

AEON Group Supplier Hotline – Personal Information Handling Policy

AEON Co., Ltd. and its group companies (hereinafter collectively referred to as “AEON”) exercise the utmost care in handling the personal information of suppliers (including supplier employees, former employees who have left within the past year, and officers) to ensure secure use of the Supplier Hotline. AEON, its officers, and employees recognize the importance of protecting personal information and are committed to legal compliance and safe handling.

1. Purpose of Collecting and Using Personal Information

AEON collects and uses personal information from suppliers for the following purposes, employing appropriate and fair methods:

- (1) To promote a healthy partnership with suppliers and to autonomously address and resolve issues related to legal violations in transactions with AEON;
- (2) To conduct investigations and analyses related to reported content;
- (3) To correct or respond to the content of reports; and
- (4) To perform tasks or respond to inquiries associated with or related to items (1) through (3) above.

2. Management and Protection of Personal Information

AEON appropriately manages and protects suppliers' personal information in accordance with [Item 4 of “About the handling of personal information” in AEON Co., Ltd.’s Privacy Policy](#).

3. Provision of Personal Data to Third Parties

AEON may provide personal data to third parties, including AEON internal departments, the company to which the whistleblower belongs, law firms, human rights organizations, administrative bodies, and other external specialist organizations, for purposes such as investigating and analyzing the report content.

Apart from these purposes, AEON will not disclose or provide suppliers' personal data to third parties unless one of the following conditions applies. Additionally, personal information provided to contractors or shared for joint use will be handled in accordance with Items 4 and 5 in this Policy.

- (1) When the consent of the supplier has been obtained;
- (2) When disclosure or provision is required by law;
- (3) When necessary to protect an individual's life, health, or property and obtaining consent is difficult;
- (4) When particularly necessary to improve public health or promote the sound development of children, and obtaining consent is difficult; or
- (5) When it is necessary to cooperate with a national or local government agency, or a party entrusted by one, to perform duties prescribed by law, obtaining consent could interfere with the execution of those duties.

4. Provision and Management of Personal Information to Contractors

AEON may outsource the handling of personal information to third parties outside of AEON to the extent necessary to achieve the purpose of use. In such cases, AEON will manage and supervise the

handling of personal information in accordance with [Item 8 of “About the handling of personal information” in AEON Co., Ltd.’s Privacy Policy](#).

5. Transfer of Personal Data to Foreign Countries

AEON may provide supplier personal data to overseas group companies, contractors, or external specialist organizations for purposes such as investigating and analyzing the report content. Additionally, if legally required, AEON may submit information provided by the supplier to foreign authorities.

- Overseas group companies, contractors, or foreign authorities to whom it may be necessary to provide supplier personal data will vary depending on individual cases and cannot be determined in advance. However, for information on the countries where AEON Group companies are located, please refer here: <https://www.aeon.info/company/group/>.

For details on the major personal information protection systems of foreign countries, please refer to the following.

(Personal Information Protection Commission website: [Study on systems for protection of personal information in foreign countries](#).)

Furthermore, when AEON provides supplier personal data to overseas group companies or contractors, it takes necessary and appropriate measures in accordance with the requirements stipulated by law.

6. Procedures for Disclosure Requests and Contact

Procedures comply with the [“Disclosure request procedure”](#) outlined in AEON Co., Ltd.’s Privacy Policy.

PROCEED TO THE SUBMISSION FORM