

## Terms of Use

(English Translation Only)

The translation below is provided for your convenience only. If there is any discrepancy between the translation in English and the original Japanese text (including due to the delay in translation), the original Japanese text takes precedence.

Note: You may not use the Service if you are under the age of 13.

# Article 1 (Definitions)

The main definitions used in these Terms of Use are given below.

1. “Chatwork Service” (hereinafter the “Services”) refers to the cloud-based chat service and any derived services therefrom that the Company provides over the Internet.
2. “Software” refers to the software that must be downloaded in order to use some functions of the Services. Unless otherwise specified, the Services include the Software.
3. “Site” refers to **the website** operated by the Company for the Services.
4. “Free Plan” refers to a method for using the Services whereby multiple individuals (users) on a single contract use the Services for free.
5. “Personal Plan” refers to a method for using the Services that is provided only when explicitly approved by the Company, whereby an individual (user) on a single contract uses the Services.
6. “Business Plan” refers to a method for using the Services whereby one or more individuals (users) on a single contract pay a fee for use of the Services.
7. “Enterprise Plan” refers to a method for using the Services whereby multiple individuals (users) on a single contract pay a fee for use of the Services and offers different functions than the Business Plan.
8. “Subscription Agreement” refers to the agreement for receiving the Services from the Company in accordance with these Terms of Use.
9. “Subscriber” refers to individuals who have signed a Subscription Agreement with the Company. A Subscriber is considered to be someone using the Services for business purposes.
10. “Free Plan User” refers to a third party approved by the Free Plan Subscriber to use the Services under these Terms of Use. “Business Plan User” refers to a third party approved by the Business Plan Subscriber to use the Services under these Terms of Use, while “Enterprise Plan User” refers to a third party approved by the Enterprise Plan Subscriber allowed to use the Services under these Terms of Use. All three users are collectively referred to as “Business Plan Users, etc.” Business Plan Users, etc. are considered to use the Services for the business purposes of the Business Plan and Enterprise Plan Subscribers.
11. “Customers” refers collectively to all Subscribers and Business Plan Users, etc.
12. “Monthly Subscription” refers to monthly contracts for the Services commencing upon payment of a one-month subscription fee for the Services, and exists for the Personal Plan, Business Plan, and Enterprise Plan.
13. “Annual Subscription” refers to a one-year contract for the Services commencing upon payment of a one-year fee for the Services, and exists for the Business Plan and Enterprise Plan.
14. “License” refers to qualifications enabling registration as a Business Plan User, etc.

## Article 2 (Application of and Changes in Terms of Use)

1. These Terms of Use apply to all Customers. If these Terms of Use are not agreed to, the Services cannot be used. The Customer's use of the Services shall constitute agreement to these Terms of Use.
2. In the event of the existence of other terms concerning the Services on the Site, the other terms of use will be considered to comprise a part of these Terms of Use. If there are discrepancies in the content between the terms of these Terms of Use and the other terms, these Terms of Use shall have precedence.
3. Free Plan, Business Plan, and Enterprise Plan Subscribers have the responsibility to explain the content of these Terms of Use and ensure compliance when Business Plan Users, etc. approved by them commence use of the Services.
4. Business Plan Users, etc. cannot use the Services if they do not understand and comply with these Terms of Use.
5. The Company may revise these Terms of Use at any time at its discretion, and Customers will be deemed to have agreed to the revised Terms of Use. Unless specified otherwise by the Company, the posting of revisions to these Terms of Use on the Site shall be designated as an announcement to Customers and the revisions to the Terms of Use will be deemed effective upon posting on the Website. If a Customer does not agree to these Terms of Use, the Customer's only response will be to cancel the agreement in accordance with the Subscription cancellation procedures in Article 19.
6. If there are revisions to these Terms of Use, the Customer will be required to accept the revised Terms of Use.

