

# CTC User Privacy Agreement

## You are welcome to use our products and services!

EsonTech recognizes the importance of personal information to you and is committed to protecting the security and reliability of your personal information to the best of our ability. We strive to maintain your trust and adhere to the following principles to protect your personal information: principle of consistency between rights and responsibilities, principle of clear purpose, principle of choice and consent, principle of minimal necessity, principle of ensuring security, principle of subject participation, principle of openness and transparency, etc. At the same time, EsonTech promises to take appropriate security measures to protect your personal information in accordance with industry-recognized standards. Before submitting personal data to EsonTech, please read and understand this “Privacy Policy” (referred to as “this Policy” hereinafter). This Policy applies to EsonTech’s websites, products (including web-based products, desktop applications, mobile apps, etc.), and services that display or link to this Privacy Policy, along with its subsidiaries and affiliated companies (“EsonTech”).

Before using our products and services, please carefully read and fully understand this Policy.

### 1. What information do we collect from you?

#### 1.1 When you visit the EsonTech website, we collect the following information from you:

When users access our website, we collect their click actions, visited pages, dates and durations of website visits, and user sources (how users learned about and accessed the EsonTech website). In most cases, such collection is done anonymously.

#### 1.2 When you choose to submit your personal information to us, we collect the following information that you provide through purchase processes or other collection forms:

- Full Name
- Gender
- Age
- Email Address
- Residential Address
- Country
- Postal Code
- Phone Number
- Company Name and Industry
- Order information, such as purchased products, purchase dates, and order quantities
- Payment information, such as bank card and credit card details, and other payment information
- Communication information between you and EsonTech customer service
- Your comments on EsonTech products
- Information provided during the registration of your EsonTech account.

#### 1.3 When you use our products and services, we collect the following information from you.

EsonTech provides various products and services, and different products and services may collect different data. However, generally speaking, we collect the following data from users:

- Information necessary to fulfill the functionality of the product.

- Serial number of the product you have purchased.
- Information during your use of the product, including but not limited to the product(s) you use, methods of usage, product startup information, clicks and operations, utilized features, and registration information.
- Information about your local device, including hardware model and configuration information, operating system, software version, IP address, file size and names of the files you operated (excluding the original content of the files).
- Operation logs, crash reports, etc. When a user experiences a crash during product usage, we may ask the user if they are willing to send us the original documents for crash confirmation and resolution purposes. We only collect the user's original document information with their consent.

## **2. For what purposes do we use the collected information?**

EsonTech utilizes the collected information about you for the following purposes:

- To fulfill the necessary functionality of the product.
- To provide users with the ordered products and services.
- To fulfill the contractual obligations between the user and EsonTech as a party to the agreement. This includes obtaining necessary information to identify the user, send invoices, and charge fees according to the user's agreed-upon payment method.
- To verify your identity and provide customer service or support, preventing piracy.
- To analyze your usage of our website and products, in order to gain insights into how they are being utilized, and thus improve our products, services, and user experience, attracting and retaining users.
- To send subscription emails to you and provide you with products and services that align with your interests.
- For internal statistical and analytical purposes within EsonTech.
- For other purposes with your consent.

## **3. How do we use Cookies?**

In order to ensure the proper functioning of our website and products, provide you with a smoother browsing experience, and recommend information that you may find interesting, we store small data files called Cookies on your computer or mobile device. Cookies typically contain identifiers, website names, as well as numbers and characters. With the help of Cookies, the website can store your preferences and other data, allowing you to avoid repetitive tasks such as filling in personal information or entering past search queries. Additionally, we may use these technologies to recommend, display, and deliver content that is relevant to your interests. You have the ability to manage or delete Cookies based on your preferences, and you can also clear all Cookies stored on your computer. We will not use Cookies for any purposes other than those described in this policy. Most web browsers have the option to block Cookies, and if you choose to do so, it may require you to manually adjust your user settings each time you visit our website.

## **4. Will we share or disclose your information?**

We will not disclose your information to third parties for their own individual marketing or commercial purposes. However, the following exceptions apply:

### **4.1 Other parties with your consent**

We may share your information with other parties when you have explicitly given your consent.

## 4.2 Affiliated Companies

Your information may be shared within affiliated companies of EsonTech. However, we will only share necessary personal information within the scope required to provide you with EsonTech website or product-related features and services, and such sharing will be subject to the purposes stated in this privacy policy.

## 4.3 Business Partners and Service Providers

For the sole purpose of fulfilling the objectives stated in this policy, certain services provided by authorized business partners may be utilized. We may share your information with trusted business partners, including but not limited to third-party payment institutions such as WeChat and Alipay, email delivery platforms, technical support partners, third-party forums, marketing platforms, and others.

