

Terms and Conditions for Overseas Customer VIP Card Membership

Chapter 1 Basic Policy for Card Use

1. Membership Eligibility and Application

- (1) “Member” refers to an individual who agrees to these Terms and Conditions for Overseas Customer VIP Card Membership (“Terms and Conditions”), whose application for membership has been approved by Hankyu Hanshin Department Stores, Inc. (“we,” “our,” or “us”), and who has been issued an Overseas Customer VIP Card (“Card”).
- (2) Application for membership, as well as presentation or use of the Card and upgrade under Article 3, without limitation, may require identity verification using a passport.
- (3) Membership for Overseas Customer VIP Card is available exclusively to individuals who, within the past year, have made duty-free purchases totaling 1 million yen (after discounts and excluding consumption tax) or more at Hankyu Department Store Umeda Main Store, Hanshin Department Store Umeda Main Store, Kobe Hankyu, Hankyu Men’s Osaka, Hankyu Men’s Tokyo, or Hakata Hankyu (collectively, the “Stores”).

2. Card Issuance and Use

- (1) Each Member may hold only one Card, which can be used at the Stores from the date of the issuance thereof.
- (2) The Card is for the sole use of the person who has registered their information or has signed it and may not be transferred or loaned to others.
- (3) The Card will not be reissued as a general rule.
- (4) The Card will be issued in digital format as a general rule.

3. Membership Tiers and Cumulative Spending

- (1) Members who make purchases totaling 1 million yen or more (after discounts and excluding consumption tax) at the Stores within the past year will be eligible for Silver Card Membership.
- (2) Members who make purchases totaling 5 million yen or more (after discounts and excluding consumption tax) at the Stores after the issuance of the Card will be upgraded to Gold Card Membership.
- (3) Membership tiers are based on total purchases made at all Stores, subject to presentation of the Card. Therefore, Members must present their Card at the time of purchase at the Stores, including stores not participating in the membership program. Purchases made without presenting the Card at the time of purchase will not be counted in the above totals as a general rule.

4. Card Validity

- (1) The Card is valid until the end of the month that is three years from the date of the issuance thereof.
- (2) Nevertheless, if a purchase is made using the Card within its validity period, the validity will be extended to the end of the month that comes after three years from the last purchase date.

5. Membership Fees

There are no enrollment fees, annual fees, or other costs associated with membership; provided, however, that the costs of any device necessary to display the Member’s digital card and any communication expenses for such device shall be borne by the Member.

6. Membership Privileges

- (1) Members must present their Card prior to checkout or receiving services at our designated stores to enjoy membership benefits and special services.
- (2) If the Card is not presented, membership benefits and special services will not apply.
- (3) Membership benefits cannot be combined with other benefits. Some stores are ineligible for the membership program. Even at eligible stores, certain items and services are ineligible for the membership program, including items priced under 1,000 yen (excluding consumption tax), sale items, lucky bags, gift certificates, restaurant and cafe services, food items, and other items and services specifically designated by us.
- (4) Membership benefits and special services may be added, changed, or discontinued without prior notice.

7. Return of Purchased Items

Members must present the Card when returning items purchased using the Card.

8. Changes to Registered Information

Members must promptly notify the VIP Club of any changes to their registered information, such as their name or telephone number.

9. Cancellation of Membership

Members who wish to cancel their membership must promptly notify the VIP Club thereof and complete the required procedures to either have their registration deleted or return their Card.

10. Loss of Membership

Members will lose their membership and no longer be eligible for membership privileges if:

- (i) the validity period of the Card expires without any purchase being made using the Card within such period;
- (ii) they breach the Terms and Conditions, with such breaches including the transfer or loan of their Card, or engage in fraudulent activities related to their membership; or
- (iii) we otherwise consider that their continued membership would be inappropriate.

11. Additions and Modifications to these Terms and Conditions

If these Terms and Conditions are modified, the modifications and their effective date will be announced in advance via our website, in-store notifications, or by other methods. The modified Terms and Conditions will apply from the effective date.

12. Termination of the Membership Program

If we discontinue the membership program for any reason, the termination date will be announced in advance via our website, in-store notifications, or by other methods. Please note that once the program is terminated, Members will no longer be able to enjoy their membership privileges from the date of termination.