## Article 3 (Provision of the Services)

1. The Company provides the Services to Customers. Specific details of the Services are set out in the agreement concluded between the Company and the Customer (Reference: [plan comparison page](#)). Certain plans may not be available for use due to the customer's usage environment, location, preferred language, or other reasons.
2. Customers shall prepare at their own expense and responsibility all hardware, software, internet connection, security, and other items necessary to use the Services (hereinafter "Usage Environment").

## Article 4 (Intellectual Property)

1. All patent rights, utility model rights, design rights, trademarks, copyrights, rights under the Unfair Competition Law, and all other proprietary and personal rights pertaining to the Services, including programs, service provision screens, the Software, etc. (hereinafter collectively "Intellectual Property, etc."), belongs to the Company or its licensees.
2. Customers are able to use the Services based on the concluded Subscription Agreement but do not acquire Intellectual Property Rights, etc. pertaining to the provided Services. Customers shall not reverse engineer or decompile the Services in part or its entirety or disassemble or otherwise attempt to analyze the Services.

## Article 5 (User Eligibility)

If an underage individual registers to use the Services, it will be deemed that prior consent was obtained from a guardian.

## Article 6 (Subscription Period)

### 1. Contract Establishment and Service Start Date

Upon registering for the Services, the Service start date is displayed on the Subscriber's unique online page provided by the Company. This will be deemed as the Company accepting registration and establishing a contract.

### 2. Subscription Periods for Individual Plans

Subscription periods for individual plans are as set out in detail on [subscription periods for individual plans](#).

### 3. Automatic Subscription Renewal

Unless Subscribers of Personal Plans, Business Plans, and Enterprise Plans notify the Company of the intent to end the Subscription using the cancellations procedures stipulated in Article 19 Paragraph 2 of these Terms of Use before the Subscription expires, the Subscription will automatically be renewed for one month in the case of a Monthly Subscription and one year in the case of an Annual Subscription and will apply similarly thereafter.

### 4. Reference Time

All dates and times specified in this Terms of Use are based on Japan Standard Time.

## Article 7 (Changes in Plans)

The following Subscribers can apply to the Company to change plans as listed below.

#### 1) Free Plan Subscribers

Can apply to change to a Business Plan or Enterprise Plan.

#### 2) Personal Plan Subscribers

Can apply to change to a Free Plan, Business Plan, or Enterprise Plan.

#### 3) Business Plan Subscribers

Can apply to change to an Enterprise Plan.

Cannot change to a Free Plan or Personal Plan.

Can apply to change from a Monthly Subscription to an Annual Subscription or from an Annual Subscription to a Monthly Subscription. However, Subscribers with an Annual Subscription changing to a Monthly Subscription cannot apply to change with more than one month before the expiration date of the subscription.

#### 4) Enterprise Plan Subscribers

Cannot change to other plans.

Can apply to change from a Monthly Subscription to an Annual Subscription or from an Annual Subscription to a Monthly Subscription. However, Subscribers with an Annual Subscription changing to a Monthly Subscription cannot apply to change with more than one month before the expiration date of the subscription.

## Article 8 (Business Plan Users etc.)

1. Free Plan, Business Plan, and Enterprise Plan Subscribers can register multiple individuals (users) within the number of contracted Licenses (one unique person per License). The Business Plan Users etc. to whom Licenses apply can be changed (registration of existing Business Plan Users etc. deleted and separate Business Plan Users, etc. registered), but multiple individuals cannot be registered as Business Plan Users, etc. on the one License at the same time.
2. Business Plan Users etc. can use the Services for the period they are registered as users by the Free Plan, Business Plan, and Enterprise Plan Subscriber during the Free Plan, Business Plan, and Enterprise Plan Subscription period.
3. Business Plan and Enterprise Plan Subscribers can at any time apply to add or reduce licenses. After Business Plan and Enterprise Plan Subscribers have applied to add or reduce the number of licenses, notification that the application has been completed will be sent by a

means determined by the Company. Application procedures are completed when the applicant receives the completed application notification.