## 4.4 Legal Requirements

EsonTech may disclose your personal data to relevant judicial, law enforcement, or other government agencies when required by applicable laws or legal procedures.

## 5. How we protect your personal information

We have implemented security measures that comply with industry standards to protect the personal information you provide, and to prevent unauthorized access, disclosure, use, alteration, damage, or loss of data. We will take all reasonable and feasible measures to protect your personal information and ensure that the collected information is only used for the purposes specified in this privacy policy.

We will take all reasonable and feasible measures to ensure that we do not collect irrelevant personal information. We commit to storing your personal information for a duration that is always within the reasonable and necessary timeframe required by law or for the purpose of providing product functionalities and services. During your use of our products and services, we will retain your personal information that is necessary for providing our products and services to you. If you deactivate your account, we will delete or anonymize your personal information within 15 days after your account deactivation.

After the unfortunate occurrence of a personal information security incident, we will, in accordance with the requirements of laws and regulations, promptly inform you of: the basic situation and possible impact of the security incident, the disposal measures we have taken or will take, the suggestions you can independently take to prevent and reduce the risk, and the remedial measures for you. We will promptly inform you of the situation related to the incident by email, letter, phone call, 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 make a public announcement. At the same time, we will also take the initiative to report the handling of personal information security incidents in accordance with the requirements of the regulatory authorities.

After you have cancelled your account, we will stop providing products and services based on the account and delete your corresponding personal data without special legal requirements.

## 6. User Rights

In accordance with applicable laws, users have the following rights regarding their personal information:

Right	Description
Right to be Informed	Users have the right to obtain information on how EsonTech collects and uses their personal data.

Right of Access	Users have the right to access their personal data.
Right to Rectification	If users' personal data is inaccurate or incomplete, they have the right to have it corrected.
Right to Delete	Users have the right to request the deletion of their personal data (unless there are overriding reasons preventing EsonTech from deleting the data). Some of the information we collect may be collected in an anonymous form, and for this type of information, deletion may not be possible.
Right to Restrict Processing	In certain circumstances, users have the right to "block" or restrict the use of their personal data.
Right to Object to Processing	Users have the right to object to the processing of their personal data at any time, under specific circumstances.
Right to Lodge a Complaint	Users have the right to lodge a complaint with the national supervisory authority regarding the way EsonTech handles their personal data.
Right to Withdraw Consent	If users have previously given their consent to specific processing of their personal data by EsonTech, they have the right to withdraw their consent at any time. In such cases, it does not mean that any processing of the user's personal data carried out prior to the withdrawal of consent is unlawful.

However, when registering an EsonTech account or using certain EsonTech websites, products, or services, it is necessary to provide information such as an email address. If users do not provide this essential information, we will be unable to create an EsonTech account for you or provide the EsonTech products or services you need.

To ensure security, when asserting the aforementioned rights, you may be required to submit a written request or provide other means of verifying your identity. We will process your request only after verifying your identity. In general, we will provide a response within [15] days.

## 7. **Applicable Laws and Jurisdiction**

This Privacy Policy is governed by the laws of the mainland territory of the People's Republic of China. Any disputes arising under this Privacy Policy shall be subject to the jurisdiction of the court located in the jurisdiction of EsonTech.

## 8. **Revision of This Privacy Policy**

We may revise this Privacy Policy (or any other privacy-related documents) from time to time to allow EsonTech to use or share your personal data in different ways. If there are any revisions to this Privacy Policy, the privacy policy link on our website (typically located in the footer section) will indicate that the policy has been updated. For significant changes, we will provide prompts through pop-ups, push notifications, or other means within our products or services.

We recommend that you regularly review the Privacy Policy to obtain the latest information about our privacy practices. If you do not agree with the modified Privacy Policy, you have the right and should immediately stop using our products and/or services. If you continue to use our products and/or services, it will be deemed that you accept the modifications we made to the relevant terms of this policy.

## **9. Contacting EsonTech**

If users need to contact EsonTech for any reason (including exercising any rights related to data protection as mentioned above), please reach out to [service@esontech.net](mailto:service@esontech.net).

The business address of EsonTech is located at Room 1011-2, 10th Floor, Building A, Block 2, No. 200, Tianfu 5<sup>th</sup> Street, High-tech Zone, Chengdu.

EsonTech will take action and provide information to users' requests free of charge unless the request is difficult to fulfill. In such cases, EsonTech may charge a reasonable fee (considering the costs of providing information, communication, and taking the requested actions) or refuse to comply with the request.