Chapter 2 Handling of Personal Information

13. Management, Collection, and Other Processing of Member Information and Personal Information

We may collect, retain, use, process, transfer, provide, publish, delete and otherwise handle the following information necessary for the operation and management of the Card and the provision of optimal services to Members (“Personal Information”):

- (i) Members’ basic information (such as their name, date of birth, nationality, place of residence, telephone number, email address, and social media accounts);

- (ii) Card usage information (such as stores used, the names of items purchased, purchase amounts, and the number of purchases).

By obtaining the card usage information, we can provide Members with discount services based on the total purchase amount or invite Members to exclusive events. (If a Member fails to provide their information, we cannot provide the discount services based on the total purchase amount or invite them to exclusive events.)

The card usage information will be strictly managed in accordance with **the** Terms and Conditions; and

- (iii) Information voluntarily provided by Members (such as hobbies and preferences, lifestyle, information about family members/companions, health information, thought and religious belief).

Based on our relationship with Members, we may collect the Personal Information referred above directly from Members or indirectly from third parties, including our group companies and third-party service providers. Before using our services, Members may be required to provide certain Personal Information. Members may choose not to provide their Personal Information; however, in such case, access to the services may be restricted and we may be unable to provide the services.

14. Purposes of Use of Personal Information

We will collect Members' Personal Information specified in the preceding Article and will retain and use it, while implementing security measures, for achieving the following purposes.

- (i) Operation and management of the VIP Club

- provision of membership services and announcement of membership privileges
- management of Members' information and tiers
- identity verification and communication

- (ii) Provision of VIP services

- announcement of items, services and events
- customer services at stores or by phone, email or social media
- recording and use of customer service history, lifestyles, preferences and other similar information of Members and their companions
- reservation of or referral to outside services and facilities according to Member's request

- (iii) Marketing activities and service upgrades

- planning, development, and upgrade of items and services
- optimization of invitation in accordance with the preferences and purchase history of Members
- analysis of statistics and identification of trends for the improvement of service quality

15. Provision of Personal Information to Third Parties

We will provide and jointly use Members' Personal Information collected under Article 13 within the scope necessary for the following purposes.

- (i) Provision to H2O Retailing Group companies

In accordance with these Terms and Conditions, we will provide H2O Retailing Group companies (*) with the necessary information to the extent necessary for marketing activities and service upgrades.

* H2O Retailing Group companies refer to H2O Retailing Corporation and the companies shown on this website: <https://www.h2o-retailing.co.jp/en/company/group.html>

- Name and contact:

H2O Retailing Corporation

Shown on this website:

<https://www.h2o-retailing.co.jp/en/company/outline.html>

Companies other than H2O Retailing Corporation

Shown on this website:

<https://www.h2o-retailing.co.jp/en/company/group.html>

- Type of information to be provided: Personal Information collected under Article 13

- Purposes of provision and purposes of handling by the information recipient: Marketing activities and service upgrades

- Method of handling by the information recipient: Members' basic information and their card usage information will be used for marketing activities and service upgrades.

(ii) Provision to partner companies if external cooperation is required to respond to a Member's request

If a Member's request requires external cooperation, we will provide relevant partner companies with the necessary information to the extent necessary to respond to the request in accordance with these Terms and Conditions.

- Information recipient: Outside partner companies relating to the Member's request

- Name and contact of the information recipient: To be provided at the time of external cooperation

- Type of information to be provided: Personal Information collected under Article 13 that is necessary to respond to the Member's request

- Purpose of handling by the information recipient: Response to the Member's request

- Method of handling by the information recipient: Member's basic information and the information given by the Member will be used to respond to their request

16. Handling of Sensitive Data

(1) We will handle the card usage information in accordance with Articles 14 and 15.

(i) Necessity of handling: By obtaining the card usage information, we can manage membership tiers based on the total purchase amount to announce optimal services for Members.

(ii) Effect on Member's interest: The card usage information enables us to analyze Members' purchase behaviors and, therefore, will be strictly managed in accordance with the Terms and Conditions.

(2) If a Member voluntarily provides medical/health information, religious beliefs, thoughts, or other beliefs of the Member or their family members/companions, the Personal Information of a child under 16 years of age, or any other sensitive data, we and any data recipient involved in responding to the Member's request may handle such sensitive data in accordance with Articles 14 and 15. Before providing any information relating to any other person, including family members/companions, the Member shall obtain prior consent from such family members/companions to the handling of such information by us and any data recipient involved in responding to the Member's request in accordance with the Terms and Conditions, and shall ensure that such family members/companions acknowledge and accept the provisions hereof. If the Personal Information of family members/companions includes the Personal Information of a child under 16 years of age, the Member must obtain the prior consent of the child's parent or legal guardian.

