

## 隐私协议

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钜星平台服务提供者（或简称“我们”）深知个人信息对您的重要性，我们将按照法律法规规定为您提供更加安全、可靠的服务。为便于您快速了解《隐私协议》的核心内容，我们将通过以下隐私协议摘要向您简单、直观地说明我们是如何处理和保护您的个人信息，更多有关我们对您的个人信息的处理规则，请查阅完整版《隐私协议》。

### 隐私协议摘要

#### 一、我们如何收集和使用您的个人信息

我们收集您的信息以合法、合理、必要为原则，在向您提供某项具体服务时，我们将明确告知您将收集的信息以及用途，来响应您具体的服务请求。根据您选择的服务，我们可能收集一种或多种您的个人信息,详情请查看《已收集个人信息清单》

为提供相应服务，钜星平台可能会调用您设备的权限，如果您希望进一步了解，以下是调用权限对应的业务功能、调用的目的，以及调用权限向您询问的情况，请您阅读《权限列表》。您可以在 App 设置功能或通过安卓/iOS 系统设置中选择关闭部分或全部权限，从而拒绝我们收集对应的信息。使用安卓/iOS 系统的不同设备中，权限显示方式及关闭方式可能有所不同，具体请联系设备及系统开发商。

#### 二、您的个人信息共享情况

为了给您提供更专业、安全的核心业务功能和附加业务功能，我们的产品或服务中会接入第三方 SDK 产品。在您同意隐私政策之前，第三方 SDK 不会收集您的信息。如果您希望进一步了解我们所接入的第三方 SDK 情况，详情请查看《与第三方共享个人信息清单》。

#### 三、您如何管理自己的信息

您可以通过以下途径管理您的个人信息、实现您作为个人信息主体的权利：

1.通过产品页面自主操作：您可以通过产品页面便捷地自主管理您的权限设置。我们在产品页面中设置了开关，路径为 App “我的” -> “设置” -> “隐私安全保护” -> “权限列表”。

2.联系我们：如无法通过产品功能自主操作，您可以通过以下完整版《隐私协议》第 11 条所示的联系方式联系我们处理。

## 隐私协议

## 引言

您的信任对我们至关重要，我们深知个人信息对您的重要性。我们将按照法律法规要求，在合理、必要的范围内，向您收集个人信息。我们竭尽全力通过合理有效的信息安全技术和管理流程，采取相应的安全保护措施，防止您的信息泄露、损毁或丢失。鉴于此，钜星平台服务提供者（或简称“我们”）制定本《隐私协议》，并提示您注意：

本协议适用于钜星平台服务提供者以网站、客户端、小程序以及随技术发展出现的新形态向您提供的所有产品和服务。本协议所称的钜星平台是指上海钜星科技有限公司运营的客户端。

**特别需要提醒您的是，钜星为统一帐号体系，您在钜星任一平台上成功注册帐号，您可以通过该帐号登录钜星任一平台，并享受钜星相关平台提供的服务，包括但不限于极境客户端等相关平台。钜星为您提供统一快捷的帐号服务，您在钜星任一平台的帐号注册、注销、修改密码、修改绑定手机号码等帐号相关行为，都将在钜星其他平台生效您的该操作。**

如我们及关联公司的产品或服务中使用了钜星平台产品或服务（如使用钜星平台帐号登录），但未设独立隐私权政策/协议的，则本政策/协议同样适用于该部分产品或服务。我们及关联公司就其向您提供的产品或服务单独设有隐私政策/协议的，则相应产品或服务适用相应隐私权政策/协议。若某一平台单独的隐私政策/协议约定不全的则可参考适用其他钜星相关平台隐私政策/协议的相应约定。

需要特别说明的是，本协议不适用于第三方向您提供的服务，例如通过钜星平台跳转到第三方网站、客户端或程序，您向该第三方服务商提供的个人信息不适用本协议。

在使用钜星平台各项产品或服务前，请您务必仔细阅读并透彻理解本协议，特别是加粗、加下划线标识的条款，您应重点阅读，在充分理解并同意接受后开始使用。如对本协议有任何疑问，您可通过本协议第 11 条中公布的联系方式与我们联系。

如您为未满 18 周岁的未成年人，请在法定监护人陪同下阅读本协议，并特别注意未成年人使用条款。

本协议主要向您说明：

- 1 我们的角色
- 2 我们收集您哪些信息
- 3 我们如何使用您的信息
- 4 我们在何种情况下共享、转让您的信息
- 5 公开披露

6 我们如何存储您的信息

7 我们如何保护您的信息

8 您所享有的权利

9 个人信息主体注销帐号

10 未成年人信息如何保护

11 您如何联系我们

12 条款更新

## 1 我们的角色

我们的角色：我们是您的数据的控制者。这意味着我们有权决定如何处理您的个人信息以及用于何种目的。我们知道您关心如何使用和分享您的数据，同时我们感谢您的信任，我们将谨慎且理智地做到这一点。

## 2 我们收集您哪些信息

我们收集您的信息以合法、合理、必要为原则，在向您提供某项具体服务时，我们将明确告知您将收集的信息以及用途，来响应您具体的服务请求。根据您选择的服务，我们在以下场景可能收集以下信息的一种或多种：

2.1 首次登录时，您需要提供您的**手机号码**来注册您的帐号，并设置您的帐号密码。如您不提供相关信息，钜星平台将无法为您创建帐号并提供服务。

2.2 当您注册成功后，在 App 个人资料栏您可以选择性填写您的个人信息，包括您的**昵称、性别、生日、头像、简介、我的地址(姓名、手机号、地址)**。这类信息均属于您的“帐号信息”，您补充的帐号信息将有助于我们为您提供更优的体验与个性化的服务，但如果您不提供这些补充信息，不会影响您的基本功能使用。

2.3 在您选择订购商品、送货或报装、报修服务时，我们会要求您填写/提供姓名、联系方式、配送地址、安装地址、维修地址、服务时间，以便处理您的订单与售后问题。同时相关商品订单信息会记载您所购买商品或服务对应具体订单号、订单创建时间、以及您支付的金额、您的备注信息。我们收集这些信息是为您顺利地完成交易、保障您的交易安全、便于您查询订单服务、提供售后客服安装服务以及其他我们明确告知的目的。当您购买商品后，可以自主选择是否将设备购买凭证（含订单截图和电子发票）录入到钜星的设备管理，录入的购买信息用于计算和核实厂家保修时长，以防纸质凭证丢失无法核实厂家保修期开始

日期。

2.4 当您在钜星平台留言、评论或发布动态时，我们需要收集和公开披露您的**昵称、头像、留言、评论和动态内容**。您的留言、评论与动态会存储到服务器。当您进行商品评价时，我们会对您的钜星平台帐号及昵称去标识化后才对外展示。但请注意，您公开发布的信息中可能会涉及您或他人的个人信息甚至个人敏感信息，如您在评论时选择上传包含个人信息的图片、文字，请您更加谨慎地考虑，是否在使用我们的服务时共享甚至公开分享相关信息。

