentiality

Material issues	Management Approach
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Policy Compliance with policies and regulations to protect customer privacy.

Goal Understand customers' requirements and standards for the Company and draw up purchase orders and contracts to protect customer privacy.



Customer privacy

Commitment Utilizing due diligence and early warning communication methods, the Company complies with applicable business regulations and ethical standards while protecting customer privacy.

Measures

- Obtained the ISO 27001 - Cybersecurity Management System certification
- In accordance with international cybersecurity management practices, personal data protection standards, and legal regulations, the Company has established the "Cybersecurity Management System" to ensure that our IT infrastructure and information systems meet the requirements for confidentiality, integrity, availability, and legality.

Privacy has become an important issue at a time when technology plays a dominant role in our lives. Due to our relationships with business partners, department employees often come into contact with product secrets and customers' personal information. Kaori received no complaints concerning violations of customers' privacy or secrets in 2023. Kaori has restricted access to its document management system by project relevance. For example,

- I. Only the system administrator may create and modify customer profiles, and sales representatives may make requests to create or change profiles only after submitting application forms and seeking proper approval.
- II. Documents furnished by customers are managed according to the "Document and Record Management Procedures." Schematics furnished by customers are placed on the server inside department-exclusive folders and made accessible only to authorized personnel.
- III. Supplies provided by customers are stored in a dedicated warehouse; all placements and withdrawals are controlled using the ERP system and forms.
- IV. Confidentiality agreements are signed as required by customers or the Company. Parties that the Company discloses confidential information to for the performance of duties are prohibited from revealing such information to others or using it for purposes outside of work. The same applies after employees resign.

The Company values intellectual property rights and is committed to protecting its intellectual properties and those of others (including patents, trademarks, copyrights, and business secrets), particularly during the transfer of know-how and production experience.