

# FY2025 Personal Information Protection Commission (PPC) Activity Policy

March 26, 2025

Personal Information Protection Commission (PPC)

To fulfill the duties stipulated in Article 131 of the Act on the Protection of Personal Information (Act No. 57 of May 30, 2003; hereinafter referred to as the “APPI”), the Personal Information Protection Commission (hereinafter referred to as the “PPC”), based on the APPI and the Act on the Use of Numbers to Identify a Specific Individual in Administrative Procedures (Act No. 27 of May 31, 2013; hereinafter referred to as the “MY NUMBER Act”), promotes accurate understanding of these legislations and relevant regulations and carries out activities such as appropriate monitoring and supervision of the status of compliance with relevant laws, regulations, guidelines, etc., to ensure proper handling of personal information (including “Specific Personal Information”).

The PPC hereby sets out this policy to guide its activities for the period from April 1, 2025 to March 31, 2026 (FY2025), in order to appropriately fulfill its role as the central authority of the personal information protection system. By effectively coordinating policies and overseeing the implementation of the system, the PPC aims to protect individuals’ rights and interests, and ultimately ensure the safety and security of the general public. This policy also seeks to communicate the direction of these activities to the public, with the goal of fostering the PPC that earns and maintains public trust.

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## I. Basic Approach

### 1. Act on the Protection of Personal Information

In light of international trends related to the protection of personal information, advances in information and communications technology, and the creation and development of new industries that use personal information, the PPC will proceed with the planning and formulating national policies on personal information, etc. including the triennial review of the APPI.

The PPC has jurisdiction over the monitoring and supervision of the handling of personal information, etc. by businesses and administrative entities (referring to administrative organs, incorporated administrative agencies or other prescribed corporations, local government organs and local incorporated administrative agencies; hereinafter the same). In order to fulfill its role and ensure proper handling of personal information, etc., the PPC will conduct appropriate supervision over domestic and foreign enterprises effectively and efficiently, and carry out effective and efficient monitoring of administrative entities by investigating them actively. The PPC will also actively engage in information dissemination and publicity on measures for managing the security of personal data, etc., to businesses and administrative entities.

### 2. MY NUMBER Act

As the PPC has jurisdiction over the monitoring and supervision of the handling of Specific Personal Information by businesses and administrative entities, the PPC will conduct appropriate, effective, and efficient monitoring and supervision in order to ensure proper handling of Specific Personal Information.

The PPC will also revise guidelines, etc. as necessary and actively engage in information dissemination and publicity.

As regards the Specific Personal Information Protection Assessment (it is the equivalent of the Privacy Impact Assessments (PIA) conducted in other countries, hereinafter referred to as the “Protection Assessment”), the PPC will continue to operate it according to the purpose and provisions of the MY NUMBER Act. In addition, the PPC will proceed with preparations for the revision of the Specific Personal Information Protection Assessment Guidelines (Public Notice No. 4 of 2014 by the Specific Personal Information Protection Commission; hereinafter referred to as the “Assessment Guidelines”) based on the provisions in Article 27, Paragraph 2 of the same Act.

The PPC will continue to actively promote initiatives that contribute to the increased use of information linkages for processes specified by Prefectural/Municipal Ordinance using MY NUMBER.

### 3. International Cooperation

As the importance of safe and smooth cross-border transfer of data, including personal information, has further increased with the development of the digital society, the Government of Japan is now promoting “Data Free Flow with Trust” (DFFT). In particular, the PPC has played a leading role in the promotion and operationalization of DFFT in the field of personal information protection and privacy in Japan.

In FY2025, the PPC will continue its commitment not to adopt an exclusive approach but to aim at realizing an international environment in which different personal information protection systems and international frameworks can be interoperable, while respecting the diversity of them and taking into account the needs of businesses.

## II. Specific Initiatives

### 1. Act on the Protection of Personal Information

#### (1) The Triennial Review of the APPI

Article 10 of the Supplementary Provisions of the Amendment Act of the Act on the Protection of Personal Information, etc. (Act No. 44 of June 12, 2020) stipulates that the government is to “review the implementation status of the new Act on the Protection of Personal Information every three years after its enforcement, taking into account international trends relating to the protection of personal information, advances in information and communications technology, and the creation and development of new industries that use personal information. When deemed necessary, the government shall take appropriate measures based on the results of such review” (the “Triennial Review”).