2.5 当您的物联网设备首次联网或更换网络环境时，您需要进行设备配网流程。为了实现应用和智能设备的联网，需要获取系统无线网络热点清单,依据安卓和苹果系统权限必须申请对应的手机位置权限，主要取得**WLAN 名称、WLAN 密码**。请您放心，这些资讯仅供本地使用，不会上传至云服务器。同时方便后续绑定设备，钜星平台本地会加密保存无线网络密码，用于下次设备配网时密码自动填充，以便快速设备联网。钜星平台的首页和配网页面，为了能够更快的发现您身边的设备，我们会根据手机版本情况间歇性地自动扫描您附近的**无线网络列表**。为了向您提供更好的配网服务，及时发现您在配网过程中遇到的问题,我们会收集您配网过程中的设备**MAC 地址、配网方式、网络状态、异常信息**，此类信息将会上传至服务器进行处理。

2.6 在您使用我们的产品与服务过程中，为识别帐号或设备的异常状态、了解或优化产品服务的适配性、提供应用程序版本升级或固件版本升级服务，我们会收集您的使用情况并存储为网络日志信息，包括相关设备的**硬件型号、IESI 号码、IDFA 号码、IMEI 号码、IMSI 号码、MEID 号码、SSID 号码、OAID 号码、GAID 号码、ICCID 号码、Android ID 或其他唯一设备标识符、MAC 地址、IP 地址、操作系统版本、软件安装列表敏感信息、正在运行的进程信息、注册日期以及用于访问服务的设备的设置**。为了提供更好的智能化体验服务，我们会收集您物联网设备的相关使用情况，包括**设备型号、设备运行状态、设备使用频次、电量使用情况、环境温度、环境湿度**。某些您绑定的家电设备内置摄像头与语音服务功能，在您使用相关功能时，我们会收集您与绑定物联网设备的**会话、音频、视频、图片**相关信息。

2.7 当您复制短信验证码，分享或接收被分享口令信息时，您的剪切板功能可能会被调用读取或写入相关信息。其中读取**短信验证码**时用于使用手机号和验证码的方式登录时自动填入验证码；分享或接收被分享钜星 App **口令信息**时用于把**口令信息**写入剪切板，或监控设备其他应用分享的口令。**剪切板信息**仅会在您的设备上进行处理，我们不会存储您的剪切板信息用于任何其他途径。

2.8 当您开启设备或钜星平台定位功能并使用我们基于位置提供的导航服务时，我们会收集位置信息。您可以通过系统授权关闭定位功能，停止我们对您的地理位置信息的收集，关闭后您无法使用相关功能，或者无法达到相关服务拟达到的效果。注意：收集您当前所处的位置信息是为了向您提供环境服务和快捷的设备配网等以上服务，并不会追踪您的行踪轨迹。

2.9 为了帮助我们了解上述任一钜星平台的运行情况，我们可能会记录相关信息，包括您的**使用频率、崩溃数据、总体使用情况、性能数据**。我们不会将存储于分析软件的信息关联到您的任何个人信息。

2.10 需要特别注意的是，单独的设备信息、服务日志信息是无法识别特定自然人身份的信息。如果我们将这类信息与其他信息结合用于识别特定自然人身份，或者将其与其他个人信息结合使用，则在结合使用期间，这类非个人信息将被视为个人信息，除取得您授权或法律法规另有规定外，我们会将这类信息做匿名化、去标识化处理。

2.11 此外，为实现在线反馈钜星平台的使用问题，我们需要收集您的以下信息：联系方式、问题描述、问题现象图片或视频。收集此类信息是为了更好地分析与定位问题、与您联系获取更多信息以解决问题，并对服务情况进行追踪闭环。如您不提供此类信息，我们可能将无法对您反馈的问题进行有效的定位与解决。

2.12 我们也可能收集其他信息，您参与问卷调查时向我们发送的问卷答复信息；参加用户体验计划、参与钜星平台各类活动以及您与我们互动时向我们提供的信息。

2.13 钜星平台可能会调用您设备的权限，如果您希望进一步了解我们调用权限对应的业务功能、我们调用的目的，以及调用权限向您询问的情况，请您阅读《钜星权限列表》。**您可以在 App 设置功能或通过安卓/iOS 系统设置中选择关闭部分或全部权限，从而拒绝我们收集对应的信息。**使用安卓/iOS 系统的不同设备中，权限显示方式及关闭方式可能有所不同，具体请联系设备及系统开发商。

2.14 为提高您使用钜星平台服务的安全性，保护您或其他用户或公众的人身财产安全免遭侵害，更好地预防钓鱼网站、欺诈、网络漏洞、计算机病毒、网络攻击、网络侵入等安全风险，更准确地识别违反法律法规或钜星平台相关协议规则的情况，我们可能使用或整合您的帐号信息、设备交互信息、网络日志信息以及我们取得您授权或依据法律共享的信息，来综合判断您帐户及交易风险、进行身份验证、检测及防范安全事件，并依法采取必要的记录、审计、分析、处置措施。

2.15 若您提供的信息中含有其他用户的个人信息，在向我们提供这些个人信息之前，您需确保您已经取得合法的授权。若我们将信息用于本协议未载明的其他用途，或者将基于特定目的收集而来的信息用于其他目的，或者我们主动从第三方处获取您的个人信息，均会事先获得您的同意。

2.16 征得授权同意的例外：您充分理解并同意，我们在以下情况下收集、使用、共享、转让、公开披露您的个人信息无需您的授权同意，且我们可能不会响应您提出的更正/修改、删除、注销、撤回同意、索取信息的请求：

2.16.1 与国家安全、国防安全有关的；

2.16.2 与公共安全、公共卫生、重大公共利益有关的；

2.16.3 与犯罪侦查、起诉、审判和判决执行等司法或行政执法有关的；

2.16.4 出于维护您或其他个人的生命、财产等重大合法权益但又很难得到本人同意的；

2.16.5 您自行向社会公众公开的个人信息；

2.16.6 从合法公开披露的信息中收集个人信息的，如合法的新闻报道、政府信息公开等渠道。

2.16.7 根据与您签订和履行相关协议或其他书面文件所必需的；

2.16.8 用于维护所提供的产品及/或服务的安全稳定运行所必需的，例如发现、处置产品及/或服务的故障；

2.16.9 为合法的新闻报道所必需的；

2.16.10 学术研究机构基于公共利益开展统计或学术研究所必要，且对外提供学术研究或描述的结果时，对结果中所包含的个人信息进行去标识化处理的；

2.16.11 法律法规规定的其他情形。

### **3 我们如何使用您的信息**

3.1 我们会保持您的个人数据及时更新；安全地存储或销毁它；最小化收集和保留我们需要为您提供服务所需的数据；保护个人信息免遭泄露、滥用、未经授权的访问和披露；采取适当的技术措施保护您个人信息的安全。

3.2 我们将您的信息用于以下用途：

3.2.1 根据我们与您签订的合同向您提供服务（注册、报装、报修等）。

3.2.2 提供技术支持。

3.2.3 向您发送有关您可能感兴趣的产品和服务的信息；邀请您参与电商活动（包括促销活动）、市场调查或满意度调查；或向您发送营销信息。如果您不想接收此类信息，则可以按平台提供的退订功能进行退订。