## Article 9 (Additional Storage)

1. Business Plan and Enterprise Plan Subscribers can apply for additional storage space (hereinafter “Additional Storage”).
2. Subscribers who have applied for additional storage can apply to change or cancel the Additional Storage at any time.
3. After a Subscriber has applied to use, change, or cancel Additional Storage, the Company will send a completed application notification using a method determined by the Company. The application procedures are completed when the applicant receives the completed application notification.
4. Provided the Subscriber does not notify the cancellation of Additional Storage prior to the expiration date of the subscription period for the Personal Plan, Business Plan, or Enterprise Plan, the contract period for Additional Storage shall automatically renew after one month for a Monthly Subscription and one year for an Annual Subscription. The same will apply thereafter.

## Article 10 (Verification and Password Management, etc.)

1. An email address and password must be registered to use the Services.
2. Customers should carefully manage their registered email address and password and must not make their password known to a third party. Customers who feel that a third party has obtained their password should immediately change their password.
3. When a Customer logs in using a registered email address and password and uses the Services, the Company considers the Customer who registered the particular email address and password to be the individual using the Services.

## Article 11 (Usage Fees)

1. Subscribers shall pay fees for use of the Services as stipulated below.
  - 1) **Service Fees**  
Fees for the use of the Services shall be in accordance with the separately provided [plan comparison page](#).
  - 2) **Additional Storage Fees**  
Fees for Additional Storage shall be in accordance with the separately provided [additional storage comparison page](#).  
The initial fee payment will be calculated on a pro-rata basis using the number of days remaining until the next renewal date starting from the Additional Storage contract start date.
  - 3) **Fee changes arising from additions or reductions to the number of Licenses for Business Plan or Enterprise Plan**  
Fee changes when licenses are added or reduced to the Business Plan or Enterprise Plan shall be in accordance with information provided about [License fees for Business Plan](#) or [License fees for Enterprise Plan](#).
  - 4) **Payment method**  
Payments can be made by methods stipulated separately by the Company.
  - 5) **Payments via Paid**  
When stipulated by the Company as a separate payment method, Subscribers can pay usage fees using the Paid payment service operated by Raccoon Financial, Inc.

(hereinafter "Raccoon"). When using Paid as a payment method for usage fees, Subscribers shall enter a contract with Raccoon to use Paid and this particular contract shall be maintained in force. When using Paid, the Subscriber shall agree without objection to (1) the Company transferring rights to collect payment of usage fees to Raccoon, (2) the Company providing Subscriber information to Raccoon, (3) Raccoon using Subscriber information stipulated in (2), and (4) Raccoon disclosing Subscriber information stipulated in (2) to third parties (including but not limited to credit information agencies working in partnership with Raccoon) as well as these third parties using the Subscriber information. Subscribers shall pay usage fees to Raccoon in accordance with the invoice from Raccoon. In addition, Subscribers, at their own responsibility and burden, shall execute the contract with Raccoon, handle disputes, and take action on all other matters pertaining to the use of Paid. The Company can undertake investigations concerning matters related to Subscribers' use of Paid and can request reports and documents be submitted by Subscribers, and Subscribers shall immediately respond to these requests. When the Company is unable to receive payment of the equivalent usage fee from Raccoon, regardless of the circumstances attributable to the Subscriber, Subscribers shall immediately pay the usage fee to the Company in accordance with the request from the Company. In the event of damages, losses, costs, and expenses etc. arising in relation to the use of Paid and in the event the Subscriber is unable to use Paid, regardless of circumstances attributable to the Subscriber, the Company assumes no responsibility.

**6) Generation of usage fees**

After an application is submitted to start or change an individual plan or to use additional functions, service fees are generated starting on the date the payment is processed using a payment method stipulated by the Company. For subscription renewals, fees are generated from the date of the subscription renewal rather than the date that payment processing is completed. Subscription renewals apply in accordance with Article 6 of these Terms of Use.

**7) Payment Date**

The payment date is the withdrawal date in accordance with Customers' agreements with individual credit companies. However, when using Paid to pay usage fees, the payment date is the date stipulated by Paid.