(i) Necessity of handling: In order to achieve optimal services according to the situation and request of a Member and family members/companions.

(ii) Effect on Member's interest: This information will be strictly managed in accordance with the Terms and Conditions because disclosure of such information may constitute a privacy violation or cause unfair disadvantage.

17. Exercise by Members of the Right to Request the Disclosure, Correction, Deletion, and Discontinued Use or Provision of Personal Information

When a Member requests access to, correction, deletion, or discontinuation of the use or sharing of their Personal Information, or exercises another right under applicable laws through the prescribed procedures and on reasonable grounds, we will generally comply with the request. We will also generally comply with requests to delete a Member's account.

18. Procedures for Members to Exercise the Right to Request Disclosure, Correction, Deletion, and Discontinued Use or Provision of Personal Information

To make a request under the preceding Article, a Member must fill out our prescribed request form and submit it to us along with official documentation that can verify their identity, such as their passport. It will not take more than 15 business days to process the request. In the event of a malicious request or other requests obviously exceeding a necessary frequency, a fee equivalent to actual expenses incurred for access, reproduction, correction, deletion and transfer, may be invoiced.

19. Obligation to Provide Personal Information and Effect on Membership

- (1) The provision of Personal Information by Members is necessary for the provision of the Service and the performance of the contract. To use the Service, Members must agree to these Terms and Conditions and provide the necessary Personal Information specified in Article 13.
- (2) Members who do not agree to these Terms and Conditions or who decline to provide the necessary Personal Information may be denied membership.
- (3) Upon a Member's request to withdraw consent to these Terms and Conditions, we will promptly accept such request. Depending on the nature of the withdrawal or the contents of a request under Articles 17 and 18, we may have their membership canceled in accordance with Article 9.

20. Storage Location of Personal Information

The Personal Information obtained from Members will be stored in Japan. If we are required to store the Personal Information outside Japan, we will conduct necessary and appropriate audits so that the Personal Information can be managed safely by the relevant service provider.

21. Storage Period for Personal Information

We will promptly dispose of the Member's Personal Information upon termination of membership due to completion of cancellation procedures or expiration of the validity period.

22. Safe Management of Personal Information

We will take necessary and appropriate safety measures against risks such as unauthorized access, loss, destruction, falsification, and leakage of Members' Personal Information.

23. Manager and Contact Details for Personal Information

The manager and the contact details for the Personal Information to be obtained for the Service are as follows:

Overseas Customer VIP Club of Hankyu Hanshin Department Stores, Inc.

Telephone number: 0081-6-6361-1381

Business hours: 10 a.m. to 8 p.m.

24. Special Rules for the Personal Information of Members who Reside in the EEA or the U.K.

- (1) As the data controller, we will handle Members' Personal Information on the following legal grounds, as stipulated in Article 14, corresponding to the purposes of use. The purposes of use are described in the same Article.
 - (i) Operation and management of VIP Club ("Fulfillment of contract")
 - (ii) Provision of VIP services ("Fulfillment of contract")
 - (iii) Marketing activities and service upgrades ("Legitimate interest")
- (2) Members have the following rights. If a Member requests to exercise any right permitted under applicable laws and regulations on reasonable grounds through the prescribed procedures, we will accommodate the request as a general rule in accordance with Article 17.
 - (i) Disclosure, correction, or deletion of Personal Information
 - (ii) Request of or objection to the restriction on the handling of Personal Information
 - (iii) Data portability (Request for transfer of Personal Information to another business operator)
 - (iv) Withdrawal of agreement/consent
 - (v) Objection to a supervisory organ

*1 Please read and agree to these Terms and Conditions before applying.

*2 Articles 1 through 12 of these Terms and Conditions shall be governed by, and interpreted and operated in accordance with, the laws of Japan and Articles 13 through 24 thereof shall be interpreted and operated in accordance with the Act on the Protection of Personal Information of Japan, the Personal Information Protection Act of China, GDPR of EU and UK, and other applicable laws and regulations. The Japanese version hereof shall be the original text, and any translations into other languages are provided for reference only.

【August.2026 】