3.2.4 按照我们收集信息时所述的要求提供其他您所要求的服务。

3.2.5 维持我们储存和处理您个人信息的数据技术系统的完整性和安全性。

3.2.6 执行或保护我们的协议或与您签订的合同。

3.2.7 检测和调查信息泄露、非法活动和欺诈行为。

3.2.8 联系您解决问题。

3.2.9 经过您许可的其它用途。

3.3 需要注意的是，以上使用方式涵盖了我們使用您信息的主要方式。我們可能时不时地通过更新网站页面、App 版本、小程序版本或设备固件等方式，为用户提供更加多样化的服务。当我们要将信息用于本协议未载明的其他用途时，或要将基于特定目的收集而来的信息用于其他目的时，会以签署协议、弹窗提示、站内公告、更新本协议等形式再次征求您的同意。

### **4 我们在何种情况下共享、转让您的信息**

4.1 我们不会与钜星以外的公司、组织和个人共享您的个人信息，但以下情况除外：

4.1.1 在法定情形下的共享：我们可能会根据法律法规规定、诉讼争议解决需要，或按行政、司法机关依

法提出的要求，对外共享您的个人信息。

4.1.2 获取明确同意的情况下共享：获得您的明确同意后，我们会与第三方共享您的个人信息。

4.1.3 与关联公司间共享：为便于我们向您提供产品和服务，识别帐号异常，保护其他用户或公众的人身财产安全免遭侵害，您的个人信息可能会与我们的关联公司和/或其指定的服务提供商共享。我们只会共享必要的个人信息，且受本协议中所声明目的的约束，如果我们共享您的个人敏感信息或关联公司改变个人信息的使用及处理目的，将再次征求您的授权同意。

4.1.4 与授权合作伙伴共享：我们可能委托授权合作伙伴为您提供某些服务或代表我们履行职能，我们仅会出于本协议声明的合法、正当、必要、特定、明确的目的共享您的信息，授权合作伙伴只能接触到其履行职责所需信息，且不得将此信息用于其他任何目的。此类处理后数据的使用和共享我们无需另行向您通知并征得您的同意。

目前，我们的授权合作伙伴包括以下类型：

4.1.4.1 广告、分析服务类的授权合作伙伴。请知悉，为向您提供更便捷、优质、个性化的产品及/或服务，提升您的使用体验，我们可能会委托这些合作伙伴处理与广告覆盖面和有效性相关的信息，但不会提供您的个人身份信息，或者我们将这些信息进行去标识化处理，以便它不会识别您个人。这类合作伙伴可能将上述信息与他们合法获取的其他数据相结合，以执行我们委托的广告服务或决策建议。

4.1.4.2 供应商、服务提供商和其他合作伙伴。我们将信息发送给支持我们业务的供应商、服务提供商和其他合作伙伴，这些支持包括受我们委托提供的技术基础设施服务、分析我们服务的使用方式、衡量服务的有效性、提供客户服务、支付便利或进行学术研究和调查。

为了使您能够使用上述服务及功能，我们的应用中会嵌入授权合作伙伴的 SDK 或其他类似的应用程序。如您使用钜星服务时，阿里 Push SDK 需要读取您的设备识别号，联网相关信息，用于推送/下发通知栏消息；如您使用天气服务，智能场景服务，高德地图 SDK 需要您打开设备位置权限并获取手机设备所在位置、设备识别号、联网相关信息；当您使用钜星微信分享功能时需要获取您的设备信息和网络状态。

针对第三方 SDK 使用，我们将基于不同步用户个人数据为前提，授权合作伙伴获取有关业务信息。同时针对第三方的 SDK 应用程序接口（API），软件工具开发包（SDK）我们会进行严格的安全检测，并与合作伙伴签订严格的数据保护承诺/协议，令其按照我们的委托目的、服务说明、本隐私政策以及其他任何相关的保密和安全措施来处理个人信息。

4.1.5 关于第三方 SDK 管理

为了给您提供更专业、安全的核心业务功能和附加业务功能，我们的产品或服务中会接入第三方 SDK 产品。在您同意隐私政策之前，第三方 SDK 不会收集您的信息。如果您希望进一步了解我们所接入的第三方 SDK 情况，请您阅读《钜星与第三方共享个人信息清单》。

4.2 我们不会将您的个人信息转让给任何公司、组织和个人，但以下情况除外：

4.2.1 在获取明确同意的情况下转让：获得您的明确同意后，我们会向其他方转让您的个人信息；

4.2.2 在钜星平台服务提供者发生合并、内外部业务重组、收购或破产清算情形，或其他涉及合并、收购或破产清算情形时，如涉及到个人信息转让，我们会要求新的持有您个人信息的公司、组织继续受本协议的约束，否则我们将要求该公司、组织和个人重新向您征求授权同意。

## 5 公开披露

5.1 请注意，您在使用我们服务时自愿发布甚至公开分享的信息中，若涉及您或他人的个人信息甚至个人敏感信息的（如您在评论/评价/动态分享、设置头像/昵称时选择上传包含个人信息的文字、图片或视频等），请您更加谨慎地考虑，是否要发布甚至公开分享相关信息。

5.2 若您参与钜星平台相关促销促活等各类活动，为公布活动中获奖名单，我们可能会公开披露您的昵称或您去标识化后的手机号。

5.3 除上述情况外，我们仅仅会在以下情况公开披露您的个人信息：

5.3.1 获得您的同意后。

5.3.2 基于法律的披露：在法律、法律程序、诉讼或政府主管部门强制性要求的情况下，我们可能会公开披露您的个人信息。

## 6 我们如何存储您的信息

按照法律规定，我们在中华人民共和国境内收集和产生的个人信息将存储在中华人民共和国境内，我们不会跨境传输或跨境存储您的个人数据。

除非法律有另外规定，钜星平台将按照如下期限保存您的信息：

6.1 在您使用钜星平台产品或服务期间，我们将持续为您保存，除非您主动删除或注销钜星平台帐号。

6.2 我们将根据钜星平台的数据备份策略定期对收集的信息进行备份处理。

6.3 当您删除信息或注销钜星平台帐号后，钜星平台将停止对您个人信息的使用，并在十五个工作日内删除您的个人信息，但根据法律法规的要求需要保存的除外。

6.4 您的个人信息经过匿名化与脱敏处理后将形成可以使用的流通数据，钜星平台对此数据的保存和使用无需另外征得您的同意。

6.5 当出现我们的产品或服务停止运营的情形时，我们将通过推送通知、公告等形式通知您，并在合理的期限内删除或匿名化处理您的个人信息。

6.6 在您使用我们的产品与/或服务期间，您的个人信息将在为了实现本政策所述目的之期限内保存，同时



将结合相关法律有强制的留存要求期限的规定确定，如《中华人民共和国电子商务法》、《网络交易监督管理办法》要求商品和服务信息、交易信息保存时间自交易完成之日起不少于三年。在超出保存期间后，我们会根据相关法律的要求删除或匿名化处理您的个人信息。

