



NN Life Privacy Information Protection Policy (Privacy Policy)

NN Life Insurance Company, Ltd. (hereinafter referred to as “NN Life”) realizes its social responsibility as a life insurance company, and it shall handle customers’ privacy information appropriately and do its utmost to ensure the accuracy and confidentiality of such information in line with the following policies, so as to secure the customers’ trust.

1. Purpose of collecting and using privacy information

NN Life shall collect customers’ privacy information to ensure secure transactions with the customers such as concluding insurance policies and to propose better products and services. The collected information shall be used for the following purposes;

- (1) For concluding and maintaining insurance policies, making the payment of claims and other benefits.
- (2) For proposing and offering products and services of NN Life and its affiliate companies.
- (3) For information purposes, controlling and administering our business operation and developing the quality of our products and services.
- (4) For any other purposes related to the above.

2. Types of information collected and retained

Customers’ privacy information, which is collected and retained by NN Life, shall include the customer’s name, address, date of birth, sex, health conditions, occupation, etc and other such information necessary for achieving the purposes of above (1)..

3. Method of collecting information

NN Life shall collect customers’ privacy information in an appropriate manner, pursuant to the Insurance Business Act, policy provisions, and other laws and regulations. For example, it is collected by documents related to new insurance policies, maintenance insurance policies and the payment of claims and other benefits, by customer questionnaires, and via telephone calls and the internet etc.

4. Provision of information to external parties

NN Life shall not provide customers’ privacy information to any external parties except in the following cases:

- (1) When the customer gives his/her consent
- (2) When it is deemed necessary under the laws, regulations, etc.
- (3) When it is considered necessary for the customer’s benefit or for the public benefit
- (4) When it is considered necessary for the sound maintenance and operation of the life insurance system, such as the registration of the details of policies with the Life Insurance Association of Japan
- (5) When, within the scope of the purpose of use, parts of the business operation are outsourced (e.g. confirmation of claims and other benefits, maintenance and administration of IT systems and printing services etc.) through the conclusion of an outsourcing agreement that clearly states the duty of confidentiality

In addition to the above, NN Life proposes and offers products and services, in principle, through the agencies which have concluded agency agreements with NN Life. Therefore, NN Life, as well as these agencies, uses the collected customers’ privacy information within the scope of the purpose of use.

5. Security and administration of information

NN Life shall implement appropriate measures in order to ensure that the customers’ privacy information is correct and up-to-date. Furthermore, it shall take all measures considered necessary to ensure the confidentiality of the customers’ privacy information.

6. Request for disclosure, correction, etc. from customers

NN Life shall disclose or correct a customer’s privacy information, when such request is made by the customer and the identification of the said customer is confirmed; provided, however, that it will not interfere with the appropriate execution of NN Life’s business operations or there are any other special reasons. The request for disclosure, correction, etc. and other inquiries concerning privacy information may be made to the following:

Division to Contact
NN Life Service Center
Toll-free: 0120-521-513
Mon-Fri, 9:00 a.m. – 5:00 p.m. (except the year-end and New Year holidays and national holidays)