Based on this provision, the PPC commenced a review in November 2023. In June 2024, the “Interim Report of the Triennial Review of the Act on the Protection of Personal Information” was published. Subsequently, the “Working Group on the Triennial Review of the Act on the Protection of Personal Information” discussed administrative monetary penalties, collective redress mechanisms and compensatory relief in particular. The PPC Secretariat also held hearings with experts and other stakeholders to discuss the fundamental nature of the personal information protection system. Following these discussions and hearings, in January 2025, the institutional issues were reorganized into the following: “Individual Involvement in the Handling of Personal Data”, “Responses to Risks associated with the Diversification of Personal Data Handling Practices” and “Effective Measures to Ensure Compliance with Regulations” In March of that year, an overview of the direction of the review on the specific regulation was presented. The PPC will continue to examine these institutional issues while maintaining dialogues with stakeholders.

#### (2) Forums for Continuous Exchange of Opinions with Experts and Stakeholders

The balance between the protection and the utilization of personal information is an important issue for all segments of the population, and its significance has grown even greater than before. In considering how such a balance should be achieved and in operating and reviewing the personal information protection system in a manner suited to the times, it is important for the PPC to accurately grasp trends such as the advancement of the digital society, the rapid proliferation of artificial intelligence (AI) and other technological innovations, the social implementation of such technologies, and trends related to the protection and utilization of personal information domestically and internationally.

To this end, the “Council on the Personal Information Protection Policy” will be convened with the aim of contributing to the consideration of more inclusive and

practical themes and overarching personal information protection policies. This will be achieved through transparent and continuous exchanges of opinions with a broad range of experts and stakeholders from various sectors, as well as by promoting mutual understanding regarding personal information protection policy.

(3) Initiatives for the Smooth and Appropriate Application of the APPI in Administrative Entities

The Act on the Arrangement of Related Laws for the Formation of a Digital Society (Act No. 37 of May 19, 2021) amended the APPI to consolidate the regulations that were previously separated for national administrative organs, incorporated administrative agencies or other prescribed corporations, local governments, and local incorporated administrative agencies under the APPI. Consequently, the PPC became the sole authority responsible for interpreting and applying the relevant regulations.

To ensure the proper handling of personal information in administrative entities, subject to the regulations pertaining to the public sector, the PPC will provide them with a wide range of support including providing advice, responding to inquiries, and providing information to help them comply with the APPI, etc. Furthermore, to enhance understanding of the APPI among local government officials, the PPC will hold training sessions tailored to the practical operations of local governments.

(4) Monitoring and Supervision Activities

(i) Monitoring and Supervision Activities

In response to reports of incidents involving the leakage of personal data and personal information held by the administrative entity, the PPC will conduct effective and efficient investigation and analysis of each case, including the identification of the causes and examination of measures to prevent recurrence, etc. Based on those activities, the PPC will exercise its agile monitoring and supervision authority by providing necessary guidance, advice, recommendations, etc. with the aim of preventing similar incidents from occurring. In addition to reports of leakage, the PPC will utilize information obtained through the comprehensive information center (hereinafter referred to as the “Inquiry Line for the Act on the Protection of Personal Information”) and other means to conduct monitoring and supervision. And for cases of inappropriate handling of personal data and personal information the administrative entity holds identified through such ongoing monitoring, etc., the PPC will provide guidance, advice, and recommendations to businesses and administrative entities, and when necessary, the PPC will also conduct request of reports, on-site inspections, or requests for the submission of documents and firsthand inspections. In case businesses fail to correct their handling of personal information, etc. in accordance with recommendations, the PPC will exercise its monitoring and supervision authority in a timely and appropriate manner, including the

issuance of orders when necessary.

For cases in which the PPC has exercised its monitoring and supervision authority, the PPC will publish quarterly summaries of individual cases (breakdowns by cause and type of attack in cases involving unauthorized access) to support proper handling of personal information by businesses and administrative entities. In addition, among the cases in which the PPC have exercised its monitoring and supervision authority, the PPC will disclose detailed information on a case-by-case basis, including the names of the entities involved, when the necessity and appropriateness of disclosure are recognized from perspectives such as alleviating public concern or preventing further harm. This includes cases involving services widely utilized by the general public where there is a high likelihood of infringement on individual rights and interests or cases where there is a high degree of seriousness, such as repeated and intentional violations of laws and regulations. In such disclosures, the PPC will explain the case overview, established facts, nature of the issue, legal assessment, and administrative response.

