

(This document is an English translation of the original version for reference purposes only. The original version is written in the Japanese language.)

VoiSona Privacy Policy

Techno-Speech, Inc., (hereinafter “Company”), a company that provides software or service(s) named “VoiSona” (hereinafter “Service”), sets forth the following privacy policy (hereafter “Policy”) on the handling of user information, including personal information of customers (hereinafter “Users”).

1. User Information to be Collected and Method of Collection

In providing the Service, to the extent necessary to achieve the purpose of use set forth in Article 2, the Company will collect information related to the identification of the User as described below, activity history on the Service, and other information generated or accumulated in relation to the User or their devices (hereinafter “User Information”).

(1) Information provided by the User:

- Profile information such as name, address, date of birth, gender, etc.;
- Contact information such as email address, telephone number, and address;
- Information related to payment methods such as credit card information, bank account information, and electronic money information;
- Information that the User enters or transmits through input forms or other methods determined by the Company.

(2) Information collected by the Company when the User uses the Service:

The Company may collect information that does not identify individual users, such as information about access to and use of the Service. This information includes the following:

- ID for management purposes that is automatically assigned to each User;
- Device information;
- Version of the Service;
- Operational conditions of the Service.

2. Purposes of Use

The specific purposes of use of User Information related to the provision of the Service are as follows:

- (1) To accept registrations, authenticate Users, and record User settings in relation to the Service;
- (2) To provide, maintain, and protect the Service;

- (3) To improve the Service and develop new services;
- (4) To measure User traffic and actions;
- (5) To deliver and display advertisements and to measure their effectiveness;
- (6) To provide guidance on using the Service and to respond to inquiries, etc.
- (7) To respond to violations of the Company's terms, policies, etc. (hereinafter "Terms, Etc.") related to the Service.
- (8) To notify Users of changes to the Terms, Etc., of the Service.

3. Gathering of Information by Information Collection Modules

The Company may collect User Information (information that does not identify individual users) as set forth in Article 1 (2) through the following information collection modules incorporated in the Service. Along with this, the Company will provide User Information to the information collection module providers (including those located outside of Japan):

(1) Name of the information collection module	Sentry
(2) Name of the information collection module provider	Functional Software, Inc
(3) User Information items provided	Management ID, device information, Service version, error log information such as operational conditions, etc.
(4) Purpose of use by the above provider	To monitor the operational conditions of the Service and to take measures against unauthorized activities.
(5) Whether or not the above providers provide the information to third parties	No
(6) URL of the above provider's privacy policy	https://sentry.io/privacy/

(1) Name of the information collection module	Google Analytics
(2) Name of the information collection module provider	Google LLC
(3) User Information items provided	Cookies, website usage trends
(4) Purpose of use by the above provider	To understand and analyze the usage status of the Service
(5) Whether or not the above providers provide the information to third parties	No
(6) URL of the above provider's privacy policy	https://business.safety.google/intl/ja/tba-jp/

(1) Name of the information collection module	Firebase (Google Analytics for Firebase)
(2) Name of the information collection module provider	Google LLC

(3) User Information items provided	Device information, app information, usage status, crash traces, etc.
(4) Purpose of use by the above provider	To improve the Service and investigate defects
(5) Whether or not the above providers provide the information to third parties	No
(6) URL of the above provider's privacy policy	https://firebase.google.com/support/privacy#data_processing_information

4. Non-Disclosure of Personal Information to Third Parties

The Company will not provide personal information from User Information to any third party (including parties outside Japan) without the User's prior consent. However, this shall not apply to the following cases where there is a need to provide the information to a third party (including a party outside Japan).

- (1) When the Company contracts all or part of the handling of personal information within the scope necessary to achieve the purposes of use;
- (2) When personal information is provided as a part of business succession due to merger or other reasons;
- (3) When personal information is provided to a business partner or information collection module provider in accordance with the provisions of Article 3;
- (4) When it is necessary to cooperate with a national agency, local government, or entity entrusted by either a national agency or local government to execute affairs prescribed by law, and obtaining the User's consent is likely to impede the execution of such affairs;
- (5) Other cases permitted by the Act on the Protection of Personal Information (hereinafter "Personal Information Protection Act") and other laws and regulations.

5. Contact for Inquiries

Please direct any comments, questions, complaints, or other inquiries regarding the handling of User Information to the following office.

Address: Arc Shinsakae Building, 1-14-13 Aoi, Higashi-ku, Naogya, Aichi 461-0004, Japan

Techno-Speech, Inc.

Person in charge of handling Personal Information: Keiichiro Oura

Contact: <https://voisona.com/inquiry/>

6. Procedures for Changing Privacy Policy

The Company shall change the Policy as needed. However, if changes to the Policy requires the consent of Users under the law, the changed Policy shall apply only to the Users who have agreed to

the changes in the manner prescribed by the Company. When changing the Policy, the Company shall set the effective date of the amended Policy and notify Users of the changes in Policy, the content of the changes, and the date they take effect using an appropriate method prescribed by the Company, such as posting the information on the Company's website.

Supplementary provisions

Revised 22-December-2025

Revised 9-February-2023

Revised 2-June-2022

Established 24-February-2022