

Information Security and Protection of Personal Information

Management System

Policy

Responsible Executive and Framework

Training

Personal Information Protection and Compliance



Management System

We, as Panasonic Group, place the utmost importance on protecting the personal information and other information that our customers have entrusted to us. To protect this information, we have created an information security management system to prevent data leaks and data tampering. We have also enacted the Code of Ethics & Compliance alongside our Basic Information Security Policy, management rules, and guidelines. We are working to ensure information security throughout our organization through our implementation of organizational, technical, and physical safety management measures. These measures include accurately recording information; properly managing, using, and disposing of information; and preventing information theft, leakage, and falsification.

Panasonic periodically conducts awareness building activities as part of our employee training, and evaluates how it handles information, reviews it, and implements improvement through internal security audits. In the unlikely event that an incident occurs, Panasonic Group has reporting and support systems in place to minimize harm, and it works to uncover the cause of such incidents to prevent their recurrence.

[WEB](https://www.panasonic.com/jp/privacy-policy/iso27001.html) List of ISO27001 certified division in Panasonic Group in Japan

<https://www.panasonic.com/jp/privacy-policy/iso27001.html>

[WEB](https://holdings.panasonic/global/corporate/about/code-of-conduct/) Panasonic Group Code of Ethics & Compliance

“Protecting and using our company assets (Information Security)”,
“Respecting individuals’ privacy”

<https://holdings.panasonic/global/corporate/about/code-of-conduct/>

Policy

We recognize that the information and personal information we receive from our customers, business partners, and other stakeholders are significant assets to everyone involved, as well as valuable management resources for Panasonic to earn the trust and satisfaction of our customers with our products and services. Therefore, we believe it vital that we adequately protect and handle this information, and we work to ensure that such protection and handling happens at all levels.

Responsible Executive and Framework

The executive officer in charge of information security and protection of personal information is Group Chief Information Officer (Group CIO). (as of August 2022).

Panasonic Group has established responsible person in charge of Information security and personal information in Panasonic Holdings Corporation (PHD) and each Operational Company, and each Operational Company promotes Information security initiatives in line with the Basic Information Security Policy, established by PHD.

Training

At Panasonic, we conduct appropriate information management training and targeted attack drills for all employees in order to raise the level of awareness and knowledge on the part of each employee so that they can manage information properly. We provide information security training according to each employee's needs, including training by organizational level (upon beginning employment, when promoted, and so on) and training for those who directly handle personal information and other information with which the company has been entrusted.

FY 2021 company-wide training achievements (in Japan, e-Learning)

- Training content: Appropriate handling of personal information in accordance with the revision to the Act on the Protection of Personal Information (Japan)
- Target trainees: All employees of Panasonic Group subsidiary and affiliated companies (approx. 100,000 persons)

Personal Information Protection and Compliance

In recent years, many countries have enacted or revised personal information protection laws and regulations. We recognize the importance of thorough compliance with personal information protection.

As our IoT business grows, its employees are increasingly likely to handle customer lifelogs and other personal information worldwide. Therefore, Panasonic is striving to improve its data management to provide a higher level of privacy protection.

Additionally, to comply with the EU General Data Protection Regulation (GDPR), and other laws in various countries, we have prepared response manuals and are strengthening our efforts to ensure compliance and accountability to society through employee education and other measures.

Panasonic Group places great importance on the proper protection and handling of stakeholder's (customers, other business partners, etc.) personal information, and will strive to protect personal information, based on the Personal Information Protection Policies enacted at each company, to ensure customer satisfaction and trust regarding our products and services, in line with the Basic Business Philosophy.

Ex.) Panasonic Holdings Corporation

[WEB Panasonic Information Protection Policy](https://holdings.panasonic/global/privacy-policy.html)
<https://holdings.panasonic/global/privacy-policy.html>

Please check the following Panasonic Holdings Corporation site for public information and requests for disclosure of personal information based on the "Personal Information Protection Law". (Japanese only)

[WEB https://holdings.panasonic/jp/privacy-policy/public-announcement.html](https://holdings.panasonic/jp/privacy-policy/public-announcement.html)