



Processing of your personal data within the Yamaha Group

1. Sources and categories of personal data

Yamaha obtains the following personal data.

- Name, age, date of birth, email address and physical address, phone number, sex, occupation, place of work or study, information regarding social media, user ID and account, membership number, information regarding visits to stores, products purchased
- Information provided via questionnaires or campaigns
- Information necessary for product or service transactions or support (serial number, purchasing history, credit card information, bank account numbers, and the like)
- Information generated from use of products and services (methods of use for products, frequency of use, settings information in devices used, and the like)
- Information generated from inquiries to Yamaha (your phone number and voice recordings obtained upon inquiries, history of requests for repairs and the like, information regarding product or service difficulties, and the like)
- Information generated from transactions with Yamaha (history of participation in concerts, events, auditions, and contests held or co-sponsored by Yamaha (including voice recordings and information regarding instrumental or singing performances), history of participation in music school classes, courses, and the like operated by Yamaha (including voice recordings and information regarding instrumental or singing performances), purchasing or use history for products and services handled by Yamaha, history of licenses, use, and the like for artworks (including musical pieces) in which Yamaha owns rights
- Downloading and status of use of software, etc.
- Information generated from the use of software or the internet (information obtained from cookies, etc., information regarding browsers and operating systems of devices you use, location information, service use information, webpages you browse, links you click, emails from Yamaha you open, IP addresses, and the like)
- Types of devices, their O.S. versions, countries of access, number of users, access dates and times
- Information provided by questionnaires or campaigns conducted by outside services with your prior consent, information disclosed by customers
- Information provided by business operators who perform services using information that can distinguish between, but not identify, individual persons (advertising identifiers, etc.)
- Information on social media services affiliated with Yamaha websites, etc. (with your consent)

If Yamaha obtains your personal data, it obtains your personal data in a proper and lawful manner.

2. Purposes of use of personal data

Yamaha uses personal data obtained from customers within the scope of the following purposes.

- Provision, maintenance, protection, and improvement of Yamaha's products and services, development of new products and services, provision of information on campaigns, new products, and the like, implementation of questionnaires, after-sales service for products, and protection of customers
 - Provision of information and content that suit each customer's preferences
 - Contact regarding transactions, etc.
 - - Provision of products and services handled by Yamaha- Performance of agreements executed with Yamaha (payment processing, etc.)Management of copyrights and neighboring rights for sound sources
 - Implementation of service activities and handling of repairs during the warranty period and after-sales care after such implementation of service activities and handling of repairs
 - - Provision of notices regarding products and services handled by Yamaha and announcements regarding events, etc.Provision of announcements regarding products, services, events, and the like of other companies or groups, such as companies affiliated with Yamaha
 - Ascertainment of your preferences and wishes in order to provide appropriate information and to develop appropriate products and services
 - - Provision of information that suits your preferences by integrating information possessed by Yamaha with information obtained from other companiesResponses to inquiries, requests for brochures, or other requests, etc.
 - Exercise of rights or performance of obligations under agreements, laws, and the like
 - Screening conducted when applications are submitted for rental instruments, etc.
 - Other purposes based on your prior consent
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Disclaimers

About linked websites

Yamaha's websites contain several links to outside websites, but these links are not provided for the purpose of sharing personal data. Our company does not take any responsibilities for the collection of personal data at the linked websites, so please ensure you check details regarding the processing of personal data explained on the linked websites.

Dissemination of information by customers

Yamaha's services may include chat functions (for conversation), forums (conference rooms), online message boards, response to inquiries via email, and the like. Yamaha does not take any responsibility for personal data transmitted by customers through these services.

When you use these services, please transmit information at your responsibility and discretion.

Matters related to children

Yamaha does not deliberately request or collect personal data from children on our websites.

Any person considered a minor under local laws or any other person under a certain age who attempts to access Yamaha's websites may use our websites only if he or she has consent from a statutory agent, such as a person with parental authority.