**2. Notes on Payments of Fees**

Regardless of usage during the Subscription period, usage fees shall be paid for the subscription period. The Company will not refund usage fees already paid to Subscribers. In addition, in the event Licenses are added again following a reduction in the number of Licenses for the Business Plan or Enterprise Plan, even if the subject payment period overlaps, usage fees pertaining to these Licenses that were reduced and added will not be discounted or refunded for the overlapping portion. Similarly, when switching from a Monthly Subscription for the Business Plan to Enterprise Plan, there will be no discounts or refunds, etc. for the overlapping portion of usage fees even when the periods overlap. However, when switching from an Annual Subscription for the Business Plan to the Enterprise Plan, usage fees shall be refunded for the Business Plan Annual Subscription period corresponding to the month (rather than "month" being a unit from the first to the last day of a calendar month, "month" is defined as one-twelfth of the period of the Business Plan Annual Subscription) after the month on the day when the plan change was made through to the Business Plan Annual Subscription expiration date only when the request for a refund is made using methods stipulated by the Company (no discounts or refunds, etc. will be made for usage fees for Business Plan Annual Subscription for the month in which the plan change was made). In the event that a change in payment method results in overlapping payment periods, the overlapping usage fees may be discounted at the time of the next renewal payment. For details, please refer to "Eligible Pages". When credit card companies, payment agencies, Paid, financial institutions, etc. have their own service terms (payment dates, credit limit amounts, etc.), these will be subject to the stipulated contract terms.

**3. Revisions to fees**

The Company can revise usage fees or make partial revisions without the approval of Subscribers. Subscribers will pay the revised service fees using a method stipulated by the Company.

**4. Delinquent Payments**

When the payment of the usage fees paid using a payment method stipulated by the Company cannot be processed, measures may be taken to suspend or terminate the Services in accordance with Article 17 and Article 23 of these Terms of Use. The subscription renewal start date and payment of usage fees in accordance with Article 17 is determined as set out in [the guide for Subscription renewal start date and usage fee payment when resuming services](#). At any rate, the date of the Services resumption will be considered the payment date.

## Article 12 (Notification of Changes to Account Information)

If there are changes to information that the Customer registered with the Company when applying to use the Services, the Customer shall promptly notify of the changes using the online method stipulated by the Company.

## Article 13 (Communications)

1. The Company will communicate with Customers through communications means it considers appropriate, including in writing, by email, or by posting notices on the Site. In the case of email or the posting of notices on the Site, this communication will be considered to have been received by Customers when sent via the Internet.
2. Communications from Customers to the Company will be through e-mail using the mail form on the Site or through chats sent from the chat support page. The Company will not respond to any communications other than through the preceding methods.

## Article 14 (Handling of Personal Information)

The Company will appropriately handle Customer's personal information in accordance with [the Privacy Policy](#).

## Article 15 (Revisions to Services Particulars)

The Company can revise particulars of the Services, including terms of individual plans for the Services, pricing, and partial improvements and eliminations, etc. without giving prior notice to the Customer. The Customer shall agree to these.

## Article 16 (Stoppage of the Services)

The Company may temporarily stop the Services without prior contacting Customers in the following instances. Customers are asked to be aware of this when using the Services.

1. When conducting regular or emergency maintenance on the Services' systems

2. When the Services cannot be provided for such reasons as fire, power outage, or accident
3. When the Services cannot be provided due to natural disasters such as earthquakes, volcanic eruptions, floods, or tsunami
4. When the Services cannot be provided due to war, social disturbances, rioting, civil unrest, labor disputes, or other developments
5. When there are unexpected technical problems
6. When the Company determines that it is necessary to temporarily suspend the Services for other reasons such as operational or technical difficulties

## Article 17 (Suspension of the Services due to the Customer)

The Company may suspend the Services to the Customer for any of the following reasons until the particular condition for resumption of usage of the Services is met.

