

Tec-Do Privacy Policy

Update Date: July 【25】 , 2024

Effective Date: July 【25】 , 2024

TECDO TECHNOLOGY CO., LIMITED (referred to as "Tec-Do" or "we") (registered address: Building 8, Phase II of Tianhe Times E-PARK No.265 Gaotang Road, Tianhe District, Guangzhou) respects and values the protection of your personal information and privacy. This privacy policy is designed to introduce to you how we collect and process your personal information when you visit the official website of Tec-Do (<https://www.tec-do.com/>), how we protect your personal information, and how you can exercise your rights to personal information.

This policy will help you understand the following content:

I How we collect and use your personal information

II How we entrust, share, transfer, and publicly disclose your personal information

III How we use Cookies and similar technologies

IV How we store your personal information

V How we protect your personal information

VI How you can manage your personal information

VII Minors' information collection and use

VIII How this policy is updated

IX How to contact us

I How we collect and use your personal information

Personal information refers to various types of information recorded in electronic or other forms that relate to an identified or identifiable natural person, excluding information that has been anonymized.

Sensitive personal information refers to personal information that, if disclosed or used illegally, could easily lead to the infringement of a natural person's personal dignity or endanger their personal or property safety. This includes biometric identification, religious beliefs, specific identities, medical health, financial accounts, tracking trajectories, and

personal information of minors under the age of fourteen.

1. When you wish to contact us through the "Contact Us" or "Online Consultation" interface on the Tec-Do official website, we will collect the information you voluntarily provide, such as your name, company name, email address, WeChat, position, and phone number, and contact you based on the information you provide.

2. When you submit complaints or reports through the complaint and reporting portal on the Tec-Do official website, we will collect the content you voluntarily fill in, including the complaint subject, complaint category, the respondent's name, contact information, product in question, complaint details, complainant's identity, email, phone number, and any evidence materials you voluntarily upload, so that we can promptly handle your complaint or report. **Please note that if the information you provide to us includes any personal information of others, please ensure that you have the right to provide such personal information on behalf of others and inform them to read and agree to this privacy policy.**

3. Please be reminded that the following situations, the collection and use of your personal information do not require your consent:

- (1) Related to the fulfillment of obligations stipulated by laws and regulations;
- (2) Directly related to national security or national defense security;
- (3) Directly related to public safety, public health, or significant public interest;
- (4) Directly related to criminal investigation, prosecution, trial, and execution of judgments;
- (5) To protect the vital legitimate rights and interests of the personal information subject or other individuals but it is difficult to obtain the person's consent;
- (6) The personal information involved is publicly disclosed by the subject of the personal information;
- (7) Collecting your personal information from legally publicly disclosed information, such as from legal news reports, government information disclosure, and other channels;
- (8) Necessary for the personal information subject's request to enter into and perform a contract;
- (9) Necessary to maintain the safety and stable operation of the platform, such as discovering and

dealing with product or service failures;

(10) Other situations stipulated by laws and regulations.

II How we entrust, share, transfer, and publicly disclose your personal information

(1) Entrustment

To fulfill the services of this platform, we may entrust your information to third-party service providers who will process it on our behalf to provide you with certain services. For any third party we entrust, we will sign a written agreement in accordance with legal requirements, stipulating the purpose, duration, processing methods, types of personal information, protective measures, and the rights and obligations of both parties. We will supervise their personal information processing activities, requiring them to process your personal information in accordance with our requirements, the constraints stated in this policy, and any other relevant written agreements and security measures. They are prohibited from using the entrusted information for purposes beyond the entrusted processing.

(2) Sharing

We do not share your personal information with any company, organization, or individual outside of us, except in the following cases:

1. Share with your separate consent: After obtaining your separate consent, we will share your personal information with other parties.
2. Share as required by laws and regulations, or as mandatory by government authorities.
3. Share with our affiliates: Your personal information may be shared with our affiliates to better provide services. We will only share the necessary personal information and will encrypt or anonymize it as necessary, subject to the purposes stated in this policy. If the aforementioned parties wish to change the purpose of processing personal information, they will seek your authorization and consent again.
4. Share with Our Partners: In order to fulfill the purposes stated in this policy, certain of our services will be provided by our partners. We will only share your personal information with third-party partners for legitimate, necessary, specific, and explicit purposes, and only to the extent necessary for the provision of services. Our partners are not entitled to use the shared personal information for any other purposes. Should there be a change in the purpose, method, or scope of

processing your personal information, we will seek your separate consent again. If you refuse to allow our partners to collect the necessary personal information while providing services, it may result in your inability to use the third-party services on our platform.

(3) Transfer

We will not transfer your personal information to any company, organization, or individual, except in the following cases:

1. Transferred with your consent: After obtaining your consent, we will transfer your personal information to other parties.
2. In the event of a merger, division, dissolution, or bankruptcy, or other similar situations involving the transfer of personal information, we will require the new entity holding your personal information to continue to be bound by this privacy policy. Otherwise, we will request that the company, organization, or individual to re-seek your authorization and consent.

(4) Public Disclosure

We will only publicly disclose your personal information in the following situations:

1. After obtaining your separate consent.
2. Based on legal disclosure: In the case of legal requirements, legal proceedings, litigation, or mandatory government requests, we may disclose your personal information.

(5) Exceptions to Prior Consent for Sharing, Transferring, and Publicly Disclosing Personal Information

According to laws and regulations, the following situations do not require prior consent for sharing, transferring, or publicly disclosing personal information:

1. Related to fulfilling obligations stipulated by laws and regulations.
2. Directly related to national security or national defense security.
3. Directly related to public safety, public health, or significant public interest.
4. Directly related to criminal investigation, prosecution, trial, and execution of judgments.
5. To protect your or another individual's vital legitimate rights and interests when it is difficult to obtain consent.
6. Personal information you have voluntarily disclosed to the public.
7. Collecting personal information from legally publicly disclosed information, such as from legal news reports or government information disclosure.