## 7 我们如何保护您的信息

7.1 我们已采取符合业界标准、合理可行的安全防护措施保护您的信息，防止个人信息遭到未经授权访问、公开披露、使用、修改、损坏或丢失。例如，在您的浏览器与服务器之间交换数据时受 SSL 协议加密保护；我们同时对钜星平台各网站提供 HTTPS 协议安全浏览方式；我们会使用加密技术提高个人信息的安全性；我们会使用受信赖的保护机制防止个人信息遭到恶意攻击；我们会部署访问控制机制，尽力确保只有授权人员才可访问个人信息；以及我们会举办安全和隐私保护培训课程，加强员工对于保护个人信息重要性的认识。

7.2 互联网并非绝对安全的环境，使用钜星平台产品或服务时，我们强烈建议您不要使用非钜星平台推荐的通信方式发送您的信息。您可以通过我们的服务建立联系和相互分享。当您通过我们的服务创建交流、交易或分享时，您可以自主选择沟通、交易或分享的对象，作为能够看到您的交易内容、联络方式、交流信息或分享内容等相关信息的第三方。

7.3 在不幸发生个人信息安全事件后，我们将按照法律法规的要求向您告知：安全事件的基本情况 and 可能的影响、我们已采取或将要采取的处置措施、您可自主防范和降低风险的建议、对您的补救措施等。事件相关情况我们将以邮件、信函、电话、推送通知等方式告知您，难以逐一告知个人信息主体时，我们会采取合理、有效的方式发布公告。同时，我们还将按照监管部门要求，上报个人信息安全事件的处置情况。

7.4 您充分理解并同意，我们有权审查用户注册所提供的身份信息是否真实、有效，并积极采取技术与管理等合理措施保障用户帐号的安全、有效；您有义务妥善保管其帐号及密码，并正确、安全地使用其帐号及密码。任何一方未尽上述义务导致帐号密码遗失、帐号被盗等情形而给用户和他人的民事权利造成损害的，应当承担由此产生的法律责任。

7.5 若您发现有他人冒用或盗用您的钜星帐号及密码、或任何其他未经您合法授权使用的情形时，应立即以要求的有效方式通知并告知我们。您通知时，应提供与您注册身份信息相一致的个人有效身份信息，收到您的有效请求并核实身份后，我们会根据您的要求或结合具体情况采取相应措施（包括但不限于暂停该帐号的登录和使用，解绑删除帐号绑定的智能设备等），因根据您的请求采取相应措施而造成您及其他用户损失的，由您自行承担。若您没有提供有效身份信息或您提供的个人有效身份信息与所注册的身份信息不一致的，我们有权拒绝您的请求，因此造成的损失，由您自行承担。

## 8 您所享有的权利

您有权利管理您的信息，包括：

### 8.1 访问您的个人信息

8.1.1 帐号信息：如果您希望访问或编辑您的帐号中的个人资料信息、更改您的密码等，您可以登录您的帐

号后通过设置等进行访问或编辑。

**8.1.2 其它个人信息**（例如使用商城、售后、报装报修等服务时）：对于您使用我们的产品或服务过程中产生的个人信息，您可以在对应服务页面进行访问；您也可以通过查阅我们收集您的信息情况概要。查看《钜星已收集个人信息清单》。

## **8.2 更正您的个人信息**

当您发现我们处理您的个人信息有错误时，您有权要求我们做出更正或补充。您可以通过访问个人信息设置页面进行更正或补充说明或者直接联系我们。

## **8.3 删除您的个人信息**

在下列情况中，您可以联系钜星平台客服提出删除个人信息请求：

**8.3.1** 如果我们处理个人信息的行为违反法律法规。

**8.3.2** 如果我们收集、使用您的个人信息，却未征得您的明确同意。

**8.3.3** 如果我们处理个人信息的行为严重违反了与您的约定。

**8.3.4** 如果您不需要使用我们的产品与服务，或您主动注销了钜星帐号。

**8.3.5** 如果永久不需要我们提供产品或服务。

**8.3.6** 如果我们与他人共享或转让您的个人信息，却未征得您的明确同意，您有权要求我们及第三方删除。

**8.3.7** 如果我们违反与您的约定，公开披露您的个人信息，您有权要求我们立即停止公开披露的行为，并发布通知要求相关接收方删除相应的信息。

如果我们决定响应您的删除请求，我们将停止为您提供产品或服务，根据适用法律的要求删除您的个人信息。

## **8.4 个人信息副本**

**8.4** 如您需要您的个人信息副本，可以通过以下方式获取：

**8.4.3** 通过第 11 条联系方式，与我们取得联系获取。

## **8.5 撤回同意的权利**

**8.5.2** 在我们依赖您的同意来处理数据时，您在任何时候有权撤回该同意,具体可通过注销钜星帐号的方式，来撤回您的同意，操作路径 App “我的-设置--注销帐号”。

8.5.3 如您想更改您的授权范围，您可以通过您的手机设备修改个人的权限设置，操作路径为 App “我的-设置-隐私安全保护”。

8.5.4 当您撤回同意或授权后，我们将无法继续为您提供撤回同意或授权所对应的服务，也将不再处理您相应的个人信息。但您撤回同意或授权的决定，不会影响此前基于您的同意或授权而开展的个人信息处理。

## 9 个人信息主体注销帐号

9.1 您随时可以注销此前注册的帐号，如您需要，您可以通过以下任一方式申请注销：

9.1.1 登录钜星 App，通过“我的-设置-注销帐号”提交帐号注销申请，关于您注销帐号的风险以及应满足的条件等，请详见《注销协议》；

9.1.2 通过第 11 条的联系方式，与我们联系，进行个人信息主体帐号注销。

9.2 在您注销帐号之后，我们将停止为您提供产品或服务，并依据您的要求，除法律另有规定外，我们将在 15 个工作日内删除或以匿名化的方式处理您的个人信息。

9.3 如果您的帐号是通过手机号/微信号账号注册的，如您由于个人原因更换手机号码/微信号账号的，为保证您的设备安全，请务必在更换手机号码/微信号账号前解绑您绑定的设备，否则，如果其他人继续使用相同手机号/微信号账号，号码所有者将可以看到并操控您的设备。

## 10 未成年人信息如何保护

10.1 我们的产品和服务主要面向成年人。对于经法定监护人同意而收集未成年人个人信息的情况，我们只会在受到法律允许、法定监护人明确同意或者保护未成年人所必要的情况下使用或公开披露合法收集到的未成年人的个人信息。

10.2 如果我们发现在未事先获得法定监护人同意的情况下收集了未成年人的个人信息，会设法尽快删除相关数据。如果法定监护人有理由相信未成年人未经他们事先同意而向钜星平台提交了个人信息，请联系我们以确保删除此类个人信息，并保证未成年人取消订阅任何适用的钜星平台服务。