1. **(Reason for Suspension)**  
When payment of usage fees by the payment method stipulated by the Company cannot be processed  
**(Condition for Resumption)**  
When payment of usage fee by the payment method stipulated by the Company is correctly processed
2. **(Reason for Suspension)**  
When the Company needs to contact the Customer, but the Customer cannot be contacted  
**(Condition for Resumption)**  
When contact is made with the particular Customer
3. **(Reason for Suspension)**  
When violations of Article 22 remain unresolved  
**(Condition for Resumption)**  
When violations of Article 22 are resolved

## Article 18 (Termination of the Services)

1. The Company may end the subscription to the Services or terminate the provision of all or part of the Services in the event of unforeseen circumstances.
2. The Company will notify Customers in advance through the website or other appropriate methods when terminating all or part of the Services, except for emergencies or other unavoidable

## Article 19 (Services Cancellation by the Subscriber)

1. **Free Plan Subscribers**  
Free Plan Subscribers can cancel their Subscription to the Services at any time by submitting a cancellation request through the online cancellation web page designated by the Company. The cancellation date is the date the Company receives the cancellation notification. The online cancellation completion web page will note that the Subscription has been cancelled and notification will be sent to the email address provided by the Subscriber.
2. **Personal Plan, Business Plan, and Enterprise Plan Subscribers**  
Personal Plan, Business Plan, and Enterprise Plan Subscribers can cancel their Subscription

by submitting a cancellation request through the online cancellation web page designated by the Company at least one day before the Subscription expires.

The cancellation date is the date the Company receives the cancellation notification. The online cancellation completion web page will note that the Subscription has been canceled, and notification will be sent to the email address provided by the Subscriber.

Regardless of whether the Subscriber cancels the Subscription during the Subscription period or of the number of days the Subscriber used the Services, the full amount of the fees for the subscription period stipulated by the Company must be paid. Even if usage fees have already been paid, the Company will not refund the Subscriber.

## **Article 20 (Refunds and Cancellations)**

1. Except for the conditions listed in Article 19 (Services Cancellation by the Subscriber) of these Terms of Use, Subscribers cannot withdraw (cancel) an application after the contract has been concluded.
2. Notwithstanding the preceding paragraph, when the Company provides Customers with services that differ from what the Subscriber applied for, the Subscriber can apply for withdrawal or cancellation by communication with the Company through email or through means provided by the Company.
3. The Company will make refunds using a method stipulated by the Company when cancellation is made in accordance with the preceding paragraph.

## **Article 21 (No Assignment)**

1. The Company may assign obligations to Customers to a third party, and Customers shall agree to the Customer's personal and other data assigned to the said third party for this reason.
2. The Customer may not assign, transfer, collateralize, or otherwise dispose of their status under this Contract and their rights and obligations under the Services to a third party without prior written consent from the Company. However, this does not apply if specifically stipulated by the Company as a particular of the Services.

## **Article 22 (Prohibited Items)**

When using the Services, Customers are prohibited from directly, or through a third party, engaging in the following conduct, whether intentional or out of negligence.

1. Conduct that infringes or may infringe on the intellectual property rights, such as the Company's or third party's copyrights and trademark rights, assets, privacy, or image rights, which includes transmitting material copyrighted by other parties or copies of that material without permission or transmitting personal information about others or corporate secrets.
2. Conduct that is or may be detrimental or harmful to the Company or a third party.
3. Conduct that infringes or may infringe on the human rights of a third party and conduct that violates or may violate public policy.
4. Conduct that is or may be criminal, such as using the Services to commit crimes including fraud and extortion, or to abet or incite a crime, or conduct that is or may be linked to criminal conduct.
5. Conduct that hinders or may hinder the Company or the operation of the Services, such as use of the Services to impose a disproportionately large load on the Company's servers.
6. Conduct that damages or may damage the credibility of the Company or the Services.
7. Making false declarations or notifications to the Company.
8. Use or supply of harmful programs, including computer viruses through the Services or in conjunction with the Services, or conduct that may do so.

