

**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 Fukuyama City Personal Information Protection Ordinance (June 30, 2003, Ordinance Item 38).

**6. Other**

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