Med Plus

Privacy policy

How we handle personal information

This policy sets out how Med Plus Co., Ltd. handles the personal information entrusted to us. It is an English translation provided for reference; if there is any difference, the Japanese original prevails.

Established
November 1, 2026

Business operator
Med Plus Co., Ltd.

Contact
+81 3-6774-8896 · mail@med-plus.info

Information we collect and purposes of use

Med Plus Co., Ltd. (“we”, “us” or “our”) handles the personal information entrusted to us as set out below, in accordance with the Act on the Protection of Personal Information (the “APPI”) and other applicable laws and guidelines.

1. Business operator

Med Plus Co., Ltd.
Navi Shibuya V 3F, 5-5 Maruyamacho, Shibuya-ku, Tokyo 150-0044, Japan

2. Personal information we collect

Inquiries

The name of your institution or company, your name, email address, phone number and the content of your inquiry, received through the contact form on this website, by phone or by email.

Pharmaceutical import service (ordering system)

- Membership application: the institution’s name, address, phone number and medical specialties (optional), and the contact person’s name and email address
- Doctor registration: the doctor’s name (in kana and romanized form), medical registration number, an image of the medical license, address and phone number, and the account ID for the online import confirmation system together with the expiry date of our authorization to apply on the doctor’s behalf
- Orders and payment: delivery address, order details, and invoice and payment records
- Import confirmation (yakkan): information required for the application. For products containing ingredients of human or animal origin, consent forms signed by patients at the medical institution (which include the patient’s name)
- Inquiries: inquiries and answers in the ordering system, and quotes you send us
- Usage records: records of logins, operations and documents opened

Other businesses

Information received in consultations and contracts for management consulting, clinic operations support, patient acquisition support and clinic succession.

3. Purposes of use

1. To respond to inquiries and consultations
2. To review membership applications and guide you through registration
3. To verify medical licenses and confirm that orders come from medical institutions
4. To accept orders and carry out purchasing, shipping, customs clearance and delivery
5. To apply for import confirmation (yakkan) on your behalf, based on your authorization
6. For invoicing, payment confirmation and refunds
7. To contact you about order progress and our services
8. To tell you about our services (we will stop if you ask us to)
9. To provide services under contracts for each of our businesses
10. To improve our services and prevent misuse
11. To comply with laws and regulations

If we use personal information beyond these purposes, we will obtain your consent in advance.

Use of AI and provision to third parties

4. Use of AI (artificial intelligence)

In the ordering system, inquiries are answered by AI. Where our staff answer an inquiry, AI drafts the reply and our staff check it before sending it to you. We also use AI to read and compare quotes, and our staff likewise check the quote and our notes before sending them to you.

We give the AI the text you write in your inquiry and the information about your use of the system needed to answer. We do not give the AI doctors' names, addresses or bank details. Quotes you send for comparison are passed to the AI as they are, so any institution names, addresses and contact names written on them are also passed to the AI.

We use an AI service provided by a company in the United States, on terms under which the content we provide is not used to train AI.

5. Provision to third parties

We do not provide personal data to third parties without your consent, except in the following cases:

- Where required by law
- Where necessary to protect a person's life, body or property and it is difficult to obtain your consent
- Where especially necessary to improve public health or promote the sound development of children and it is difficult to obtain your consent
- Where it is necessary to cooperate with a national or local government body performing duties prescribed by law, and obtaining your consent could interfere with those duties

For import confirmation (yakkan), we submit the information required for the application (the doctor's name, medical registration number, address and phone number, a copy of the medical license, consent forms, etc.) to the Ministry of Health, Labour and Welfare (Regional Bureau of Health and Welfare), based on the authorization given in the agreement in the ordering system.

6. Entrusting the handling of personal data

We may entrust all or part of the handling of personal data to other businesses within the scope of the purposes of use (for example, development and operation of the ordering system, delivery and customs clearance). We select businesses that handle personal information appropriately, conclude contracts with them and supervise them as necessary.

7. Provision to third parties in foreign countries

Ordered products are shipped from the Republic of Korea by international courier. Through the documents that accompany each shipment (invoice and waybill), the shipping base or business in Korea and the international courier receive the doctor's name (in kanji and romanized form), the institution's English name, and the delivery address and phone number.

When we provide personal data to a third party in a foreign country, we do so in accordance with the APPI: either with your prior consent, or only to recipients that have established systems meeting the standards set by the APPI.

Security measures

8. Security measures

We take the following measures to prevent leakage, loss or damage of personal data.

Basic policy and handling rules

We have established this policy and set out handling methods and responsible persons for each stage — acquisition, use, storage, provision and deletion of personal data.

Organizational measures

We appoint a person responsible for handling personal data and define who may handle it and to what extent. We maintain a reporting line to the responsible person for any facts or signs of violations of laws or these rules.

Human measures

We train employees on the handling of personal data and set out confidentiality obligations in our work rules and other regulations.

Physical measures

We restrict entry to areas where personal data is handled and prevent theft or loss of equipment, electronic media and documents.

Technical measures

- In the ordering system, access is limited by role. Images of medical licenses can be viewed by the medical institution, our staff and the staff of the contractor that operates the ordering system for us, and in principle by no one else.
- Application details are stored in a non-public database. Attachments, such as images of medical licenses and signed consent forms, are stored in non-public storage, and a record is kept each time they are opened.
- Communications are encrypted.
- Data and backups of the ordering system are stored on servers in Japan (Tokyo).

Understanding the external environment

We handle personal data in the following countries. We take security measures based on an understanding of each country's system for protecting personal information.

- Republic of Korea: shipping of orders
- United States: the country where the providers of the ordering system's servers and of the AI service are located. Data of the ordering system is stored on servers in Japan (Tokyo); only AI processing is performed using the provider's service.

If a leak or similar incident occurs, we will report it to the Personal Information Protection Commission and notify you, as required by law.

Cookies, requests and contact

9. Cookies

The ordering system uses cookies to keep you logged in. On devices that have logged in to the ordering system, we also place a cookie that switches the button on this website to “Log in”. This cookie contains no personal information such as your name.

You can block cookies in your browser settings. If you do, you may not be able to log in to the ordering system.

10. Retention period

We retain personal data for as long as it is needed for the purposes of use and for any period required by law. We will endeavor to delete data without delay once it is no longer needed.

11. Requests for disclosure and other actions

You or your representative may make the following requests regarding personal data we hold:

- Notification of the purposes of use
- Disclosure (including disclosure of records of provision to third parties)
- Correction, addition or deletion
- Suspension of use, erasure, or suspension of provision to third parties

Please contact the office below. After confirming your identity (or that of your representative), we will respond without delay in accordance with the law. Disclosure is made by the method you specify, such as electronic data or in writing.

12. Contact

Please direct questions, comments and complaints about our handling of personal information to:

Med Plus Co., Ltd. Personal Information Inquiries
Navi Shibuya V 3F, 5-5 Maruyamacho, Shibuya-ku, Tokyo 150-0044, Japan
Phone +81 3-6774-8896
Email mail@med-plus.info
Contact form

13. Changes to this policy

We may revise this policy to reflect changes in laws or our business. If we do, we will announce it on this page.

Established November 1, 2026