9. Conduct in violation of laws and regulations.
10. Allowing a third party who is not a Customer to input the email address and password registered by a Customer and their use of the Services.
11. Lending or transferring the Services Subscription to a third party without the prior written consent of the Company.
12. Reverse engineering, decompiling of the Services in part or its entirety or disassembly or other attempts to analyze the Services.
13. Any type of interactions or involvement in anti-social forces, etc. (deemed to be organized crime groups, organized crime members, right-wing groups, anti-social forces, or any other person equivalent hereto; same hereafter), including the maintenance, operation, or assistance or involvement in their running.
14. Seeking random contact with and adding to group chats a large number of unspecified Customers, sending the same or similar message (notwithstanding those approved by the Company), and any other conduct causing inconvenience to Customers.
15. Use of the Services using devices modified in violation of conditions of use set out in terms of use, guidelines, and other regulations set out by hardware and software manufacturers. This includes the disabling of hardware and software controls.
16. Conduct that directly or indirectly causes or facilitates the acts listed in the preceding items
17. Other conduct that the Company determines to be inappropriate.

## **Article 23 (Termination of Services by the Company)**

1. The Company can immediately terminate a Subscription without giving prior notice to the Subscriber if the Customer violates any item listed in the preceding Article or any other terms stipulated in these Terms of Use regardless of whether the violation is by, on behalf of, or through the Subscriber.
2. If a Subscription is terminated based on the above paragraph, the Company will not refund paid usage fees.

## **Article 24 (Consent for Viewing, Use, Disclosure, and Deletion of Data)**

1. The Company will endeavor to manage information entered by Customers at the time of registration and information transmitted by Customers, including chats, tasks, and files (hereinafter "Transmitted Information"), with the utmost care and safety.
2. Customers continue to retain copyrights to Transmitted Information even after transmitting the information. Transmitted Information may be reproduced, adapted, or automatically transmitted publicly within the scope necessary for providing the Services to the Customer or otherwise use the Sent Information for enabling necessary transmission.
3. Notwithstanding Paragraph 1, it is the Customer's responsibility to back up Transmitted Information in consideration that the Services is provided over the Internet, which has inherent risk of effective loss, modification, damage, etc. of information. The Company assumes no responsibility for damage suffered by the Customer for failing to perform said backups, including recovering the Transmitted Information.
4. The Company will not recover disclosed or deleted Transmitted Information, and the Company assumes no responsibility for the disclosure or recovery of Transmitted Information.
5. The Company may view, use, or disclose to third parties Transmitted Information in the following circumstances.
  - 1) When issued with a warrant from an investigative agency, there is a request from a court to disclose information related to an investigation, or there is a request to disclose the information from an administrative agency

