

Terms of service

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Please be sure to check the terms of service in this document before using glolab's services.

* * * * * Career seminar · Online learning support room * * * * *

(Points to note when participating)

- 1) You can participate if you are a high school student with an immigrant background.
By immigrant backgrounds, we are referring to those who do not have Japanese nationality, those who have foreign nationality, those whose native language is not Japanese, those whose parents, one or both of them, are foreign nationals, or those who are recognized by glolab as immigrant youths.
- 2) The copyright (the right to use or the right to decide how to use work results) and other intellectual property rights, portrait rights, publicity rights and all other rights of materials and videos provided in online events belong to glolab or their respective right holders.
- 3) Glolab is not responsible to prepare or bear the cost of devices and communication environment required for the online events. Depending on your usage environment, all or part of the online events may not be available.
- 4) Please do not engage in any of the following acts. Otherwise, you may lose the privilege to use glolab's services.
 - Giving the URL for an online event to others.
 - Modifying, distributing or selling the materials of each content to others.
 - Bothering others without stopping even when warned by glolab.
 - Any acts that would cause damage to other participants, glolab or any third parties such as damaging the honor of others (spreading things about other people that they wish to hide or their private matters) and slandering others (to hurt someone by making false statements about the person). One example is, speaking ill of other participants on the internet.
 - Using glolab's services for commercial purposes. For example, using the content of glolab's services and know-how of glolab to provide other services for profit, letting others use your ID for money, or charging an introduction fee for introducing this service.
- 5) Online events may end without notice.
- 6) We will use "Zoom" for online events. Please install the application.

(In case of problems)

glolab will not bear any responsibility for damages (including injuries, illnesses, accidents, thefts, etc.) in the event of problems that are not caused by glolab intentionally or by mistake.

(About taking photos/videos and acquiring personal information)

Personal information obtained by glolab may be used by glolab or other entrusted people or organizations, for the implementation of career seminars and learning support rooms, planning and notification of glolab's events, and for surveys and research activities such as inquiries conducted by glolab.

At online events, glolab staff may take pictures and/or videos. The photos and videos may be used for PR. When taking photos or videos, we will let everyone in the room know and ask if it is ok to use the pictures and videos. If you are under 20 years old, we will need to obtain a signature of approval to use the photos and videos from your guardian in advance.

*** * * * * LINE Self-diagnosis sheet • Individual consultation * * * * ***

☐ About the self-diagnosis sheet

- Diagnosis results are provided so that you can understand your situation. They are not provided to solve your problems or to determine your future or career path.
- If you have any questions or consultations regarding the diagnosis results, please use LINE consultation or face-to-face consultation.
- Diagnosis results are based on the laws and systems at the time of diagnosis and may change in accordance with changes in laws or systems.
- The copyright of the self-diagnosis sheet (the right to use work results and to determine how to use work results) belongs to glolab.
- Please be sure not to copy, use copies of, or rewrite your diagnosis results, or post results on the internet without obtaining approval from glolab. However you can copy, use copies of, or rewrite your diagnosis results for private usage (for your own consideration or consultation with your family members, etc.).

☐ About LINE consultation

- LINE consultation is available to immigrant youths, mainly between the ages of 15 and 24, for any consultations on status of residence, school life, family, part-time job and career path. We will listen to your concerns and provide support.
- There may be a delay before response to a LINE consultation is provided due to the circumstances of the counselor. We may also recommend a face-to-face consultation.
- When it is determined that the content of a consultation is beyond the scope of glolab, we may introduce you to other organizations or institutions.
- glolab cannot address consultations deemed to have ethical issues (goono sense of being good or bad as a person, , , inappropriate under normal social conventions (in a normal life based on manners and common sense) or not in line with the purpose of consultations (questions that have nothing to immigrant backgrounds), content that is not regarded as a consultation (ex. a monologue, rather than a question). We cannot guarantee that you will receive support as you desire. However, we do accept consultations from those in trouble without a state of residence.
- Tips and information provided by glolab's staff may not necessarily improve your situation with absolute certainty. Please make your own decision whether or not to follow the tips at your responsibility.
- If the counselor determines that the consultation has been completed, the consultation may be terminated at the request of the counselor.
- Please do not spread the content of consultations through social networking media or post it on the internet.
- glolab shall record the content of consultations, advice and information provided by our counselors.

- glolab will not give any personal information, consultation content, or advice or information provided by our counselors to anyone other than glolab's counselors. However, this does not apply when;
 - we are introducing you to other organizations or agencies upon your consent to continue addressing your consultation.
 - we determine that your life is at risk or you are at a risk of getting involved in a crime, and there is a need to provide the police or child consultation office with your personal information and the content of your consultation.
 - when using such information for studies and activities to improve our consultation handling and techniques, when demanding the Japanese government to improve its policies, when disseminating information or raising issues through the media, when introducing a part of consultation content and tips provided by glolab in the newsletter. However in such circumstances, we will not include any personally identifiable information that could potentially be used to identify you.
- We may stop or decline your consultation when;
 - You violate the terms stipulated in this document.
 - When we determine that we cannot maintain a relationship of trust with you (for example, when you speak ill of glolab or other people, disseminate secrets or privacy-related information of glolab or others, or attack glolab or others verbally by name calling or spreading false information about others or glolab.)
 - When it has become difficult to continue consultation via LINE, because your LINE ID disappeared or changed, or you have violated LINE's terms of service, etc.