## 11 您如何联系我们

11.1 如果您对本隐私协议有任何疑问、意见或建议，或者您想要行使任何权利，或者您有任何要求要与我们讨论，请通过以下方式与我们处理个人信息保护事宜的部门联系：

11.1.1 钜星平台服务提供者

钜星 App:上海钜星科技有限公司

11.1.2 地址：上海市闵行区紫星路 588 号 2 号楼 1101 室

11.1.3 电子邮件：juxing\_dev@juxingtech.cn

11.2 为保障安全，您可能需要提供书面请求，或以其他方式证明您的身份。一般情况下，我们将在 15 天内回复。如果您对我们的回复不满意，特别是我们的个人信息处理行为损害了您的合法权益，您还可以向网信、电信、公安及市监等监管部门进行投诉或举报。

11.3 如果您对我们的回复不满意，特别是您认为我们的个人信息处理行为损害了您的合法权益，您可以通过向被告住所地有管辖权的人民法院提起诉讼来寻求解决方案。

## 12 条款更新

12.1 为向您提供更好的服务和更优质的用户体验，本协议会根据业务调整、法律法规或政策的变化而发生适时变更。如您在隐私政策调整或变更后继续使用我们提供的任一服务或访问我们相关网站的，我们相信这代表您已充分阅读、理解并接受修改后的隐私协议并受其约束。

12.2 本隐私协议至少每 12 个月更新一次，本次更新于：2022 年 10 月 31 日。

## Privacy agreement

Update date: October 31,2022

Effective date: October 31,2022

JuXing Platform Service Provider (or "us") is well aware of the importance of personal information to you, and we will provide you with more secure and reliable services in accordance with laws and regulations. In order to facilitate you to quickly understand the core content of the Privacy Agreement, we will show you simply and intuitively how we process and protect your personal information through the following privacy agreement summary. For more information about our processing rules for your personal information, please refer to the full version of the Privacy Agreement.

## **Privacy Protocol Summary**

### **1. How do we collect and use your personal information**

We collect your information on the principle of legality, rationality and necessity. When providing you with a specific service, we will clearly inform you of the information and purpose to respond to your specific service request. Depending on the service you choose, we may collect one or more of your personal information, See the List of collected Personal Information

In order to provide corresponding services, JuXing platform may call the permission of your device. If you want to have a further understanding, the following are the business functions corresponding to the call authority, the purpose of the call, and the call authority to ask you, please read the Permission List. You can select some or all permissions in the App Settings feature or through Android / iOS Settings, thus refusing us to collect the corresponding information. In different devices using Android / iOS system, the permission display mode and the shutdown mode may be different. For details, please contact the device and the system developer.

### **2. Your personal information sharing situation**

In order to provide you with more professional and secure core business functions and additional business functions, our products or services will be connected to third-party SDK products. The third-party SDK will not collect your information until you agree to the privacy policy. If you want to know more about the third party SDK we access, please check the List of Personal Information Shared with third parties for details.

### **3. How do you manage your own information**

You can manage your personal information and realize your rights as the subject of your personal information through the following channels:

1. Independent operation through the product page: you can easily manage your permission Settings through the product page. We set the switch in the product page, the path is App "My" -> "Settings" -> "Privacy Security Protection" -> "Rights List".

2. Contact us: If you cannot operate independently through the product function, you can contact us through the contact information shown in Article 11 of the following full version of the Privacy Agreement.

## Privacy agreement

### foreword

Your trust is crucial to us, and we know how important personal information is to you. We will collect personal information from you within reasonable and necessary limits as required by laws and regulations. We do our best to prevent your information leakage, damage and loss by taking appropriate security protection measures through a reasonable and effective information security technology and management process. In view of this, the Giant Star Platform Service Provider (or the "We") formulates this Privacy Agreement and prompts you to note that:

This Agreement applies to all products and services provided to you by giant Platform Service Provider on its website, clients, small programs, and new forms emerging with the development of technology. The giant Platform mentioned in this Agreement refers to the client operated by Shanghai Yuxing Technology Co., Ltd.

**In particular, we need to remind you that giant is a unified account system. If you successfully register an account on any platform of JuXing, you can log in any platform of JuXing through this account and enjoy the services provided by relevant platforms of giant, including but not limited to extreme client and other related platforms. JuXing provides you with unified and fast account service. Your account registration, cancellation, password modification, modification of binding mobile phone number and other account related behaviors on any platform of JuXing will take effect on your operation on other platforms of JuXing.**

**If we and our affiliated products or services use giant Platform products or services (if using the giant Platform account), but no independent privacy policy / agreement, this policy / agreement shall also apply to such products or services. If we and our affiliates have a separate privacy policy / agreement for the products or services provided to you, the corresponding products or services shall apply to the corresponding privacy policy / agreement. If the separate privacy policy / agreement of a platform is not complete, the corresponding provisions of the privacy policy / agreement of other relevant platforms can be referred to.**

It should be particularly noted that this Agreement does not apply to the third services provided to you, such as jumping to the third party website, client or program through the giant platform, and your personal information provided to the third party service provider does not apply to this Agreement.

**Before using the products or services of giant Platform, please must read and thoroughly understand this Agreement carefully, especially the terms in bold and underlined. You should focus on reading and start to use**

it after fully understanding and agreeing to accept it. If you have any questions about this Agreement, you may contact us through the contact information published in Article 11 of this Agreement.

If you are a minor under the age of 18, please read this Agreement accompanied by your legal guardian and pay special attention to the terms of use for minors.

This Agreement mainly explains to you that:

1 Our role

2 What information do we collect about you

3 How do we use your information

4 Under what circumstances do we share and transfer your information

5 Public disclosure

6 How do we store your information

7 How can we protect your information

8 The rights that you have

9 Personal information subject to cancel the account

10 How to protect the juvenile information

11 How do you contact us

12 clause updated

## **1 Our role**

Our role: We are the controller of your data. This means that we have the right to decide how to process your personal information and for what purpose. We know that you care about how to use and share your data, and we thank you for your trust, and we will do this cautiously and rationally.

## 2 What information do we collect about you

We collect your information on the principle of legality, rationality and necessity. When providing you with a specific service, we will clearly inform you of the information and purpose to respond to your specific service request. Depending on the service you select, we may collect one or more of the following information in the following scenarios:

2.1 When you first log in, you need to provide your mobile phone number to register your account number and set your account password. If you do not provide relevant information, the giant star platform will not be able to create an account and provide services for you.

2.2 When you register successfully, you can selectively fill in your personal information in the App profile bar, including your nickname, gender, birthday, profile picture, profile introduction, and my address (name, mobile phone number, address). This kind of information belongs to your "account information", your supplementary account information will help us to provide you with a better experience and personalized service, but if you do not provide these supplementary information, it will not affect your use of basic functions.

2.3 When you choose to order goods, delivery or installation, repair services, we will ask you to fill in / provide your name, contact information, delivery address, installation address, maintenance address, service time, so as to deal with your order and after-sales problems. At the same time, the relevant commodity order information will record the specific order number, the creation time of the order, the amount of the goods or services you paid, and your remarks. We collect this information for you to successfully complete the transaction, ensure your transaction security, facilitate you to query the order service, provide after-sales customer service installation service and other purposes we clearly inform. After you purchase the goods, you can choose whether to input the equipment purchase voucher (including order screenshots and electronic invoice) into the equipment management of JuXing. The input purchase information is used to calculate and verify the manufacturer's warranty time, in case the paper certificate is lost, the start date of the manufacturer's warranty period cannot be verified.

