

## **PRIVACY POLICY**

**Effective Date: December 1, 2018**

The privacy policy set forth below (the “Privacy Policy”) applies to your use of the Application (as defined herein) and the Smart Services (as defined herein) accessible through the Application.

Please read this Privacy Policy carefully. By using the Application, installing and/or using and/or accessing the Smart Services through the Application, you agree to be legally bound and abide by this Privacy Policy. Your use of the Application and/or the Smart Services indicates that you have read and accepted this Privacy Policy and any other applicable terms. By using the Application and/or the Smart Services, you acknowledge and accept this Privacy Policy and consent to the collection and use of your data and information in accordance with the Privacy Policy. If you do not wish to agree to this Privacy Policy, you must not access or use the Application and/or Smart Services in connection with the Device (as defined herein).

### **Controller of Personal Information**

Any Personal Information processed by us in connection with this Privacy Policy is controlled by Hisense International Co., Ltd. and/or any company within the Hisense Group (“we” or “us” or “our” or “ours”), which is considered the “data controller” for the purposes of this Privacy Policy. A full list of us is available upon written request.

### **Introduction**

We are committed to protecting the privacy of all users of the Application. The purpose of this Privacy Policy is to inform you about the types of information we gather about you when you access or submit information through the Application, use the Device and the Smart Services, how we may use that information, and how we share it to third parties.

This Privacy Policy applies to information about you that is collected by us.

### **1. IMPORTANT DEFINITIONS**

“**Application**” means the HiSmart Life application, which can be downloaded from Android platform or IOS platform.

“**Device**” means the home appliance product(s) manufactured/provided by us, which is connected with the Application by you.

“**Smart Services**” means all the types of services or functions typically available from the Internet, offered by us or by third parties on behalf of us, through Application to connect, administrate your Device, including turn on/off, diagnose Device failure, setting your favorite Device mode or running schedule, etc.

### **2. INFORMATION WE COLLECT AND HOW WE COLLECT IT**

- Personal Information. In connection with your use of the Device or the Application, we may collect various categories of information about you, some of which can be used, either by itself or in combination with other information, to identify or contact you directly, including your name, e-mail address, mailing address, IP address (referred to in this Privacy Policy as “Personal Information”). We may collect Personal Information that you provide to us at various locations, including upon account creation, in registration forms, in surveys or polls, and when you contact our customer service department in connection with the Application, Device or the Smart Services. The Personal Information you provide to us directly through the Application or Smart Services will be collected, processed and retained in accordance with this Privacy Policy.
- Non-Personal Information. When you use the Application, we may also collect certain information that, by itself or in combination with other such information, cannot be used to identify or contact you personally, such as the technical information related to your use of the Application or the Device, including but not limited to Device performance information, Device location information, Device usage information, Application usage information, and/or other unidentifiable technical data involving your use of the Device, etc. (“Non-Personal Information”). Non-Personal Information may also include certain data or information that you provide us through your use of the Device or the Application, such as data about temperature settings by you through the Application, the date and time of your request, etc.
- Personal Information of Children Under Age 16. We are committed to protecting the Personal Information of children, and recognize that parents, guardians, or other adults may install the Application for family use, including by minors. As such, Smart Services accessed through the Application are not intended for use by individuals under the age of 16 and we will not knowingly collect personal information from individuals under such age for any purpose, nor will we accept registration from such individuals. In some cases, particularly where information is collected electronically, we may not be able to know whether information was collected from children under age 16, and we treat such information as though it were provided by an adult. If we learn that a child under the age of 16 has provided any Personal Information, we will use commercially reasonable efforts to delete such information. We encourage parents or legal guardians to participate in all such activities of their children and prevent them from providing any Personal Information to us via the Application or Smart Services. **WE EXPRESSLY DISCLAIM ANY RESPONSIBILITY OR LIABILITY FOR THE USE, OR MISUSE, OF THE APPLICATION, DEVICE OR SMART SERVICES BY CHILDREN IN VIOLATION OF THIS PRIVACY POLICY.**

### 3. HOW WE USE THE INFORMATION WE COLLECT

- Personal Information. We will only use, access, store, or process your Personal Information for the purposes for which it may be provided to us. If we wish to use your Personal Information for any other purpose, we will obtain your express consent to do so. To the extent that we collect your Personal Information, we use it in connection with the following activities:

- Registering and confirming your account or resetting your account password in the Application;
  - Connecting the Application with your chosen Device;
  - Providing and maintaining services in connection with the Device;
  - Administering the Device (including turning on/off the Device, adjusting the mode, wind speed, temperature settings, etc.);
  - Internal record keeping; and
  - Permitting or cancelling other user to connect and administer with your Device through their own account in the Application according to your choice; and
  - Communicating with you. If you send us an E-mail with questions or comments, we may use your Personal Information to respond to your questions or comments, and we may save your questions or comments for future reference.
- Non-Personal Information. We may use Non-Personal Information for our internal purposes, such as to understand aggregate usage patterns, to administer the Device, or to provide you with improved features.
  - Combinations of Information. We may combine Personal Information and Non-Personal Information collected with other data in order to provide and improve services provided in connection with the Application and the Smart Services. If we combine any Non-Personal Information with Personal Information, the combined information will be treated as Personal Information under this Privacy Policy for as long as it remains combined. We will not use your Personal Information for direct marketing purposes – including profiling to the extent that it is related to direct marketing – without your explicit prior consent.

