

JETRO Global Acceleration Hub
Terms of Service

If there is any contradiction between what the English language version of the Terms says and Japanese language version says, then the Japanese language version shall take precedence.

1. Service Users and the Scope of Use

(1) Japanese startups that meet the following requirements:

- A company or an entrepreneur that (a) aims to bring new value to society using innovative technologies and products and services, (b) has specific products or business model plans, and (c) aims to scale up its business in a short period of time through funding, etc.
- The company or entrepreneur must have a base of operations in Japan.
- The service user must be in a position that has authority over the company's decision-making, such as the person in charge of overseas expansion.
- If the mentor is an English speaker, the company or entrepreneur must be able to take consultations in English.

Available services: the services described in 2. (1) to (6)

(2) Japanese companies/institutions other than those in (1)

- A company registered in Japan, or a local government or industry association.
- The purpose of business trips is to establish a local base in the country, to search for joint research or development partners or investment destinations, or to attract companies to Japan.

Available services: 2. (1) (briefing only)

(3) Conditions applicable to both (1) and (2) above

- After using the services, the applicant must participate in a questionnaire/interview conducted by JETRO.
- Applications by a proxy, and using the services for the purpose of providing information to third parties, are not allowed.
- The services will not be allowed to be used if it is determined that the application is related to non-business purposes, such as sightseeing.
- Applicants may not be engaged in lawsuits or legal compliance issues.
- The applicant and the officer(s) of the company/institution must not belong to anti-social forces such as gangsters, have no relationship with such forces, and have not received from such forces any funding, including investments.
- Applicants must not be related to any business that offends public order and morals.
- Applicants must not have any relation to a business for which the use of public funds is considered inappropriate by social standards (amusement businesses, etc. provided in Article 2

of the Act on Control and Improvement of Amusement Business, etc. [Act No. 122 of 1948]).

2. The Terms of the Services

* If there is discrepancy between the terms of the services and the support service details for each city, the latter will prevail.

(1) Local briefing services

- In principle, this service can be used only once per organization per city.

(2) Individual consultations on business strategy planning [mentoring]

- The maximum hours for consultation for an organization per city are ten hours.

- In addition to on-site interviews, interviews via video calls, etc. are also available.

- In principle, the submission of slide materials (mainly in English) is required for a mentoring.

- During the mentoring process, the service may be interrupted at the discretion of the local JETRO representative or the partner accelerator, regardless of the maximum usage limit.

(3) Introducing local partner candidates and investors including venture capital companies

- After providing the mentoring described in (2), the partner accelerators, etc. will conduct the introduction to the extent that is possible for them.

- A maximum of three partner candidates/investors can be introduced to each organization per city.

- the service may be interrupted at the discretion of the local JETRO representative or the partner accelerator, regardless of the maximum usage limit.

(4) Introduction of accelerators/government agencies, etc.

- After providing the mentoring described in (2), the partner accelerators, etc. will conduct the introduction to the extent that is possible for them.

(5) Arranging the participation of Japanese startups in local meet-ups

- After providing the mentoring described in (2), the partner accelerators, etc. will arrange these occasions to the extent that is possible.

(6) Use of co-working desk spaces

- The availability and period of use will be determined by JETRO based on the number of spaces available and the status of the applications for their use. Basically, a space may be used for a maximum of three months per organization per city (for organizations that used this service in FY2018, 2019 and 2020, the period during which the space was used in those fiscal years will be included in the calculation of the period of use).

- In cases of breakages, damages, losses, etc. caused by the user to any equipment or items in those facilities, the entire costs to repair or resolve matters must be borne by the user.

3. Application acceptance periods

(1) Briefing and mentoring

The period from four weeks to five business days before the desired start date of the service

(2) Co-working desk spaces

The period from two weeks to five business days before the desired start date of the service

* These may vary depending on the city.

4. Disclaimer

- (1) JETRO and the Japan-Taiwan Exchange Association will endeavor to provide as accurate information as possible, but the final decision on the use of such information will be at the risk of, and on the judgment of, the user.
- (2) JETRO and the Japan-Taiwan Exchange Association will not be liable for any disadvantages caused by the use of such information provided to the user.

5. Confidentiality

- (1) JETRO and the Japan-Taiwan Exchange Association will properly handle any business secrets of the user obtained in the course of the performance of the services, without disclosing them to a third party or using them for any purposes other than performing the services.

However, this does not apply to cases falling under any of the following items:

- (a) JETRO and the Japan-Taiwan Exchange Association already owns the information before performing the services;
 - (b) The information has already become public knowledge before the services are delivered;
 - (c) After the services are provided, the information becomes publicly known due to reasons not attributable to JETRO and the Japan-Taiwan Exchange Association;
 - (d) The information is obtained without obligation of confidentiality from a third party with legitimate authority;
 - (e) JETRO and the Japan-Taiwan Exchange Association is required to disclose the information by laws and regulations.
- (2) The personal information regarding the services will be properly managed and used for performing the services and providing information on related services. Such information will be treated appropriately based on the [Protection of Personal Information \(Privacy Policy\)](#) provided by JETRO.