2.4. When you leave a message, comment or post any information on the giant star platform, we need to collect and publicly disclose your nickname, profile picture, comments, comments and dynamic content. Your comments, comments, and news feeds will be stored on the server. When you evaluate the goods, we will identify your giant star platform account and nickname before the external display. However, please note that the information you publish publicly may involve your personal information or even personal sensitive information. If you choose to upload pictures and text containing personal information when commenting, please be more careful to consider whether to share or even share relevant information publicly when using our services.

2.5 When your IoT device is first connected to the network or changes the network environment, you need to conduct the device distribution process. In order to realize the networking of applications and smart devices, it is necessary to obtain the list of wireless network hotspots of the system. According to the permission of Android and Apple system, you must apply for the corresponding mobile phone location permission, and mainly obtain the WLAN name and WLAN password. Please rest assured that this information is only for local use, and will not be uploaded to the cloud server. At the same time, it is convenient for the subsequent binding of devices. The giant star platform will encrypt and save the wireless network password locally, which will automatically fill the password during the next equipment distribution network, so that the device can quickly connect to the Internet.



In order to find the home page of the devices around you faster, we will automatically scan the wireless network list near you according to the mobile phone version. In order to provide you with better distribution network service and timely find out the problems encountered in the process of distribution network, we will collect the equipment MAC address, distribution network mode, network status and abnormal information in the process of distribution network, and such information will be transmitted to the server for processing.

**2.6 In your process of using our products and services, To identify the abnormal status of the account or device, understand or optimize the suitability of the product and services, provide the application version upgrade or firmware version upgrade service, We will collect your usage and store it as web log information, Includes the hardware model, IESI number, IESI number, IDFA number, IMEI number, IMSI number, MEID number, MEID number, SSID number, OAID number, GAID number, ICCID number, Android ID or other unique device identifier, MAC address, IP address, operating system version, software installation list sensitive information, running process information, registration date, and settings of the device used to access the service. In order to provide better intelligent experience services, we will collect the relevant usage information of your Internet of Things devices, including equipment model, equipment running status, equipment use frequency, power usage, ambient temperature and environmental humidity. Some of your bound appliances have built-in camera and voice service functions. When you use related functions, we will collect your session, audio, video and picture related information with the bound Internet of Things device.**

2.7 When you copy the SMS verification code to share or receive the shared password information, your clipboard function may be called to read or write the relevant information. Read the verification code, share or receive the password information of the shared Giant App, write the password information into the clipboard or the password shared by other applications of the monitoring device. Clipboard information will only be processed on your device and we will not store your clipboard information for any other route.

2.8 When you turn on the device or giant platform location function and use our location-based navigation services, we will collect location information. You can turn off the location function through the system authorization, and stop our collection of your geographical location information. After the shutdown, you cannot use the relevant function, or you cannot achieve the effect of the relevant service. Note: Your current location information is collected to provide you with environmental services and fast equipment distribution services, and will not track your movements.

2.9 In order to help us understand the operation of any of the above giant star platforms, we may record relevant information, including your usage frequency, crash data, overall usage, and performance data. We do not associate the information stored in the analysis software to any of your personal information.

**2.10 It should be particularly noted that separate equipment information and service log information are information that cannot identify the identity of a specific natural person. If we combine this kind of information with other information to identify a specific natural person identity, or combined with other personal information, during the combined use, this kind of personal information will be regarded as personal information, except for your authorization or otherwise stipulated by laws and regulations, we will do this kind of information anonymous, to identify processing.**

2.11 In addition, in order to realize online feedback on the use of the giant platform, we need to collect your

following information: contact information, problem description, problem phenomenon pictures or videos. Collecting such information is to better analyze and locate the problem, contact you for more information to solve the problem, and track the service situation. If you do not provide such information, we may not be able to effectively locate and solve the problems you feedback.

2.12 We may also collect other information, the questionnaire response information sent to us when you participated in the questionnaire; participating in the user experience plan, participating in various activities of Giant platform and the information provided to us when interacting with us.

2.13 The JuXing platform may call the permission of your device. If you want to further understand the business functions corresponding to our call authority, the purpose of our call, and the information of our call permission, please read the giant Permissions List. **You can select some or all permissions in the App Settings feature or through Android / iOS Settings, thus refusing us to collect the corresponding information. In different devices using Android / iOS system, the permission display mode and the shutdown mode may be different. For details, please contact the device and the system developer.**

2.14 To improve the security of your giant platform service, Protect the personal and property safety of you or other users or the public from infringement, To better prevent phishing sites, fraud, network vulnerabilities, computer viruses, network attacks, network intrusion and other security risks, More accurately identify violations of laws and regulations or relevant agreement rules of the Platform, We may use or integrate your account information, device interaction information, web log information and information we have authorized from you or share in accordance with law, To comprehensively judge your account and transaction risks, conduct authentication, detect and prevent security incidents, And take the necessary measures of recording, audit, analysis and disposal according to law.

**2.15 If the information you provide contains the personal information of other users, you must ensure that you have obtained the legal authorization before providing us with such personal information.** If we use the information for other purposes not specified in this Agreement, or if we use the information collected for a specific purpose for other purposes, or if we voluntarily obtain your personal information from a third party, we will obtain your prior consent.

**2.16 Exceptions to authorized consent: You fully understand and agree that we collect, use, share, transfer, or publicly disclose your personal information without your authorization, and we may not respond to your request for correction / modification, deletion, cancellation, withdrawal of consent or information if:**

**.1 2.16 Related to national security and national defense security;**

**.2 2.16 Related to public safety, public health and major public interests;**

**.3 2.16 Related to judicial or administrative law enforcement, such as criminal investigation, prosecution, trial and execution of judgment;**

**.4 2.16 To protect the major legitimate rights and interests of you or other individuals, but it is difficult to get my consent;**

**.5 2.16 The personal information that you can disclose to the public;**

**.6 2.16 Personal information is collected from legally and publicly disclosed information, such as legal news reports, government information disclosure and other channels.**

**.7 2.16 As necessary for the signing and performance of relevant agreements or other written documents with you;**

**2.16.8 Those necessary for maintaining the safe and stable operation of the products and / or services provided, such as the discovery and disposal of faults of the products and / or services;**

**.9 2.16 Required for legal news reporting;**

**.10 2.16 When an academic research institution carries out statistical or academic research institutes necessary and provides the results of academic research or description based on the public interest, it deidentifies the personal information contained in the results;**

**.11 2.16 Other circumstances stipulated by laws and regulations.**

### **3 How do we use your information**

3.1 We will keep your personal data updated in a timely manner; store or destroy it safely; minimize the collection and retention of data that we need to provide you with services; protect your personal information from disclosure, abuse, unauthorized access and disclosure; and take appropriate technical measures to protect your personal information safely.