Furthermore, if cases such as leakage are identified in specific fields or particular categories through these monitoring and supervision activities, the PPC will issue warnings or take other appropriate measures directed at the relevant parties, such as related enterprises, industries, or organizations, as necessary.

Considering the fact that administrative entities have the authority to obtain personal information, etc. based on relevant laws and regulations, etc., and they could hold a large amount of personal information, which is different regulations and conditions from private sector, it is particularly important to ensure transparency and trustworthiness on their handlings of personal information, etc. Thus the PPC will conduct the following investigations to administrative entities, in addition to the above mentioned activities on monitoring and supervision.

For administrative entities, the PPC will conduct firsthand inspections by selecting institutions based on an investigation plan approved by the Commission. In conducting said investigations, the PPC will integrate them with on-site inspections conducted under the provisions of the MY NUMBER Act, with the aim of effective and efficient investigations. The PPC will also conduct surveys on status of implementation and compliance of the APPI for all administrative entities, aiming to collect basic information on their handling of personal information, etc., including the implementation status of implementing measures for managing the security of personal information, and will publish a summary of findings through the survey.

Through these investigations, the PPC will determine whether personal information, etc. is being inappropriately or unlawfully handled, in light of the APPI and the various guidelines published by the PPC, etc., and will provide necessary guidance, advice, recommendations, etc. for the cases of inappropriate or unlawful handling of personal information, etc.

(ii) Efforts Related to Enforcement Cooperation

The cross-border flow of data containing personal information, etc., is increasing. Given the significant number of reported incidents involving leaks etc. from foreign-based businesses providing services to individuals in Japan, it is necessary to ensure the proper handling of personal information, etc. by such businesses. To this end, the PPC will actively contribute to the activities of the Global Privacy Enforcement Network (GPEN), an international enforcement cooperation framework in which the PPC participates as a full member. Concurrently, by strengthening working-level collaboration with foreign enforcement authorities, the PPC aims to further accumulate experience and expertise in enforcement cooperation. Through these efforts to reinforce the enforcement cooperation framework, the PPC aims to ensure effective enforcement against foreign businesses.

(iii) Establishment of a Framework for Effective Monitoring and Supervision

Considering the wide variety of methods employed in cyberattacks and other forms of unauthorized access that result in the leakage, etc. of personal information, and to enable appropriate and timely responses, the PPC will, continuing from FY2024(from April 1, 2024 to March 31, 2025), maintain an advisory contract with a cybersecurity-specialized enterprise. Through this arrangement, the PPC will seek support for the analysis of cybersecurity-related incidents and work to enhance the expertise of its staff in the field of cybersecurity.

In addition to holding an annual Cybersecurity Coordination Meeting on the Act on the Protection of Personal Information with the ministries and agencies involved in cybersecurity, a quarterly Cybersecurity Liaison Meeting on the Act on the Protection of Personal Information will be held to examine and monitor possible measures that can be taken as part of the various measures for managing the security of personal data required under the APPI.

In addition, based on a cooperative framework established with relevant ministries and agencies (through memorandums of understanding concluded and shared in FY2022(from April 1, 2022 to March 31, 2023)), the PPC will maintain close cooperation during normal times through joint efforts in education and training, information dissemination and publicity, and necessary information sharing. In the event of incidents such as leaks caused by unauthorized access, the PPC will respond in close coordination, including jointly verifying facts and taking appropriate actions, when necessary.



(5) Utilizing of Personal Information, etc.

(i) Promoting the Proper and Effective Utilization of Personal Information, etc.

The PPC Business Support Desk will appropriately respond to inquiries from businesses, etc. regarding legal interpretations. In addition, the PPC will actively disseminate information on the proper utilization of personal information, etc., aiming to address both needs to protect individuals' rights and interests and requests to utilize personal information, etc. by businesses. The knowledge gained through consultation with the businesses will be generalized and made public in the form of guidelines, Q&As, and case studies. This information will be made available on the PPC's website and other channels to enhance understanding of the proper utilization of personal information, etc. among businesses, etc.

(ii) Initiatives Related to Certified Organizations

To support the voluntary initiatives of the certified personal information protection organizations (hereinafter referred to as "Certified Organizations"), the PPC will provide information, guidance, advice, etc. to help enhance their roles and functions, such as developing voluntary rules, through organizing meetings for information sharing and facilitating exchanges with the Certified Organizations.

