

# Instruction and agreement on the handling of personal information for health verification using the LINE app

Ministry of Health, Labor and Welfare (MHLW)

During the outbreak of the coronavirus infection, the health status of people who have come from overseas will be checked for 14 days after their enter Japan. The health center of the local government will contact you by phone to ensure your health status.

In order to reduce the burden on you, MHLW cooperated with LINE Co., Ltd (“LINE”) to check your health status after you enter Japan by answering LINE talk (or by answering an automated voice call) through LINE app (or by an AI phone call) instead of making a direct telephone call from the health center.

If you wish to use LINE instead of telephone contact from the health center to check your health condition after entering Japan, please agree to the contents of this document and write your address, name, and date at the end of this document and submit to quarantine station staff.

## 1. Flow of health condition checking after entering Japan using LINE.

- ① We will provide LINE the telephone number, the local government where you live, and the date of entry written in the quarantine questionnaire submitted when you entered Japan. If you have LINE account, we will use the telephone number written in the quarantine questionnaire to contact your LINE account.
- ② You will receive an automatic daily message from us through LINE asking your health condition and you will have to answer that for 14 days after entering Japan. (If you do not have LINE account, we will ask your health condition via automated phone call) The AI analyzes your answers on the talk screen (or on the automated voice phone) and automatically asks additional questions or directs you to the Returnee and Contact Center if necessary.
- ③ Information on your responses to ② will be provided daily to MHLW through LINE. In addition, it will be provided to the local government (Health department) where you live.
- ④ After a certain period has passed after you enter Japan and your health condition is confirmed, MHLW official LINE account will leave from the talk screen with you, and only you will be able to access the talk screen.

## 2. Range of personal information acquired by this project

MHLW will acquire all information related to your health status and other information exchanged between you and MHLW official LINE account through LINE chat during the period of checking your health condition after you enter to Japan.

## 3. Purpose of use of personal information

MHLW will use acquired personal information for the following purposes.

- (1) To take measures against the coronavirus infection by confirming the health status of the travelers after entering Japan and providing them with information on their health condition.

- (2) To implement nationwide measures against coronavirus infection through analysis of outbreaks of infection diseases.
- (3) To provide information to the local government (health center) where you live to contact you regarding the coronavirus infection and to implement other measures against the coronavirus infection.

4. About the use of the LINE app.

LINE app and the official LINE account of MHLW are services provided by LINE.

The handling of personal information acquired by LINE in connection with your use of LINE is stipulated in the LINE Privacy Policy.

\*You can check the LINE Privacy Policy from [Settings>About LINE>Privacy Policy] in your LINE app.

MHLW has obtained the following assurances from LINE in connection with the use of LINE's services for this project.

◆Even after MHLW official LINE account exit the talk screen with you, LINE may retain information such as the content of the talk between you and MHLW official account, but LINE has designated our official account as an account that may handle particularly sensitive information. Therefore, LINE will not use the content of the chat for any purpose other than this project.

◆Regarding the handling of personal information acquired in the process of this project, LINE will take security control measures for the items specified by MHLW at least as effective as MHLW in handling personal information.

※MHLW will take the necessary measures to prevent leakage, loss or damage of retained personal information and for appropriate management of other retained personal information.

※If you have any inquiries or requests for disclosure, correction or suspension of use of personal information in accordance with laws and regulations, please contact the following

- Office of Operations Management, Quarantine Station, Public Health and Food Safety Planning Division, Pharmaceutical and Consumer Hygiene Bureau (Ministry of Health, Labor, and Welfare) 03(3595)2333

**I agree with all of the above and would like to use the LINE instead of direct telephone contact from the health center in order to check my health status after I enter to Japan.**

Address: Your address at OIST

Name: Your name

Date: 令和 2 年 XX Month XX Day