

Gaia Co., Ltd. ("Gaia") handles personal information in accordance with Japan's Act on the Protection of Personal Information and other applicable laws and guidelines in providing its cryptocurrency exchange machine and related services ("Services").

This Policy also applies to customers residing outside Japan, including non-residents and visitors to Japan.

1. Personal Information

"Personal Information" means information about a living individual that can identify the individual by name, date of birth or other information, including information that can identify the individual when combined with other information, and information containing a personal identification code as defined by applicable law.

"Sensitive Personal Information" means personal information requiring special care under applicable law, such as information concerning race, beliefs, social status, medical history or criminal history.

For identity verification, Gaia may obtain information stored in a passport, My Number Card or other identification document, including information stored in an IC chip, as well as a facial image taken for identity verification. Gaia may compare such information with information contained in the identification document.

2. Purposes of Use

Gaia uses Personal Information for the following purposes:

- (a) Providing the Services and related information;
- (b) Customer support and handling inquiries or complaints;
- (c) Analysis, research and improvement of the Services;
- (d) Notifications regarding changes to terms, risk disclosures or policies;
- (e) Identity and transaction verification required under applicable laws, including anti-money laundering laws;
- (f) Prevention, investigation and handling of money laundering, terrorist financing, fraud, unauthorized use and other improper transactions;
- (g) Reports, notifications and responses to inquiries required by laws, regulators or other public authorities;
- (h) Emergency communications, internal audits and business improvement; and
- (i) Other purposes incidental to the above.

3. Security

Gaia takes necessary and appropriate security measures to prevent leakage, loss or damage of Personal Data. Personal Data handled outside Japan will also be appropriately managed in accordance with applicable laws.

4. Provision to Third Parties

Gaia will not provide Personal Data to third parties without your prior consent, except as permitted by applicable laws.

The outsourcing of Personal Data processing to the extent necessary for the purposes stated above, and transfers in connection with a merger, business transfer or other business succession, are not treated as third-party provision under applicable law.

When providing Personal Data to a third party outside Japan, Gaia will take the measures required by applicable laws.

5. Restrictions on Use

Except as permitted by law, Gaia will not use Personal Information beyond the scope necessary for the purposes stated above without your consent. Gaia will not use Personal Information in a manner that may facilitate or induce unlawful or improper conduct.

6. Your Rights

In accordance with applicable laws, you may request notification of the purpose of use, disclosure, correction, addition or deletion, suspension of use, erasure, or suspension of third-party provision of Personal Data held by Gaia, as well as disclosure of records relating to third-party provision.

Gaia may verify your identity or the authority of your representative when processing such requests.

Inquiries from outside Japan may be submitted by email or other reasonable means. Inquiries in languages other than Japanese may be limited to English or other languages supported by Gaia.

Amended Date: August, 26, 2026

Contact information

Customer Support, Administration Department

Phone: 0800-808-0480

Hours: 10:00 AM–5:00 PM, weekdays (excluding national holidays and New Year holidays)

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