3.2 We use your information for the following purposes:

3.2.1 Provide you with services (registration, installation, repair, etc.) according to the contract we sign with you.

3.2.2 Provide technical support.

3.2.3 Send you information about products and services that may be interested to you; invite you to participate in e-commerce activities (including promotion activities), market survey or satisfaction survey; or send you marketing information. If you do not want to receive such information, you can unsubscribe by the unsubscribe function provided by the platform.

3.2.4 Provide other services as you require as required as described when we collect the information.

3.2.5 Maintain the integrity and security of our data technology systems that store and process your personal information.

3.2.6 Execute or protect our agreement or contract with you.

3.2.7 Detection and investigation of information leakage, illegal activities and fraud.

3.2.8 Contact you to solve the problem.

3.2.9 Other uses approved by you.

3.3 It should be noted that the above use method covers the main way that we use your information. From time to time, we may provide users with more diverse services by updating our website pages, App version, applet version, or device firmware. When we want to use the information for other purposes not specified in this Agreement, or when we want to use the information collected for a specific purpose for other purposes, we will seek your consent again in the form of signing the agreement, pop-up prompt, site announcement, updating this Agreement, etc.

#### **4 Under what circumstances do we share and transfer your information**

**4.1 We will not share your personal information with companies, organizations and individuals outside Giant, except where:**

**4.1.1 Sharing under legal circumstances:** We may share your personal information according to the provisions of laws and regulations, the needs of litigation dispute settlement, or according to the requirements of administrative and judicial organs.

**4.1.2 Sharing with explicit consent:** After obtaining your explicit consent, we will share your personal information with a third party.

**4.1.3 Sharing with affiliates:** In order to facilitate us to provide you with products and services, identify abnormal accounts, and protect the personal and property safety of other users or the public from infringement, your personal information may be shared with our affiliates and / or their designated service providers. We will only share the necessary personal information and are subject to the purpose stated in this Agreement. If we share your personal sensitive information or our affiliates change the use and processing purpose of the personal information, we will seek your authorized consent again.

**4.1.4 Sharing with authorized partners:** we may entrust authorized partners to provide certain services or perform functions on our behalf of you, we will only share your information for the lawful, legitimate, necessary, specific and clear purpose stated by this Agreement, and authorized partners can only access the information required to perform their duties, and shall not use this information for any other purpose. We do not need to inform you and obtain your consent of the use and sharing of such processed data.

Currently, our authorization partners include the following types:

**4.1.4.1 Authorization partners for advertising and analysis services.** Please be aware, to provide you with more

convenient, high quality, personalized products and / or services, improve your experience, we may entrust these partners to handle the information related to advertising coverage and effectiveness, but will not provide your personal identity information, or we will be the information to identify processing, so that it will not identify your individual. Such partners may combine the above information with other data they legally access to implement our commissioned advertising services or decision recommendations.

4.1.4.2 Suppliers, service providers, and other partners. We send information to suppliers, service providers, and other partners who support our business for providing our entrusted technical infrastructure services, analyzing how we use our services, measuring the effectiveness of the services, providing customer service, facilitating payment, or conducting academic research and surveys.

To enable you to use the above services and features, the authorized partner's SDK or other similar applications are embedded in our applications. If you use Giant service, Ali Push SDK needs to read your device identification number and network information to push / issue notification bar messages; if you use weather service and intelligent scene service, Amap SDK requires you to open the device location authority and obtain the location, device identification number and networking information; when you use the giant WeChat sharing function, you need to obtain your device information and network status.

For the use of the third-party SDK, we will authorize our partners to obtain relevant business information based on the premise of unsynchronized users' personal data. At the same time for the third party SDK application interface (API), the software tool development package (SDK) we will conduct strict security testing, and sign strict data protection commitment / agreement with partners, in accordance with our entrusted purpose, service instructions, this privacy policy and any other related confidentiality and security measures to process personal information.

#### 4.1.5 About the third-party SDK management

In order to provide you with more professional and secure core business functions and additional business functions, our products or services will be connected to third-party SDK products. The third-party SDK will not collect your information until you agree to the privacy policy. If you want to know more about the third party SDK we have access to, please read the List of Personal Information Shared with third parties.

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

4.2.1 Transfer with explicit consent: After obtaining your explicit consent, we will transfer your personal information to other parties;

4.2.2 in major star platform service provider merger, internal and external business restructuring, acquisition or liquidation, or other involving merger, acquisition or bankruptcy liquidation, such as personal information transfer, we will require new hold your personal information of the company, organizations continue to be bound by this agreement, otherwise we will require the company, organizations and individuals to ask you authorized consent.

## **5 Public disclosure**

**5.1 please note that you use our service voluntary release even publicly sharing information, if you or others' personal information or personal sensitive information (if you in the comments / evaluation / dynamic sharing / avatar / nickname set choose to upload contains personal information of text, pictures or video, etc.), please be more carefully consideration, whether to release or even publicly share related information.**

5.2 If you participate in various activities such as the promotion of the giant platform, in order to announce the winning list of the activities, we may publicly disclose your nickname or your identified mobile phone number.

5.3 In addition to the above, we will only publicly disclose your personal information in the following circumstances:

5.3.1 After obtaining your consent.

5.3.2 Law-based disclosure: Under the circumstances of law, legal procedures, litigation, or mandatory requirements imposed by the competent government authorities, we may publicly disclose your personal information.

## **6 How do we store your information**

According to the law, the personal information that we collect and generate in the People's Republic of China will be stored within the territory of the People's Republic of China, and we will not transmit or store your personal data across borders.

Unless otherwise stipulated by law, Giant Star Platform will keep your information for the following period:

6.1 During your use of giant Platform products or services, we will continue to save for you unless you voluntarily delete or cancel the giant Platform account.

6.2 We will regularly back up the collected information according to the data backup strategy of JuXing Platform.

6.3 After you delete the information or cancel the account of JuXing Platform, JuXing Platform will stop using your personal information and delete your personal information within 15 working days, except for those that need to keep it according to the requirements of laws and regulations.

6.4 After your personal information is anonymized and desensitization, the available circulation data will be used. Your consent is not required to save and use the data on giant Platform.

6.5 In case of the suspension of our products or services, we will notify you through push notifications, announcements, etc., and delete or anonymize your personal information within a reasonable period of time.

6.6 during your use of our products and / or services, your personal information will be kept to achieve the

purpose of the policy, at the same time will be combined with the provisions of the relevant laws have mandatory time period, such as the electronic commerce law of the People's Republic of China, the measures for the supervision and administration of network transactions require goods and service information, trading information preservation time is not less than three years from the date of transaction completion. After exceeding the storage period, we will delete or anonymize your personal information as required by the relevant laws.

## **7 How can we protect your information**

7.1 We have adopted industry standards to protect your information against unauthorized access, public disclosure, use, modification, damage or loss of personal information. For example, when exchanging data between your browser and server is protected by SSL protocol encryption, we provide HTTPS security to the websites of Giant Platform, we will use encryption technology to improve the security of personal information, we will use trusted protection mechanism to prevent malicious attacks on personal information, we will deploy access control mechanism to ensure that only authorized personnel can access personal information, and we will hold security and privacy protection training courses to strengthen employee awareness of the importance of protecting personal information.

