

## <Terms of Service>

### 1 Purpose

These Terms of Service (hereinafter referred to as “Terms”) set forth the terms and conditions of use of the Pre-Application Service (hereinafter referred to as “Service”) provided by Kawasaki City (hereinafter referred to as “City”).

In addition, these Terms shall apply to all Users of the Service.

### 2 Agreement to The Terms of Service

To use the Service, you need to have a computer connected to the Internet. Please read these Terms, enter your email address, check “I agree”, and then press the “Confirm” button.

If you use the Service, you will be deemed to have agreed to these Terms.

### 3 Definitions

The definitions of the words used in these Terms shall have the following meanings:

- (1) “Service” is a pre-application service that enables Users to obtain information on procedures for in-person applications at a City office and to register information in advance using the User’s computer and Internet.
- (2) “User” refers to an individual who uses the Service.
- (3) “Personal Information” means personally identifiable information or individual identification codes (information that can be used to identify a specific individual such as name, date of birth, address, and any other descriptions) handled by the Service.

### 4 Recommended Environment

The recommended environment for the Service (web browsers and versions) is as follows.

The City shall not be liable for any damage incurred by the User or guarantee the operation of the Service in the event that the User uses the Service in an environment other than the recommended environment.

- Chrome: version 45 or later
- Safari: version 9 or later
- Edge: version 12 or later
- Edge (for iOS and Android): version 12 or later

\* We recommend that you use the latest stable-release version.

Browsers that do not support encrypted communication (TLS1.2) will not be able to connect to the service.

In addition, we cannot guarantee the proper operation of the Service in the event that you use non-standard characters or environment-dependent characters.

## **5 Service Availability**

The Service is available 24 hours a day, in principle. However, the City may suspend all or part of the Service without prior notice to Service Users in the following cases:

- (1) When it is necessary to perform maintenance, inspection, etc. for the Service;
- (2) When the use of the Service becomes overloaded;
- (3) When the Service suffers a serious failure or there is some other unavoidable reason; or
- (4) When there is an emergency situation such as a natural disaster or incident.

## **6 Protection of Personal Information**

The information entered in the Service will be used to print application forms and other documents when you visit a City office and shall serve as notification of address change.

The information requested will be kept by the City and shall serve as notification of address change.

In addition, we will use the Personal Information of Users as follows:

- (1) The City will protect and properly manage Personal Information obtained from Users through the Service in accordance with the Kawasaki City Ordinance on the Protection of Personal Information. In addition, the Personal Information we collect will not be used for any other purpose or provided to any third party, except as required by law.
- (2) The City will immediately delete the information entered by the User into the Service and the QR Code generated as a result of using the Service, if any of the following cases applies:
  - If the QR code is not used at a City office within two (2) months after it is created;
  - When there is inactivity for a certain period of time or the connection is disconnected;or
  - When a User quits before inputting all necessary information.

## **7 Attribution of Rights**

- (1) The intellectual property rights related to information on in-person application procedures at City offices posted or sent by the City, the programs included in the Service, and the contents such as images, audio, and video used in the Service belong to the City or other parties with legitimate rights.
- (2) Reproduction, modification, and distribution of the copyrighted material contained in the Service, as well as analysis of the programs contained in the Service or similar acts are prohibited.

## **8 Responsibilities of Users**

- (1) Users shall use the Service at their own discretion and responsibility, and shall manage any information that is created as a result of using the Service. The City shall not be liable for any loss, damage, or disclosure related to the QR Code provided by the Service.
- (2) Users shall prepare the devices, communication lines, and other necessary items required to use the Service at their own expense.

## **9 Prohibitions**

The City may delete or suspend the use of information entered by a User, or take other necessary measures, if the City deems that the User has committed or is likely to commit any of the following acts in using the Service:

- (1) Acts that violate laws and regulations, acts that are criminal, or acts that violate public order and morals;
- (2) Acts that provide or may provide benefits to antisocial forces, etc.;
- (3) Acts of using features provided by the Service for purposes other than the use of the Service;
- (4) Acts that place an excessive load on the network or system of the Service;
- (5) Acts that interfere with the operation of the Service;
- (6) Acts of attempting to gain unauthorized access to the City's network, systems, etc., or intentionally sending malware-infected files through the Service;
- (7) Acts of impersonating a third party;
- (8) Acts of intentionally providing false information, committing fraud, or threatening other Users of the Service or other third parties;
- (9) Acts of modifying all or part of the information posted or sent by the Service;
- (10) Acts that infringe on the intellectual property rights, portrait rights, rights of privacy, honor, or other rights or interests of the City, other Users of the Service, or other third parties.;
- (11) Acts that directly or indirectly cause or facilitate the acts described in the preceding items;  
and
- (12) Other acts that the City deems inappropriate.

## **10 Disclaimers**

- (1) The City does not fully guarantee the accuracy, completeness, or usefulness of the information sent from the Service.
- (2) The City shall not be liable for any damage incurred by Users or any damage inflicted by Users on any third party as a result of Users' use of the Service.

- (3) The City shall not be liable for any damages incurred by Users due to the suspension, discontinuation, or interruption of the Service.
- (4) Translation display in this service is not official. Translation is just reference information to help you understand it.

#### **11 Amendment to These Terms**

The City may amend these Terms without prior notice when deemed necessary.

If you use the Service after these Terms have been amended, you will be deemed to have agreed to the amended Terms.

#### **12 Governing Law and Jurisdiction**

These Terms shall be governed by the laws of Japan, and all disputes arising between Users and the City with respect to the use of the Service or these Terms shall be resolved as necessary in a court having jurisdiction over the City.

#### **Supplementary Provision**

These Terms shall come into effect on January 4, 2022.