Training sessions, seminars, etc. for covered businesses will be organized to increase awareness of the laws, guidelines, etc., and to further deepen understanding of the Certified Organization system.

Moreover, to further improve awareness of the Certified Organization system, the PPC will promote the use of the sector-specific certified organization system and engage with sectors and industries that do not yet have any Certified Organizations. Furthermore, the PPC will provide the necessary support for inquiries from the organizations seeking the certification.

(iii) Promoting Voluntary Initiatives of the Private Sector

To encourage the private sector to take voluntary initiatives on the proper handling of personal information, the PPC will raise awareness and promote understanding of such handling among businesses through dissemination of the "Casebook on the Designated Officers or Departments Responsible for Handling Personal Data" etc.

## 2. MY NUMBER Act

(1) Monitoring and Supervision Activities

Based on various sources of information, such as reports received through the Complaint Mediation Line for MY NUMBER, media coverage, and Protection Assessment reports, the PPC will, during normal times, monitor compliance with the MY NUMBER Act. In the event that inappropriate handling or leakage of Specific Personal Information is

reported or discovered through said ongoing monitoring, the PPC will conduct effective and efficient investigation and analysis of each case as well as identify the causes and examine measures to prevent recurrence. Also, with the aim of preventing similar incidents, the PPC will exercise its agile monitoring and supervision authority as necessary, by providing guidance and advice, collecting reports, and conducting on-site inspections, etc., and if needed, issue alerts based on those cases.

For cases in which the PPC has exercised its monitoring and supervision authority, the PPC will publish quarterly summaries of individual cases (breakdowns by cause and type of attack in cases involving unauthorized access) to support proper handling of Specific Personal Information by businesses and administrative entities. In addition, among the cases in which the PPC have exercised its monitoring and supervision authority, the PPC will disclose detailed information on a case-by-case basis, including the names of the entities involved, when the necessity and appropriateness of disclosure are recognized from perspectives such as alleviating public concern or preventing further harm. This includes cases involving services widely utilized by the general public where there is a high likelihood of infringement on individual rights and interests, or cases where there is a high degree of seriousness, such as repeated and intentional violations of laws and regulations. In such disclosures, the PPC will explain the case overview, established facts, nature of the issue, legal assessment, and administrative response.

The PPC will also conduct regular inspections to prevent the above incidents from occurring by selecting organizations from among administrative organs, incorporated administrative agencies, or other prescribed corporations based on inspection plans approved by the Commission in accordance with the provisions of the MY NUMBER Act. This will enable examination of the handling status of Specific Personal Information recorded in the retained Specific Personal Information File (excluding Process Related to an Individual Number) and the implementation status of measures for managing the security of Specific Personal Information.

As regards local governments, etc., the PPC will conduct on-site inspections based on inspection plans approved by the Commission. Entities inspected will be selected based on analyzing information useful for risk assessment, such as the existence and scale of past cases of leakage, etc., the results of previous on-site inspections, and the results of periodic reports, and prioritizing entities. For the selection of the entities inspected, the integration with firsthand inspection conducted under the provisions of the APPI, the efficiency of on-site visits, and regional balance, etc. will also be considered.

The PPC will also receive periodic reports from local governments, etc. that hold Specific Personal Information Files in accordance with the provisions of the MY NUMBER Act to determine the handling status of Specific Personal Information and the implementation status of measures for managing the security of personal data.

If inappropriate or unlawful handling of Specific Personal Information is identified

through these inspections and investigations, the PPC will promptly provide necessary guidance, advice, etc. in accordance with the MY NUMBER Act, relevant guidelines, etc.

(2) Other Supervision Activities

The PPC will hold the Liaison Conference of Relevant Ministries and Agencies on Specific Personal Information Security with the ministries and agencies involved in cybersecurity. In addition, based on a cooperative framework established with relevant agencies (through memorandums of understanding concluded and shared in FY2022), the PPC will maintain close cooperation during normal times through joint efforts in education and training, public awareness activities, and necessary information sharing. In the event of incidents such as leakage caused by unauthorized access, the PPC will respond in close coordination, including, when necessary, jointly verifying facts and taking appropriate actions.

The PPC will also monitor the information sharing of Specific Personal Information using the “Information Provision Network System” through a monitoring and supervision system in order to ensure that inappropriate information sharing is not occurring. The PPC will also continuously verify, revise, and improve analytical methods to enable early detection and prevention of inappropriate information sharing.