#### **4. HOW WE SHARE AND DISCLOSE INFORMATION**

There are times where we may share the information described in this Privacy Policy, and this section describes how we may share such information.

We may share Personal Information and Non-Personal Information as follows:

- With our and our affiliates staff, employees, contractors, agents, to help us provide or improve the services in connection with the Application, Device and/or the Smart Services.
- With our professional advisors.
- With third parties and their advisors in connection with a merger, acquisition, bankruptcy, dissolution, reorganization, sale of some or all of our assets, financing, sale of all or a portion of our business, a similar transaction or proceeding, or steps in contemplation of such activities (e.g. due diligence).

- When required to or are permitted to do so by law or valid legal process.
- With carefully selected third-parties, including suppliers or commercial partners as necessary to provide a service to us or to perform a function on our behalf in connection with the Application, Device and/or the Smart Services. For any disclosure of your Personal Information by us to a carefully selected third party or to any third party referred to in this Privacy Policy, we will comply with data protection law by ensuring that there are arrangements in place to ensure that the third party keeps your data secure, does not use your personal information for any purposes other than the purposes we specify and in accordance with the purposes outlined in this Privacy Policy.
- Other parties with your consent or at your direction. In addition to the disclosures described in this Privacy Policy, we may share information about you with third parties when you consent to or request such sharing.

## **5. YOUR CHOICES**

### **a. Smart Services**

To enable operation of the Smart Service, you must either expressly choose to register your account in the Application and choose to link your Device.

If you have previously registered your account in the Application and linked your Device with the Application but no longer wish to receive the benefits of the Smart Service and wish to remove your Personal Information, you may disable the operation of the Smart Service at any time by cancelling the connection between the Application and your Device in the “Settings” menu for the Application, as follows: Go to the “Menu” screen, select “Settings”, select “Delete Account”, select “Delete”, and your account will be deleted immediately and such deletion will not be undone.

### **b. YOUR CHOICES AND ARCO RIGHTS**

#### *Personal Information*

We will only retain and use your Personal Information for the purposes for which it was intended, and only for as long as required to provide the Smart Services or as required under contract or applicable laws and regulations.

You have the right to access the Personal Information we possess, to correct any inaccuracies, and to remove it when no longer needed for the purposes described in this Privacy Policy or if you identify that it is being used for purposes you have not consented to, and oppose such usage by us, which you must clearly express.

If you would like to access, correct, or remove your Personal Information from our databases, please contact us via the local after-sales service center written in the warranty card inside the box of each Device or email to [legal@hisense.com](mailto:legal@hisense.com).

If we receive a request to access, correct, or remove your Personal Information, we will make

reasonable efforts to do so within one (1) month or to the extent law permits, as soon as reasonably practicable. This paragraph does not apply to our collection of Non-Personal Information. We reserve the right to refuse to process data removal requests that are impractical or jeopardize the privacy of others. The refusal to process personal data removal shall be justified under the applicable legislation.

All users of the Device are required to provide true, current, complete and accurate Personal Information when prompted, and we will reject and delete any entry that we believe in good faith to be incorrect, false, falsified, or fraudulent, or inconsistent with or in violation of the Privacy Policy.

## **6. SECURITY OF THE INFORMATION WE COLLECT**

We take the security of your Personal Information seriously. We maintain physical, administrative, and technical safeguards designed to maintain the confidentiality and security of your Personal Information. Unfortunately, the transmission of information via the Internet is not completely secure. Although we do our best to protect your Personal Information, we cannot guarantee the security of your Personal Information transmitted through use of the Application, Device and the Smart Services. Any transmission of Personal Information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures for the Application, Device or the Smart Services.

## **7. INTERNATIONAL TRANSFER OF INFORMATION**

Any Personal Information which is processed via the Application to connect a Device that was first bought in the EU, will be transferred and stored on a cloud server based in the EU. Any Personal Information which is processed via a Device that was first bought outside the EU, will be transferred and stored on a cloud server based in the US. We may also transfer Personal Information to our head office based in the People's Republic of China. As far as your Personal Information will be transferred to and stored on servers located in countries outside of the European Union, we will ensure that appropriate safeguards have been provided to protect your Personal Information, and that enforceable data subject rights and effective legal remedies for data subjects are available. In this respect, we have, for example, committed to the model contract clauses of the European Commission with its data processors and its affiliates.

## **8. PRIVACY POLICY VERSIONS AND CHANGES**

We reserve the right to change this Privacy Policy from time to time to ensure compliance with applicable laws and regulations. Any such changes to this Privacy Policy will be posted online and/or indicated in the text description of an update of the Application. This Privacy Policy will remain in full force and effect as long as you are a user of the Device, even if your use of or participation in any particular service, feature, function or promotional activity terminates, expires, ceases, is suspended or deactivated for any reason.

## **CONTACT US**

Please direct any additional questions you may have regarding this Privacy Policy to the local after-sales service center written in the warranty card inside the box of each Device or email to [legal@hisense.com](mailto:legal@hisense.com).