

Privacy Policy

Metro Remittance (Japan) Co., Ltd. conforms to the various regulations etc. that relate to personal information protection, observes the applicable laws, regulations and the other norms relating to customer's personal information, and make efforts to conduct appropriate management and maintain accuracy and confidentiality as described below:

[Purpose of collecting information]

Metro Remittance (Japan) Co., Ltd. acquires personal information in order to conduct transactions with customers in safe and reliable manners and to provide better products and services to customers. Such information are used for such purposes as checking the identity of customers and introducing new products and services to customers, and will not be used for any other purposes.

[Type of information to be collected]

The most common type of information is a customer's address, name, birth date, telephone number and occupation. At the time of registration, Metro Remittance (Japan) Co., Ltd. may also ask you some necessary personal information.

[Method of collecting information]

Metro Remittance (Japan) Co., Ltd. is principally collecting information that is described on or input into application forms. Information which is provided in the internet during online registration may also be collected.

[Provision of information]

Metro Remittance (Japan) Co., Ltd. shall not provide information to any third party without obtaining the customer's consent except following cases:

- The customer has agreed to such provision.
- Such provision is deemed to be required by applicable laws, regulations and so on.

[Method of information management]

Metro Remittance (Japan) Co., Ltd. is consistently taking appropriate measures to keep customer information accurate and up-to-date. In addition, we are taking measures to prevent unauthorized access, loss, falsification and divulgence. Moreover, a company or agent who are allowed or delegated by us shall also take appropriate measures as well.

[Requests for disclosure, correction or discontinuation]

【Disclosure and correction】

If a customer requests disclosure of his/her personal information, Metro Remittance (Japan) Co., Ltd. will provide its information to the customer after checking identification if there are no special reasons. If provided information from a customer is incorrect, we will change it to accurate information. Please contact the following.

【Discontinuation】

For publicity of new products and services, Metro Remittance (Japan) Co., Ltd. may enclose some leaflets in the mails to a customer. Such information may also be sent by e-mail. If you do not wish to receive information from us via postal mails or e-mail, please contact the following.

[Compliance with laws and regulations]

Metro Remittance (Japan) Co., Ltd. will comply with laws and regulations and other norms relating to personal information, and continuously review and make efforts to improve its protection system of personal information.

[Provision of Personal Information to Overseas Business Partners - Compliance with the Revised Personal Information Protection Law]

In accordance with the revised Act on the Protection of Personal Information, which will be enforced in April 2022, we would like to provide you with an overview of the provision of your personal information to our overseas

contractors as follows.

Country	The Philippines	Nepal
System for personal information protection in the country concerned	In 2012, the Philippines passed the Data Privacy Act (DPA) to protect personal data in information and communication systems in both the government and private sectors (Republic Act No. 10173). This comprehensive privacy law also established the National Privacy Commission (NPC), which has enforcement, rulemaking, advisory, and quasi-judicial powers, and was appointed to implement the provisions of the Act.	The Constitution of Nepal provides for the protection of complementary information and privacy as a fundamental human right. To protect these rights, the Personal Privacy Act (Privacy Act) was passed in 2018. This privacy law differs from privacy laws in other countries in that it not only provides for the collection, storage, and use of personal information, but also stipulates that all individuals have the right to privacy regarding their residence, property, documents, data, communications, and character, and that this right shall not be violated except as provided by law .
Overseas Contractor	Metropolitan Bank and Trust Company	TransCash International Pty. Ltd.
Measures to be taken by contractor	Established the company's Privacy Policy. https://www.metrobank.com.ph/articles/privacy-policy	Established the company's Privacy Policy. https://www.ipayremit.com/privacy-and-policy
Contents of personal data to be provided	Customer's name, phone number, address, gender, nationality, date of birth, Identity verification document and its number, etc.	Customer's name, phone number, address, gender, nationality, date of birth, Identity verification document and its number, etc.
Purpose of use	Handling of money transfer services (identification, etc.)	Handling of money transfer services (identification, etc.)

[Inquiries]

Metro Remittance (Japan) Co., Ltd.

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TEL : 045-324-2430

Business hours : 9:00~17:00

(Excluding Saturday, Public holiday and year-end and New Year banking holidays.)

*The above English version of Privacy Policy is for customers' convenience. If there are any inconsistencies between English version and Japanese version, Japanese version shall prevail.