
Terms and Conditions for using the Yokohama City Net119 Emergency Contact System

1 Upon usage

Anyone using the Net119 Emergency Contact System provided by the Yokohama City Fire Department (hereinafter referred to as "Fire Department"), must read and agree to the following terms and conditions as well as pre-register.

2 Scope of application

The following Terms and Conditions apply for any and all services and provided by Net119.

3 General overview of Net119

The Net119 system is designed to help those with hearing or speaking/language disabilities who have difficulty calling 119 for emergency help, by being able to call for help using their smart phones or tablet devices.

4 Usage conditions

(1) Users

Net119 can be used by anyone who lives, works, or goes to school in Yokohama city, and is applicable to at least one of the following criteria.

- a. Those with hearing or speaking ability disabilities (Disability certificates are not required)
- b. Those who are unable to speak due to brain or throat injuries/ailments
- c. Anyone else who may have difficulty calling 119 for help

(2) Registration

Prior registration is required to use Net119.

(3) Usage restrictions

To avoid third parties from using the system by pretending to be a registered user, Net119 privies strict security measures. This may cause devises which cannot provide secure internet connections to be unable to use Net119. (If your device cannot provide secure internet connections, it may allow for a third party to see/alter your report. We strongly advise you to purchase a different device before use)

Also, Net119 cannot be used for anything other than emergency reports.

(4) Required Devices

A smart phone, tablet, or certain feature phones with GPS, Internet connection, and email functions are required to use the system.

(5) Required Settings

You are required to turn your GPS function ON to use the Net119 system. In case you need to make an emergency report when you are not able change your GPS settings, we strongly recommend you keep the function ON at all times.

(6) Email settings

Please make sure you are able to receive emails from Net119. If you have domain restrictions, please make sure to allow emails from the system. (Setting procedures differ among devices so please consult your retailer or user manual)

(7) Managing your device

Please make sure you keep third parties from using your registered device.

(8) Verification errors

If you are unable to use the system due to verification errors, please contact us by checking our contact information listed under "Contacts".

5 Notes for users

(1) If you have multiple devices

You cannot register multiple devices under one username. You must register each device separately.

(2) Required information for registration

The following information is required for registration.

- a. Name
- b. DOB
- c. Gender
- d. Address
- e. email address

※Characters you can use: alphabet, .(period), -(hyphen), @

※You cannot register an email address with consecutive periods, or a period before the @(.@).

(3) You can register places you frequently visit, to help you report the location you are at easier. This information may be vital for a quick initial reaction, so we recommend you use this function.

(4) You can register emergency contact information in case you become unable to continue communication in case of emergencies. This information may be vital for a quick initial reaction, so we recommend you use this function.

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- (5) If you are unable to be contacted after calling the fire department, we may contact your registered emergency contact. Please make sure your registered contact is able to respond.
 - (6) Please make sure to receive consent before registering as your emergency contact. The fire department may contact the registered contact after registration to confirm consent.
 - (7) Depending on the situation, the fire department may share your registered information to hospitals, government organs, or police. This will also apply if you make an emergency report from outside the city.
 - (8) Please immediately contact us if any of the following apply.
 - a. Change in registered information such as home address or email address
 - b. Change in device using the Net119 system
 - c. Want to terminate usage of the Net119 system
 - (9) To confirm your usage of the Net119 system, the fire department will send you emails regarding news and maintenance information, so please make sure to reply to the email. If we cannot receive replies for a prolonged period of time, the fire department may restrict usage, or delete your registration.
 - (10) The registration URL issued to each registered device is used to verify the user, so make sure to keep it safe and do not share it with anyone else.

6 Notes reporting an emergency

- (1) If there is someone near you who is capable of making an emergency phone call, please use the "Ask someone else to help" function and make an emergency call to 119.
- (2) When reporting an emergency, first select "Report emergency", then select either "fire" or "medical emergency", then select "home", "frequently visited location", or "other location".
- (3) If you have selected "home" or "frequently visited location" as your current location, the registered address will be sent. If you have selected "other location", your location will be sent via GPS. If you are unable to be located via GPS, please select your correct location on the map before sending.
- (4) After sending your location, your report will be accepted by the fire department, and a chat helpline will begin, so please enter detailed information regarding your situation.
- (5) Please only use your registered language, and do not use any emoji when chatting.
- (6) If your chat is disconnected or the fire department needs to contact you after the report, you will receive a "Request for reply" email. Please make sure you are able to receive emails.
- (7) Please make sure to change your registered information if you alter your email address, so you can be sure to receive "Request for reply" emails.
- (8) If your location information is unclear, we may ask you to make a emergency report via a different method.

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- (9) You can use the “Practice” function to familiarize yourself with the procedure. You can experience the entire reporting process, without actually contacting the fire department, so please feel free to use the function at anytime.
 - (10) If your reports are proven to be fake, any of your future reports may be restricted.
 - (11) If you have registered your preferred language as anything other than Japanese, your reported will be received by the Yokohama city fire department, regardless of your location. After receiving detailed information, we will contact the fire department in your area and dispatch the necessary help.