- 2) There is a legal obligation for the Company to make disclosures
  - 3) The Company determines the Customer is engaging in conduct falling under prohibited items as set out in Article 22 of these Terms of Use
  - 4) When necessary to do so in order to protect the life, physical wellbeing, or other important rights of the Customer or third party
  - 5) When necessary for emergency maintenance of the Services
  - 6) There is a necessity equivalent to the above items
6. The Company may delete all or some Transmitted Information in any of the following situations. The Company assumes no responsibility for deleted Transmitted Information, including said information's recovery.
- 1) When the Subscriber's consent is obtained
  - 2) When the Company determines that the Customer is engaging in conduct prohibited by Article 22 of these Terms of Use
  - 3) The Subscription is terminated by the Subscriber as stipulated in Article 19 of these Terms of Use
  - 4) When the Subscription is terminated by the Company as stipulated in Article 23 of these Terms of Use
  - 5) When the Services are terminated according to Article 18 of these Terms of Use
  - 6) When Free Plan Subscribers have not logged into the Services for over one year
  - 7) There is a necessity equivalent to the above items
7. For the provisions in Paragraph 5 and Paragraph 6, the Company is not obligated to implement measures stipulated in those Paragraphs in some circumstances. Whether the above measures are taken is at the discretion of the Company.
8. Enterprise Plan Subscribers can use the chat log export function (refers to the function for using Transmitted Information for valid purposes, such as audits, after disclosure of Transmitted Information within the scope stipulated by the Company and exported via the Services is obtained; same applies hereafter). When using this Transmitted Information, all provisions stipulated in the following items shall be complied with.
- 1) All necessary measures for information security management are taken ahead of time, including defining the purpose of use of the Transmitted Information after disclosure has been obtained from the Company using the chat log export function and clarifying to employees (includes but not limited to establishment of stipulations in internal rules), establishment of internal regulations concerning the use of chat log management functions (includes but not limited to establishing authority regulations for people in charge of system management) and familiarization of these regulations as well as audits and confirmation of status of use of the chat log export function.
  - 2) The chat log export function shall not be used without valid purposes, such as investigations of causes of misconduct from the standpoint of internal compliance and audits
  - 3) The Transmitted Information is not used beyond the purposes stipulated in the previous item without the Company's consent and is not disclosed or leaked to third parties (includes but not limited to Enterprise Plan users)
9. Notwithstanding the previous paragraph, the Company will not allow disclosure of Transmitted Information in any of the following items. Enterprise Plan Subscribers shall not object to the non-disclosure of Transmitted Information under this paragraph.
- 1) When found that measures set out in item 1 of the preceding paragraph have not been taken
  - 2) Disclosure applications based on item 2 of the preceding paragraph, but found that terms separately stipulated by the Company are not being met
  - 3) When found that the purpose of use of Transmitted Information is invalid
  - 4) When found that other disclosure of Transmitted Information is inappropriate
10. For Transmitted Information that has been transmitted using the Services during the Subscription period by Customers whose Subscriptions have finished due to cancellation by Subscribers as set out in Article 19 and cancellation by the Company set out in Article 23 and Business Plan Users, etc. whose approval from Free Plan, Business Plan, and Enterprise Plan Subscribers to use the Services under Article 1 Paragraph 10 has finished (these Customers and Business Plan Users, etc. hereinafter collectively referred to as "Persons who have Finished Using the Services") will be deleted or stored as follows.
- Transmitted Information for chats:

Transmitted Information for chats is in a recoverable state, but the system sets the information as having been deleted (hereinafter “logical deletion”) and cannot be referenced by external parties. There is no limit to the storage period for Logically Deleted Transmitted Information for chats.

Transmitted Information for tasks:

Shall be handled the same as chat Transmitted Information.

Transmitted Information for files:

At the expiration of the Subscription Agreement, Transmitted Information for files will be transferred to a storage server managed by the Company and will no longer be able to be referenced by external parties. File Transmitted Information transferred to the storage server will be automatically deleted automatically permanently deleted to an unrecoverable state (“physical deletion” hereafter) by the system after a set period of time after being transferred.

Transmitted Information other than chat, task, or files:

Names, company names and email addresses, and other Transmitted Information other than chats, tasks, and files of the Persons who have Finished Using the Services will not be deleted and will be stored if necessary for providing support to users following the expiration of the Subscription Agreement. However, Transmitted Information made public through the Services will be physically deleted at the end of the Subscription Agreement.

## Article 25 (Consent Regarding Provision of the Services)

1. The Company provides the Services on an as-is basis. The Company offers no warranty with respect to the following items below. In addition, the Company offers no warranty to the Customer beyond the content stipulated in these Terms of Use even when Customers obtain information pertaining to the Services either directly from the Company or indirectly.
  - 1) There shall be no defects or failures in the usage environment caused by the use of the Services
  - 2) The accuracy, completeness, permanence, fitness for purpose, and usefulness of the Services
  - 3) Compliance with laws and regulations and internal industry rules, etc. applying to the Customer
2. The Company uses SSL encryption when providing the Services. The Customer shall accept the use of Services with this security level.
3. The Company assumes no responsibility for monitoring chats and uploaded files by Customers using the Services.