7.2 The Internet is not an absolutely safe environment. When using our products or services, we strongly recommend that you do not use the communication method not recommended by JuXing. You can connect and share with each other through our services. When you create communication, transaction, or sharing through our services, you can choose the object of communication, transaction or sharing, independently, as a third party that can see your transaction content, contact information, exchange information or sharing information.

7.3 After the unfortunate occurrence of personal information security incidents, we will inform you in accordance with the requirements of laws and regulations: the basic situation and possible impact of the security incidents, the disposal measures we have taken or will take, suggestions that you can independently prevent and reduce risks, remedial measures for you, etc. We will inform you of the relevant information of the event, such as mail, letter, telephone, push notification, etc. When it is difficult to inform the subject of personal information one by one, we will take a reasonable and effective way to issue an announcement. At the same time, we will also report the handling of personal information security incidents in accordance with the requirements of the regulatory authorities.

7.4 You fully understand and agree that we have the right to review whether the identity information provided by user registration is true and effective, and actively take reasonable measures such as technology and management to ensure the security and effectiveness of user accounts; you have the obligation to properly keep their account number and password and use them correctly and safely. If either party fails to fulfill the above obligations and causes the loss of the account password or the account theft, which causes damage to the civil rights of users and others, it shall bear the legal liabilities arising therefrom.

7.5 If you find that someone else falsely uses or embezzled your giant account and password, or any other situation without your legal authorization, you should immediately notify and inform us in an effective manner as required. You notice, should provide consistent with your registered identity information personal effective

identity information, received your effective request and verify the identity, we will according to your requirements or combined with the specific situation to take corresponding measures (including but not limited to suspend the account login and use, remove remove account binding of intelligent devices, etc.), according to your request to take corresponding measures to you and other users, shall be borne by you. If you do not provide the valid identity information or the personal valid identity information provided by you is inconsistent with the registered identity information, we have the right to refuse your request, and you shall bear the losses caused thereby.

## **8 The rights that you have**

You have the right to manage your information, including:

### **8.1 Access to your personal information**

8.1.1 Account information: If you want to access or edit the personal information in your account, change your password, etc., you can log in your account to access or edit through Settings.

8.1.2 Other personal information (such as using the mall, after-sales service, application and repair services): You can access the personal information generated in the process of using our products or services on the corresponding service page; you can also check your information collected by us. Check the List of Personal Information collected by Giant Star.

### **8.2 Correct your personal information**

When you find an error in our handling of your personal information, you have the right to ask us to make corrections or supplements. You can correct or supplement instructions by visiting the Personal Information Settings page or contact us directly.

### **8.3 Delete your personal information**

In the following cases, you can contact the customer service of JuXing Platform to delete your personal information:

8.3.1 If we handle personal information against laws and regulations.

8.3.2 If we collect and use your personal information without your explicit consent.

8.3.3 If our handling of personal information seriously violates our agreement with you.

8.3.4 If you do not need to use our products and services, or if you voluntarily cancel our giant star account.

8.3.5 If we are not required to provide products or services.



8.3.6 If we share or transfer your personal information with others without your express consent, you have the right to request us and a third party to delete it.

8.3.7 If we violate the agreement with you and publicly disclose your personal information, you have the right to ask us to immediately stop the public disclosure, and issue a notice to require the relevant receiving party to delete the corresponding information.

If we decide to respond to your deletion request, we will stop offering you products or services and delete your personal information as required by applicable law.

#### 8.4 Copy of personal information

8.4 If you need a copy of your personal information, you can obtain it by:

8.4.3 Contact us through article 11.

#### 8.5 The right to withdraw the consent

8.5.2 When we rely on your consent to process the data, you have the right to withdraw the consent at any time. Specifically, you can withdraw your consent by canceling the giant account. The operation path App "My-Set-Cancel account".

8.5.3 If you want to change your authorization scope, you can modify your personal permission setting through your mobile device, and the operation path is App "My-Set-Privacy Security Protection".

8.5.4 After you withdraw your consent or authorization, we will not be able to provide you with the services corresponding to the withdrawal of consent or authorization, and will no longer process your corresponding personal information. However, your decision to withdraw your consent or authorization will not affect the previous processing of personal information based on your consent or authorization.

### **9 Personal information subject to cancel the account**

9.1 You can cancel your previously registered account at any time. If you need, you can apply for cancellation in any of the following ways:

9.1.1 Log in to the Giant Star App and submit the account cancellation application through "My-Set-Cancel Account". Regarding the risks of your account cancellation and the conditions that should be met, please see the Cancellation Agreement for details;

9.1.2 Contact us through the contact information of Article 11 to cancel the main account of your personal information.

9.2 After you cancel your account, we will not provide you with products or services and, according to your

request, unless otherwise stipulated by law, we will delete or anonymize your personal information within 15 working days.

**9.3 if your account is through the phone number / WeChat id account registration, such as you due to personal reasons to change the phone number / WeChat signal account, to ensure the safety of your equipment, please be sure to change the phone number / WeChat ID account before unbind your binding equipment, otherwise, if others continue to use the same phone number / WeChat ID account, number owner will be able to see and control your equipment.**

## **10 How to protect the juvenile information**

10.1 Our products and services are mainly aimed at adults. In the case of collecting personal information of minors with the consent of the legal guardians, we will only use or publicly disclose the personal information of minors under the circumstances permitted by law, the explicit consent of the legal guardians or necessary for the protection of minors.

10.2 If we find that the personal information about the minor was collected without the prior consent of the legal guardian, we will try to delete the relevant data as soon as possible. If the legal guardian has reason to believe that the minor has submitted his personal information to Giant Platform without their prior consent, please contact us to ensure that such personal information is deleted and that the minor cancels any applicable Giant Platform service.

## **11 How do you contact us**

11.1 If you have any questions, comments or suggestions about this Privacy Agreement, or you want to exercise any rights, or you have any request to discuss with us, please contact our department handling personal information protection in the following ways:

### **11.1.1 Giant Star Platform Service Provider**

Giant star App: Shanghai giant star Technology Co., LTD

11.1.2 Address: Room 1101, Building 2, No.588, Zixing Road, Minhang District, Shanghai

11.1.3 Email: [juxing\\_dev@juxingtech.cn](mailto:juxing_dev@juxingtech.cn)

11.2 To ensure security, you may need to provide a written request or otherwise prove your identity. In general, we will respond within 15 days. If you are not satisfied with our reply, especially our personal information processing behavior damages your legitimate rights and interests, you can also complain or report to the network information, telecommunications, public security and municipal supervision authorities.

11.3 If you are not satisfied with our reply, especially if you believe that our personal information processing behavior damages your legitimate rights and interests, you can also seek a solution by filing a lawsuit with the

people's court with jurisdiction in the place where the defendant has his residence.

## **12 clause updated**

12.1 In order to provide you with better service and better user experience, this Agreement will be changed in accordance with business adjustments, changes in laws, regulations or policies. If you continue to use any of the services we provide or visit our relevant websites after the change or change, we believe that you have fully read, understood and are subject to the revised Privacy Agreement.

12.2 This Privacy Agreement is updated at least every 12 months on October 31,2022.