8. Other situations stipulated by laws and regulations.

III How we use Cookies and similar technologies

To ensure the normal operation of this platform, we store small data files called Cookies on your computer or mobile device. Cookies typically contain identifiers, site names, and some numbers and characters. The main function of Cookies is to facilitate your use of our platform services and to help the site count the number of independent visitors.

We will not use Cookies for any purpose beyond what is stated in this policy. You can manage or delete Cookies according to your preferences. You can clear all Cookies saved on your computer, and most web browsers have a function to block Cookies. However, if you do so, you may need to manually change user settings every time you visit our site. However, such modifications may prevent you from logging in or using services or features that rely on Cookies.

IV How We Store Your Personal Information

We will store personal information collected and generated within China within the territory of China. We promise that, unless required by laws and regulations, the storage time of your personal information will be the shortest time necessary to achieve the purpose for which you have authorized its use.

V How We Protect Your Personal Information

We take the security of personal information very seriously and take all reasonable and feasible measures to protect it:

1. We have adopted industry-standard data protection technologies and management measures to prevent unauthorized access, disclosure, alteration, loss, or destruction.
- 2. Please be aware that although we will do our best to ensure or guarantee the security of any information you send to us, the Internet environment is not 100% safe, and we do not assume responsibility for any risks or losses arising therefrom.**
- 3. In the unfortunate event of a personal information security incident, we will promptly inform you as required by laws and regulations: the basic situation and potential impact of**

the security incident, the measures we have taken or will take, your suggestions for preventing and mitigating risks, and remedies for you. We will promptly inform you of the relevant situation of the incident through website announcements, email, SMS, phone, and other means. If it is difficult to inform the personal information subject one by one, we will take reasonable and effective ways to issue announcements. At the same time, we will also take the initiative to report the handling of personal information security incidents to the regulatory authorities as required.

VI How You Can Manage Your Personal Information

1. Review, Copy, and Correct Your Personal Information

If you wish to review, copy, or correct your personal information, you can contact us through the methods stated in this privacy policy, and we will respond to your request in a timely manner.

2. Delete Your Personal Information

In the following situations, you can request the deletion of your personal information through the methods stated in this privacy policy:

- **We collect or use personal information in violation of laws, administrative regulations, or your agreement;**
- **We share or transfer your personal information with third parties in violation of laws, administrative regulations, or your agreement, and we will immediately stop the sharing or transfer and notify the third party to delete it in a timely manner;**
- **We publicly disclose your personal information in violation of laws, administrative regulations, or your agreement, and we will immediately stop the public disclosure and issue a notice requiring the relevant recipients to delete the corresponding information;**
- **You no longer use our products or services, or you have canceled your account, or we have terminated the service and operation.**

You agree that once the deletion request is responded to, your personal information will be deleted, and all information and operation records you have provided before will be irrecoverable. We may not immediately delete the corresponding information from the backup system, but it will be deleted when the backup system is updated.

3. Respond to Your Requests

If you cannot exercise your rights in the ways mentioned above, you can contact us through the contact information stated in this privacy policy. To ensure security, you may need to provide a written request or prove your identity in other ways. We may require you to verify your identity before processing your request.

For your reasonable requests, we will not charge a fee in principle, but we will charge a certain cost fee for multiple repeated requests that exceed a reasonable limit. For those requests that are repeatedly made without reason, require a lot of technical means, bring risks to the legitimate rights and interests of others, or are very impractical, we may refuse.

4. Exceptions to Response Situations

We will not be able to respond to your request in the following situations:

- **Related to the fulfillment of obligations stipulated by laws and regulations;**
- **Directly related to national security or national defense security;**
- **Directly related to public safety, public health, or significant public interest;**
- **Directly related to criminal investigation, prosecution, trial, and execution of judgments;**
- **We have sufficient evidence to show that the personal information subject has malicious intent or abuses rights;**
- **To protect the vital legitimate rights and interests of the personal information subject or other individuals but it is difficult to obtain consent;**
- **Responding to the personal information subject's request will cause serious damage to the legitimate rights and interests of the personal information subject or other individuals or organizations;**
- **Involving trade secrets.**

VII Minors' Information Collection and Use

We consider natural persons under the age of 18 to be minors. Our products and services are

primarily aimed at adults. If we find that we have collected personal information from minors without prior verified parental consent, we will try to delete the relevant data as soon as possible.

VIII How This Policy is Updated

We may update or modify this policy from time to time. However, **without your explicit consent, we will not reduce the rights you are entitled to according to this policy.** Such changes constitute part of this policy.

For significant changes, we will also provide more noticeable notifications, such as prominent prompts, pop-up windows, etc. In this case, if you choose to continue using our services, it means you agree to be bound by the revised policy.

The significant changes referred to in this privacy policy include but are not limited to:

- 1. Major changes in our service model, such as the purpose of processing personal information, the types of personal information processed, and the methods of use;**
- 2. Major changes in our control, such as changes in ownership due to mergers, reorganizations, etc.;**
- 3. Changes in the main objects of personal information sharing, transfer, or public disclosure;**
- 4. Major changes in your rights to participate in the processing of personal information and the ways to exercise them;**
- 5. Changes in our departments responsible for personal information processing, contact methods, and complaint channels;**
- 6. Personal information security impact assessment reports indicate high risks.**

IX How to Contact Us

If you have any questions, opinions, or suggestions about this policy or the protection of personal information, you can contact us by written inquiry, opinion, or suggestion at the following address:

Contact phone number: **【020-29026390】**

Email: **【support@tec-do.com】**