(3) Protection Assessment

(i) Review and Approval of Full Assessment Reports

In FY2025, the PPC will continue to review and approve Full Assessment Reports by the heads of administrative organs, etc. (excluding local governments, etc.) submitted to the PPC, based on Article 28 of the MY NUMBER Act, the Rules on the Specific Personal Information Protection Assessment (Item No. 1 of the Rules of the Specific Personal Information Protection Commission ; hereinafter referred to as the “Assessment Rule”), and the Assessment Guidelines. The review will determine whether the protection assessment has been conducted in accordance with the procedures set forth in the Assessment Guidelines and whether the measures to mitigate the described risks are appropriate in light of the objectives of the protection assessment, such as ensuring the trust of the general public.

(ii) Response to the Revision of the Assessment Guidelines

As the transitional period for the format revision of the Basic Assessment Reports, implemented in FY2023 (from April 1, 2023 to March 31, 2024), will end at the end of FY2025, the PPC will provide support to encourage assessment-implementing organizations to thoroughly review and respond to the revisions.

In addition, in preparation for the next revision of the Assessment Guidelines based on

the provisions of Article 27, Paragraph 2 of the MY NUMBER Act, the PPC will carry out preparatory activities, such as conducting surveys to understand the actual implementation status of protection assessments at assessment-implementing organizations.

(iii) Ensuring the Appropriate Operation of the Protection Assessment System by Local Governments, etc.

The PPC will engage with assessment-implementing organizations to ensure that protection assessments are steadily conducted even for administrative affairs identified as potentially subject to the application of the provision of Article 9, Paragraph 2 of the Assessment Rules (post-assessment in emergency situations). Moreover, the PPC will provide guidance, advice, etc., as needed.

The PPC will analyze the contents of the protection assessment reports published by assessment-implementing organizations and inquiries related to the protection assessment system and provide information and advice on key considerations for the proper implementation of protection assessments and risk countermeasures, thereby supporting the enhancement of risk measures within assessment-implementing organizations.

Before conducting on-site inspections of local governments, etc. by the PPC, the PPC will organize inspection perspectives based on the contents described in the protection assessment reports to effectively evaluate the management status of Specific Personal Information. In addition, by encouraging revisions to the protection assessment reports as necessary, the PPC aims to enhance the accuracy of risk assessment and verification by assessment-implementing organizations.

(4) Information Linkages for Processes Specified by Prefectural/Municipal Ordinance using MY NUMBER

To promote further utilization of information linkages by local governments, the PPC will widely disseminate the benefits of MY NUMBER system, such as improved convenience through the reduction of attached documents and increased efficiency and rationalization of operations within local governments.

In addition, to enable local governments to efficiently submit notifications concerning information linkages for processes specified by Prefectural/Municipal Ordinance using MY NUMBER, the PPC will ensure smooth operation of the system for processes specified by Prefectural/Municipal Ordinance using MY NUMBER and continue to promote streamlining of related procedures.

Furthermore, based on requests from local governments, the PPC will implement various measures to promote the use of information linkages for processes specified by Prefectural/Municipal Ordinance using MY NUMBER, such as considering the addition of new examples of such affairs eligible for information linkages, providing lists of

frequently reported examples, and outlining notification procedures.

### 3. International Cooperation

#### (1) Developing an International Environment for the Safe and Smooth Cross-Border Transfer of Personal Information

The PPC will support businesses for their transfer of personal information across borders in a safe and smooth manner this fiscal year continuously for the purpose of promoting and operationalizing DFFT. In addition, the PPC will promote developing an international environment that allows businesses to choose the cross-border transfer scheme suitable for their own needs and other factors from multiple options. At the same time, the PPC will aim to develop tools for cross-border data transfer on a global scale and work towards establishing global standards.

Specifically, the PPC will work on the following four priority areas (i) expanding the scope or the number of countries and regions covered by the mutual adequacy arrangements (smooth personal data transfers with countries and regions that have established a personal information protection system recognized to have substantially equivalent standards to that in Japan)); (ii) promoting the international corporate certification systems; (iii) introducing the global model contractual clauses; and (iv) addressing the risks surrounding personal information protection, such as unlimited government access.

