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Policy on the Protection of Personal Information

Meiji Yasuda Life Insurance Company (the "Company") recognizes the proper handling of customers' personal information, as well as My Number (Individual Number) and specific personal information (hereinafter referred to as "specific personal information, etc."), as an important social responsibility based on our management philosophy of "Peace of mind, forever." We are fully committed to protecting our customers' personal information and specific personal information, etc.

Policy Approach

- The Company strives for the proper use and protection of essential information entrusted to us by customers in relation to handling personal information and specific personal information, etc.
- In recognizing the importance of handling personal information and specific personal information, etc., the Company endeavors for continuous improvements in its management system, considering the characteristics of its business activities.
- The Company is committed to responding appropriately and promptly to inquiries and requests from customers regarding the handling of personal information and specific personal information, etc.
- The Company complies with the "Act on the Protection of Personal Information," the "Act on the Use of Numbers to Identify a Specific Individual in Administrative Procedures" (hereinafter referred to as the "Number Act"), and other relevant laws and regulations.

Types of Information to be Acquired

For the purpose of concluding insurance policies, etc., we may request customers to provide their name, address, date of birth, gender, health status, occupation, etc. We may also ask for the necessary information related to various services provided by the Company. Additionally, depending on the nature of the procedure, customers may be asked to provide specific personal information, etc.

Method of Obtaining Information

Customers' information will be obtained primarily through application forms, contracts, and surveys. Information may also be gathered through the internet or postcards due to campaigns, etc. In obtaining

customers' information, appropriate methods will be employed considering the Act on the Protection of Personal Information, the Insurance Business Act, and other legal provisions.

Additionally, specific personal information, etc., will be collected through prescribed declaration forms, etc.

Purpose of Information Use

The Company may use customer-related information for the following purposes as necessary:

- Underwriting, continuation and maintenance of various insurance policies and payment of insurance claims and benefits
- Proposal and provision of various products and services, including those of subsidiaries, affiliates and partner companies, and for maintenance and management of policies
- Providing information and operational management related to the Company's business activities and enhancement of products and services
- Other insurance-related or ancillary businesses

Additionally, this includes analyzing customers' website browsing history and information obtained from group companies, etc., to offer information and provide (advertise, etc.) various products and services that meet customers' needs.

However, specific personal information, etc., based on the Number Act, will only be used within the necessary scope for the following administrative tasks and will not be used for any other purposes:

- Preparation and submission of payment records related to insurance transactions
- Preparation and submission of statutory records related to corporate pensions
- Preparation and submission of statutory records related to compensation, fees, etc.
- Other My Number (Individual Number) related administrative tasks stipulated by law, etc.

These purposes of use will be published on the Company's website and in disclosure documents, etc., and will be clearly indicated when collecting information directly from customers using written forms, etc.

Providing Information

Customer-related information may be provided externally within the necessary scope in the following cases:

- When prior consent from the customer is obtained
- When required or permitted by law
- When necessary for the protection of human life, body or property
- When necessary for the public interest
- When outsourcing operations with appropriate safety measures
- When jointly used with specific parties based on law

However, specific personal information, etc., will not be provided externally except in cases allowed by the Number Act, such as submission to Persons in Charge of Processes Using Individual Numbers or outsourcing all or part of the handling of specific personal information, etc.

Disclosure and Correction of Information

In accordance with the Act on the Protection of Personal Information, upon request for notice of usage purposes, disclosure (including disclosure of third-party provision records), correction, cessation of use (including stoppage of provision to third parties), etc., of retained personal data related to customers, the Company will respond in the absence of special reasons after confirming the requestor's identity.

Information Management

The Company strives to maintain accurate and up-to-date personal data and takes necessary and appropriate safety management measures to prevent unauthorized access, loss, leakage, damage, etc. Strict safety measures are also implemented for specific personal information, etc., in accordance with the Number Act, etc. Furthermore, necessary and appropriate supervision is conducted on employees, employees of all Meiji Yasuda Group companies, and contractors.

The Company will continuously review and strive to improve management systems and implementation methods to strengthen the protection and management of customer-related information.

Inquiries from Customers

We have established a contact point to respond to inquiries and requests appropriately and promptly from customers regarding the handling of personal information and specific personal information, etc.

Review of the Policy

This policy is continuously reviewed based on changes or relevant regulatory developments, etc., to ensure appropriate protection of personal information and specific personal information, etc.