7 If you cannot use the service

- (1) As Net119 uses the cellular phone connection, if you are in a location with minimal reception(tunnel, underground facilities, etc.), you may be unable to use the system.
- (2) As Net119 requires an internet connection, based on construction or maintenance situations from your internet service provider, you may be unable to use the system.
- (3) If you are unable to use the Net119 system for any reason, please make your emergency report to 119 using a different method.
- (4) You will be notified of any maintenance schedules for Net119 making the system unusable via email. Please make sure you can receive emails to your registered email address.
- (5) The fire department reserves the right to restrict, pause, alter, or delete any and all usage of the Net119 system after prior notification.

8 Usage of personal information

- (1) Under the Yokohama city *privacy protection ordinance*, all information which can be used to identify an individual (Also including information which can identify an individual in correlation with other information) (Hereinafter will be referred to as personal information) collected for usage of Net119 will only be used by the fire department in relevance with emergency reports, and nothing else.
- (2) If you make an emergency report from outside our jurisdiction, your report will be transferred to the corresponding fire department. When transferring your report, your personal information may be transferred as well.
- (3) The fire department may forward your personal information to any medical entities relevant to your situation.
- (4) All personal information of Net119 users and report records are kept and accessed for record keeping purposes by the fire department and any third parties responsible for operation and maintenance of the system.
- (5) After termination of registration, personal information and report records will be kept for record keeping purposes for the designated period.
- (6) Please contact the fire department for any information regarding sharing, altering, or deleting of personal information.

9 Responsibilities of Users

All users must use Net119 on their own responsibility. The user is responsible for any fees required to purchase devices or using of the system. The Net119 system is operated and managed by the fire department, but the fire department shall not be held responsible for any and all actions taken by the user upon usage, as well as any and all repercussions caused by the using of the system (unless the fire department was proven to be at fault).

10 Prohibitions

All users of Net119 are prohibited to take part, or possibly take part in the following acts, as well as abide by the above terms. If the user is confirmed taking part in any of the following acts, usage may be restricted or terminated.

- (1) Any acts thought to be unacceptable by the general public (including online conducts)
- (2) Any acts which may harm or create a disadvantage towards other users, the fire department, of any other third party
- (3) Any acts regarding discrimination or a violation of human rights
- (4) Any acts which offend public order and morals
- (5) Any unlawful acts
- (6) Any acts of soliciting or invoking suicide
- (7) Any acts of registering/uploading/sending false or fake information
- (8) Any acts trying to receive revenue through Net119 without proper consent from the fire department
- (9) Any acts hindering the operation of Net119 by the fire department
- (10) Any acts to damage the credibility of Net119
- (11) Any acts of sharing usage of Net119
- (12) Any acts of copying, adapting, altering, disassembling, decompiling, or reverse engineering Net119
- (13) All other acts the fire department deems unfit

11 Intellectual property rights

- (1) All rights regarding Net119 (including but not limited to ownership, intellectual properties rights including patent/copyrights, image rights, publicity rights) belongs to the fire department or any third party which has rightfully received the rights.
- (2) All users are not entitled to any rights of Net119 upon usage, and can only use Net119 based on the terms and conditions.
- (3) All users are prohibited to violate any and all rights regarding Net119 (including but not limited to ownership, intellectual properties rights including patent/copyrights, image rights, publicity rights) upon usage.

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- (4) If any rights are violated by a user, the user is responsible for resolving any violations, without causing any disadvantages to the fire department. If any disadvantage or damage is caused toward the fire department, the user is fully responsible to compensate for the disadvantage or damage.

12 Disclaimer

- (1) If any information regarding Net119 violates the rights of users or any other third party, the fire department will not be responsible for any damages caused by the violation.
- (2) Depending on the user's device or situation, Net119 may not operate as intended. The fire department will not be responsible for any damages caused, due to incorrect operation.
- (3) When installing Net119 to a device, if the device is contaminated with a computer virus, and any damage is caused, the fire department will not be responsible.
- (4) If Net119 does not operate as intended due to emergency situations such as natural disasters, the fire department will not be responsible.

13 Amendments

The fire department reserves the right to amend the terms and conditions at any time. If an alteration is made, the fire department will share the altered terms and conditions to all users through the Net119 system. The new terms and conditions will be effective immediately after sharing through the Net119 system.

14 Jurisdiction

If any problems arise between the user, the fire department, and/or a third-party regarding usage of the Net119 system, the problem shall be resolved through negotiation as much as possible. If the problem cannot be resolved, the problem will be handled under the jurisdiction of the Hodogaya Summary Court or Yokohama District Court.

15 Governing Law

The above terms and conditions are to be governed by the Japanese law.

(Contacts)

Yokohama City Fire Department Dispatch Department

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