#### (2) Strengthening and Building International Cooperative Relationships with Like-Minded Countries and Regions

The PPC will participate in the global policy-making discussions within the framework with like-minded countries and regions. In addition, the PPC will engage in the exchange of information on the legal system and enforcement practices regarding personal information protection, as well as discussing ways to enhance cooperative relationships, thereby enhancing cross-border enforcement cooperation. Furthermore, the PPC will work towards strengthening and building bilateral and multilateral cooperative relationships to address the development of cross-border business activities and the increase of data transfers by businesses.

#### (3) Grasping International Trends and Disseminating Information

The PPC will actively grasp the latest international trends regarding personal information protection and incorporate this into its policy-making process. Furthermore, the information collected will be effectively disseminated both domestically and internationally to ensure that businesses operating across borders can utilize it.

- (4) Strengthening the Foundation of the Institutional Arrangement of the International Affairs Teams and Training the Skills of Officials Engaged in the International Affairs  
To implement the aforementioned strategies, the PPC will strengthen the foundation of the international affairs teams and focus on the human resource development for officials engaged in international affairs.

#### 4. Common Matters

- (1) Collaboration with Relevant Ministries and Agencies in Specific Policy Areas

The PPC will take necessary actions, including giving advice, etc. to relevant ministries and agencies regarding the measures for the handling of personal information, etc. and Specific Personal Information by each ministry and agency to protect the rights and interests of individuals.

- (2) Response to Inquiries and Complaints from the General Public

The PPC will appropriately respond to inquiries and complaints regarding the handling of personal information, etc. and Specific Personal Information received through the Inquiry Line for the Act on the Protection of Personal Information and the Complaint Mediation Line for MY NUMBER.

The PPC will also continue to enhance the convenience of the chatbot service that is always available to respond to questions regarding the APPI.

When a complaint is received regarding the handling of personal information, etc. and Specific Personal Information, the PPC will help the parties involved to settle problems themselves. If this proves difficult, the PPC will provide mediation as necessary to promote appropriate and prompt resolution of the complaint.

The PPC will promote the use of information obtained through these efforts in various activities of the PPC, such as exercising the authority to ensure proper handling of personal information, etc. and Specific Personal Information.

To promote the proper handling of personal information, etc. and Specific Personal Information by businesses or administrative entities and to help solve problems between the parties involved, the PPC will make a report on the details of inquiries and complaints etc. received by the Inquiry Line for the Act on the Protection of Personal Information and the Complaint Mediation Line for MY NUMBER on a quarterly basis.

To improve services for the general public, etc., the PPC will continue to enhance the activities of the comprehensive information center. The PPC aims to develop capabilities of the operators to respond to complaints appropriately and efficiently by analysing complaints. The PPC will also collaborate with other organizations that handle complaints, for example by sharing analysis of the complaints.

### (3) Publicity and Awareness-Raising Activities

#### (i) Publicity and Awareness-Raising for the General Public, etc.

The PPC will actively disseminate information to a wide range of stakeholders, including the general public and businesses, by dispatching lecturers to briefing sessions, etc., and by using various media, including the PPC's website, the PPC's official social media, and other communication channels. In particular, the PPC will enhance video-based information dissemination through the PPC's official YouTube channel.

In addition, the PPC will designate Privacy Awareness Week, an initiative promoted by the Asia Pacific Privacy Authorities (APPA), in which the PPC participates, as "Personal Information Reflection Week" in Japan from May 26 to June 1, 2025, and will conduct intensive public awareness campaigns broadly targeting the general public during this period on the importance of personal information, etc.

Furthermore, the PPC will promote efforts to enhance each individual citizen's awareness and understanding of the protection and utilization of their personal information, etc. by effectively utilizing content and media.

In addition, the PPC will conduct outreach classes mainly targeting elementary and junior high school students to convey the importance of personal information protection as well as disseminate information using child-friendly publicity characters.

Concurrently, the PPC will consider ways to further enhance these educational initiatives for children.

#### (ii) Publicity, Awareness-Raising and Training for Businesses and Administrative Entities

The PPC will raise broad awareness among small and medium-sized businesses regarding the obligation to report incidents such as leakage and to notify identifiable persons as well as the issues related to the measures for managing the security of personal data implemented by small and medium-sized businesses, which were identified through fact-finding surveys, so as to encourage proper data handling. As part of measures against so-called "dark part-time job" related robbery incidents, the PPC will further promote public awareness and educational outreach to encourage citizens to properly handle their personal information based on information provided by the police.