## Article 26 (Disclaimers)

1. The Company assumes no responsibility for damage caused to a Customer by a third party using the Customer’s user ID and password regardless of whether it was provided intentionally by the Customer or through negligence of the Customer.
2. The Company deems the unauthorized use of credit cards by a third party as a matter to be resolved by the Customer, third party, and credit card company, regardless of the intentional negligence of the Customer, and the Company assumes no responsibility.
3. The Company assumes no responsibility for disputes between Customers and credit card companies, payment service providers, or other financial institutions. Disputes are to be handled by the involved parties.
4. The Customer agrees that the Company assumes no responsibility for direct damage or indirect damage, regardless of whether actual damage was incurred or not, while the Services is stopped as determined in Article 16 of these Terms of Use, including damage caused by the Customer not being able to use the Services, damage due to the interruption of work, damage

caused by the Customer not being able to use the Services, damage from lost data, and lost profit that might have been possible by using the Services.

5. The Customer agrees that the Company assumes no responsibility for direct damage or indirect damage, regardless of whether actual damage was incurred or not, while the service is suspended as determined in Article 17 of these Terms of Use, including damage caused by the Customer not being able to use the Services, damage due to the interruption of work, damage caused by the Customer not being able use the Services, damage from lost data, and lost profit that might have been possible by using the Services.
6. The Customer agrees that the Company assumes no responsibility for direct damage or indirect damage, regardless of whether actual damage was incurred or not, when the Services are terminated as determined in Article 18 of these Terms of Use, including damage caused by the Customer not being able to use the Services, damage due to the interruption of work, damage caused by the Customer not being able use the Services, damage from lost data, and lost profit that might have been possible by using the Services.

## Article 27 (Third Party Linked Services)

1. The third party services listed at [Third Party Linked Services](#) (hereinafter the "Third Party Linked Services"; with such third parties referred to as "Service Providers") in this article) are incorporated by the Company into specific functions (hereinafter the "Target Functions") of the Services and provided to Customers by the Company based on the approval of the Service Providers. The Company assumes liability for this provision.
2. Customers must not use the Target Functions in a way that violates the terms of use or any other provisions listed in the Terms of Use, etc. found at [Third Party Linked Services](#). Furthermore, notwithstanding any other provisions of the said terms of use, the Company's liability to the Customer as it pertains to the provision of the portion of the Target Functions that incorporate the Third Party Linked Services shall be limited to within the scope that the Service Providers are liable to the Company pursuant to the said Terms of Use, etc.

## Article 28 (Limited Liability)

1. The Company's limited liability provisions under these Terms of Use do not apply where there is any intentional act or gross negligence by the Company. However, this does not apply to Free Plan Subscribers.
2. If the Company undertakes any liability with respect to damages (including in the case of the preceding paragraph and cases when laws apply), the scope of damage to be compensated for will be limited to the general damage actually incurred by the Customer, not including any special damage such as lost earnings. The amount to be compensated for will not exceed the amount of usage fees that the Customer has paid the Company through to the occurrence of the damages.

## Article 29 (Dispute Settlement and Damages)

In the event of damages incurred by the Company or third party and disputes caused by the use of the Services by the Subscriber, Business Plan User, etc., or parties using the Services under the rights the Company grants to Business Plan or Enterprise Plan Subscribers (including damages incurred by the Company or third parties caused by Customers not fulfilling obligations under these Terms of Use), the Subscriber shall deal with and settle the dispute at their own expense and responsibility and compensate for these damages.

## **Article 30 (Confidentiality)**

For information relating to the Services and disclosed to Customers with the designation of being confidential, the information shall not be used beyond the purpose for disclosure and shall not be disclosed to third parties, except with prior written consent from the Company.

## **Article 31 (Severability)**

In the event any part of these Terms of Use is found to be illegal, invalid, or unenforceable under any laws or regulations, or courts, the remaining parts continue to remain in full effect.

## **Article 32 (Governing Laws)**

The conclusion, force, implementation, and interpretation of these Terms of Use are governed by the laws of Japan.

## **Article 33 (Exclusive Jurisdiction)**

The Tokyo District Court has exclusive jurisdiction as the court of first instance over all disputes arising from or in connection with these Terms Use.

## **Article 34 (Discussions)**

Should an issue arise between the Company and a Customer relating to the Services, the Customer and the Company shall discuss in good faith to resolve the issue.

End

Established March 1, 2011

Last revision: December 11 , 2025