

Fussa City LINE Official Account Management Policy

Decided on September 1, 2020

Amended on October 1, 2020

Revised on April 1, 2021

Revised on July 1, 2021

This operational policy is based on the official LINE account operated by Fussa City (hereinafter called the "official account"). the necessary matters.

1 Purpose

The purpose of this program is to provide effective information dissemination and convenient administrative services by operating an official account.

2 Official account information

Name of the account	I D	Account U R L
Fussa City	@fussacityhall	https://lin.ee/gRCB5sW

3 Managers and Operations

(1) Administrator

The administrator has the authority and responsibility to develop, change settings, operate, update, etc. with an official account, and will be assigned by the Director of the Planning and Finance Department of Fussa City.

(2) Personnel

The person in charge of the official account, in accordance with the instructions of the administrator, etc., performs work such as development, change of settings, operation, update, etc., and is assigned with the staff of the Administrative Administration Division of fussa City Planning and Finance Department and other personnel recognized as necessary by the administrator.

4 Dissemination of information and providing administrative services

(1) Demonstration experiment in multi-language AI utilization business.

(2) Information on the new coronavirus infection.

(3) Other things that the administrator deems appropriate.

5 Correspondence to posts, etc.

In principle, individual responses to posts, etc. on official accounts, except for responses by auto-response, are not provided. It should be noted that the answer by the automatic response is to be carried out 24 hours a day, 365 days a year.

In addition, questions and opinions regarding the official account will be accepted at the "Opinion Box to the City" on the Fussa City website and at the inquiry described in Paragraph 12.

6 Prohibited acts

In the official account, the user (hereinafter called "user") Prohibits acts that fall under the following items. If the User determines that he/she has committed or is likely to have committed a prohibited act, take necessary measures, such as deleting the post without prior notice. The User may not make any questions or complaints regarding these measures.

- (1) Slandering a specific individual, organization, etc.
- (2) Identify, disclose, or leak personal information without the consent of the person in question.
- (3) Infringe the intellectual property rights of Fussa City or a third party.
- (4) Advertising, advertising, solicitation, sales activities, or other commercial purposes.
- (5) For the purpose of political and religious activities.
- (6) To discriminate against race, thought, creed, etc., or to promote discrimination.
- (7) Acting as another user or third party.
- (8) Anything that violates laws and regulations and public order and morals.
- (9) Use or provide harmful programs.
- (10) Contrary to LINE's Terms of Use.
- (11) Content that differs from falsehoods or facts, and that promotes mere rumors or rumors.
- (12) Inappropriate content, including obscene expressions.
- (13) Any other information that the administrator has judged inappropriate.

7 Intellectual property rights

Intellectual property rights (trademark rights, copyrights, and all other rights) related to information (texts, photographs, illustrations, etc.) posted on the official account belong to original rights holders other than Fussa City or Fussa City. In addition, the information posted on the official account may not be copied or re-used without permission, except as permitted by copyright law, such as "reproduction for private use" or "quotation".

8 Disclaimers

- (1) We will pay close attention to the dissemination of information through the official account of Fussa City. It does not guarantee the accuracy, completeness, or usefulness of the information.
- (2) Fussa City shall not be liable for any damages a resulting from your use or inability to use your official account.
- (3) Fussa City shall not be held responsible for any trouble or dispute between users or between users and third partys in connection with the official account.
- (4) Fussa City may change its operational policy, review its operational methods, discontinue operation, etc. without prior notice.

9 Personal information

Personal information collected on the official account is the Fussa City Personal Information Protection Ordinance (Ordinance No. 41 of 1994). The following is called "Ordinance". Based on, handle appropriately.

- (1) Personal information refers to information that can identify a specific individual, such as address, name, telephone number, e-mail, etc, provided by Fussa City through an official account.
- (2) When collecting personal information, in principle, it is the intention of the user to provide the information. When collecting personal information, the purpose of use shall be identified and clearly stated. In addition, the collection of personal information is carried out within the scope necessary to achieve the specified purpose of use.
- (3) The personal information provided will be used within the scope of the purpose of use specified in advance. Personal information shall not be used or provided for any purpose other than the

specified purpose of use, except in cases that fall under the provisions of Article 9, paragraph 3 of the Ordinance. However, opinions collected on the premise of statistically processed information and publication may be disclosed except for personal information.

- (4) The collected personal information will be strictly managed by Fussa City and appropriate measures will be taken to prevent leakage, misappropriation, falsification, etc. In addition, personal information that no longer needs to be stored for the purpose of use will be deleted reliably and promptly.
- (5) Personal information posted unilaterally by users without the intention of being collected by Fussa City will be deleted reliably and promptly.

10 Information security

The operation of the official account is carried out in accordance with the Fussa City Information Security Regulations (Regulation No. 33 of 2006) and the Fussa City Information Security Measures Standards (2015 Ordinance No. 10).

11 Others

- (1) This operational policy will come into force on September 1, 2020.
- (2) With regard to an official account or a lawsuit pertaining to this operating policy, the court of Japan located in Fussa City shall have exclusive jurisdiction by agreement.
- (3) This operational policy shall be governed by the laws and regulations of Japan.
- (4) Matters not specified in this operational policy shall be judged by the administrator.

12 Inquiries about the official LINE account in Fussa City

Information Policy Division, Ministry of Planning and Finance,
Fussa City.

Phone 042-551-1554 Fax 042-551-2515

From 8:30 a.m. to 5:15 p.m. on a flat day (except noon to 1:00 p.m.).