The PPC will conduct training on the proper handling of personal information for administrative organs and incorporated administrative agencies or other prescribed corporations based on their individual requests. The PPC will also hold online briefings for the personnel at each organization. In addition, for local governments, etc., the PPC will continue to hold online briefings and, in collaboration with training institutions, such as the Local Autonomy College, provide training to a wide range of personnel by utilizing various media. In addition, to support the implementation of training by local governments, etc., the PPC will jointly provide new online training courses on measures

for managing the security of personal data, tailored to different levels of personnel, jointly with the Japan Agency for Local Authority Information Systems.

Moreover, to enhance organizational response capabilities to incidents and ensure the effective implementation of measures for managing the security of personal data, the PPC will invite local governments to participate and conduct training on initial response to cases such as leakage.

Furthermore, as part of personnel exchanges, the PPC will actively accept secondees from local governments and contribute to the strengthening of personal information protection efforts in local governments by returning the knowledge and experience gained through their work at the PPC to those local governments from which the personnel are dispatched.

#### (4) Development and Securing of Human Resources

To promote the utilization and development of diverse human resources, the PPC will conduct training to enhance the qualities and competencies necessary for performing duties related to the protection and effective use of personal information, the monitoring and supervision of MY NUMBER processing, and the development of international frameworks for the cross-border flow of personal data. In addition, the PPC will actively encourage staff to participate in training programs offered by external specialized institutions (those focused on information security and language skills) and foster human resource development through various opportunities both within and outside the PPC.

The PPC will enhance personnel exchanges by increasing secondments to other ministries and agencies as well as dispatches to overseas embassies and consulates, and international organizations, etc. Through these efforts, the PPC aims to enhance the professional knowledge and skills of its staff and to cultivate personnel with broad perspectives and multifaceted viewpoints.

For newly hired staff, experienced personnel with extensive knowledge and work experience will provide individual support throughout the year through a tutor system. In addition, by strongly encouraging the acquisition of qualifications related to personal information protection, the PPC aims to ensure the solid establishment of the foundational knowledge required for the PPC's future operations.

In recent years, an increasing number of personal information leakage incidents have been caused by system flaws, vulnerabilities, and cyberattacks. Consequently, staff members of the Secretariat who are responding to such issues must possess a strong understanding of IT and security. Therefore, the PPC will place particular emphasis on initiatives aimed at enhancing these competencies among personnel across a wide range of age groups.

First, to acquire and enhance capabilities in the field of cybersecurity and to secure and develop government digital personnel as outlined in the Comprehensive Policy for



Strengthening the Development and Retention of Human Resources with IT and Security Knowledge Necessary for Digital Reform in Government Agencies (decided on July 6, 2021, by the Cybersecurity Measures Promotion Committee and the Liaison Conference of Chief Information Officers (CIO) of the Cabinet Office and each Ministry), the PPC will actively encourage staff to participate in cybersecurity training and IT literacy/security programs offered by specialized institutions. Through these efforts, staff will gain specialized knowledge and obtain certification as government digital personnel.

In addition, to support reskilling in the IT and security fields, the PPC will strongly encourage staff to take the Information Technology Engineers Examination administered by the Ministry of Economy, Trade and Industry, and provide support for examination fees as well as the costs associated with the maintenance of the qualification after acquisition.

The IT training program, launched in FY2019(from April 1, 2019 to March 31, 2020), aims to develop skills for addressing issues related to information system operations, etc. In addition to practical programming exercises, the program is conducted with continuous revisions to its content, incorporating trends in the latest digital technologies, so as to adapt to changes under societal conditions.

The PPC aims to secure not only individuals with expertise in the legal field but also students and professionals with knowledge in information and communications technology. To achieve this, the PPC will include interviews with technical staff and introduce potential career paths in our recruitment briefings and brochures, etc., thereby attracting talent from a broad range of backgrounds, whether for new graduate or mid-career hiring. The PPC will also continue the recruitment of career-track personnel, which began in FY2024(for hiring in FY2025), to secure talent who will play a central role in the organization in the future.

#### (5) Promotion of Digital Transformation (DX)

Based on the “Priority Plan for the Realization of a Digital Society” (Cabinet decision on June 21, 2024), the PPC will work to respond to changes in the surrounding social environment by promoting digital transformation (DX). To achieve this, dedicated personnel will be assigned, and efforts will go beyond merely enhancing system efficiency, aiming to enhance value-added productivity and sustainability by envisioning an ideal state in which systems, operations, and institutional frameworks are fully optimized.