

Fukuyama City Multilingual Consultations for Foreign Residents
Terms of Use for Facebook Messaging and Microsoft Teams Call Features

The following are the terms of use regarding the Facebook messaging and Microsoft Teams call (including video call) features [hereafter referred to collectively as “these features”] of the Fukuyama City Multilingual Consultations for Foreign Residents. By using these features, you agree to these terms of use. Before using these features, read and understand the terms of use.

1. Conditions of Use

- Do not use or publish consultation content elsewhere.
- Do not record the screen or audio when consulting via call features (including video calls).

2. Prohibited Conduct

Be advised that the following may result in the blocking of your account without notice.

- Conduct that goes against public order and morals.
- Conduct that defames or violates the rights of others.
- Conduct unrelated to the operations of multilingual consultation services for foreign residents.
- Other conduct deemed inappropriate by the account operator (Fukuyama City).

3. Notices

- It may take up to 3 to 4 days for a message response.
- Consultations are free, but communication and data fees incurred are your own responsibility.
- Languages other than English, Chinese, Vietnamese, and Portuguese will be handled through the use of automatic translation tools.
- To protect the content of consultations, make calls (including video calls) in an area where there are no other people around you. In addition, do not share the audio/video call participation URL with a third party.
- For the smooth operation of consultation services, your name and other personal information will be recorded and kept for a set period of time.

4. Exemption of Liability

Fukuyama City is not responsible for damages or problems resulting from user activity that is in violation of the conditions of use.

5. Handling of Personal Information

Personal information will be handled based on the Protection of Personal Information (Act No. 57 of 2003).

6. Other

These features and/or operations may change or end without notice.