

Bonshou Network Limited Privacy Policy Statement

Definitions

In this Privacy Policy Statement, unless the context otherwise requires:

- “The Company, we, us, our” means Bonshou Network Limited;
- “The Platform” means the Company's mobile applications, including the “Member App” and “Provider App”;
- “The Company Website” means www.bonshou.com;
- “Data” means personal data or company data;
- “You” means users of the Platform, including the Members and the Providers;
- “The Statement, this statement” means the Privacy Policy Statement of Bonshou Network Limited.

1. Introduction

- 1.1 We are committed to protecting and respecting your privacy. This Statement sets out the Company's policies regarding the collection, retention, use, processing and protection of your personal data or company data, including but not limited to relevant processing when you browse and use the Platform and the Company Website.
- 1.2 You are advised to read this Statement carefully to understand our treatment of your data. Each time you browse or use the Platform or the Company Website, you signify your acceptance to be bound by this Statement. The Company may amend this Statement from time to time and will post the revised version on the Platform and the Company Website, effective from the “Revision date”. Your continued use of the Platform and the Company Website on or after the “Revision date” will be deemed acceptance of the revised terms. You are advised to review this Statement periodically for the latest information. This Statement forms part of the Terms of Use of the Platform and the Company Website.
- 1.3 You have the right to choose to receive or not receive push notifications from the Platform, promotional emails, or request to have your personal data deleted from our database, or deactivate your account. If you choose to turn off push notifications or unsubscribe from emails, you will not be able to receive timely quotes or replies from the Providers or the Members, and you will miss opportunities for draws and exclusive rewards from the Platform or other service providers. If you wish to change the method of receiving notifications, please notify us by email or configure according to the following methods:
 - 1.3.1 Push notifications: You can search for “Bonshou” in your phone's “Settings” > “Apps”, then tap “Notifications” to enable or disable the “Allow notifications” function. After selecting, you can receive or stop receiving push notifications (settings may vary for different mobile phone models, please consult your mobile phone provider for details);

- 1.3.2 Email notifications: You can subscribe or unsubscribe to exclusive offers and rewards emails by checking or unchecking “I agree to receive promotional and marketing messages from Bonshou Network Limited” in the form when registering as a member or provider of the Platform. If you checked or did not check the aforementioned consent clause during registration and wish to change your subscription option later, you can notify us via email to update your latest intention;
- 1.3.3 Cancel registration and delete account: If you need to cancel registration and delete your account, please log in to the Platform and tap [Delete Account] in the Member’s [Member profile] or the Provider’s [Provider profile]. If you re-register with the same mobile phone number or email address in the future, you must wait for ninety days from the date of account deletion before re-registering.
- 1.4 Even if you choose to unsubscribe from emails, the Company and the Platform will still send you some necessary and urgent notifications via email.
- 1.5 During your period as the Member or the Provider of the Platform, we will retain your data and information to fulfill our contractual obligations to you and maintain our legitimate interests. We may retain your data and information for a longer period to comply with legal obligations. We may also retain information that cannot directly identify you, such as data stored under randomly generated identifiers, so that we know the data relates to a single user of the Platform but cannot identify that user. We use such data for research and to help us develop and improve our services, and take appropriate measures to ensure you cannot be re-identified from this data.
- 1.6 If you have any questions about this Statement, or about how the Platform fulfills its responsibilities under the Personal Data (Privacy) Ordinance (Cap. 486 of the Laws of Hong Kong), or if you have any comments or questions about how we use personal data, please contact us via email at info@bonshou.com. We will respond to your inquiry as soon as possible after receiving it.

2. Scope of Data Collection

- 2.1 In order to provide you with better services, the Company may collect and/or request you to provide information about yourself through our mobile applications, website, registration forms or other channels. The data we collect or request you to provide includes but is not limited to:
- 2.1.1 The Members: title, name, month of birth, email address, mobile number, mailing address, etc.;
- 2.1.2 The Providers: company name, year of commencement, business registration certificate, email address, mobile number, contact person name, business title, work experience proof, financial information, company logo and related information, etc.;

- 2.1.3 The Members and the Providers: information in quotes and orders, chat content, job content, appointment date and time, work date and time, work location, quote amount, order amount, bid amount, related fees and contents, etc.;
- 2.1.4 Information pertaining to account login, namely, the details of your login credentials including username and password;
- 2.1.5 The content of any communications you send to the Company and the Platform, such as reporting problems or submitting inquiries, concerns or opinions about the Company and the Platform or its content;
- 2.1.6 Information collected from surveys conducted by the Company and the Platform for research purposes and responses to promotional activities.
- 2.2 In addition, we collect information when you visit, browse, view or otherwise use the Platform and the Company Website. In other words, when you visit the Platform and the Company Website, we understand your usage of the Platform and the Company Website and may collect and record information about such usage, including geolocation information, Internet Protocol (hereinafter referred to as “IP”) address, device data, connection information, browser information, browsing time, network log information, and all communications recorded by users through the Platform and the Company Website. We use this information to enhance user experience, personalize your browsing experience, and monitor the Company Website for fraud and inappropriate content or behavior. We may also collect supplementary information obtained from third parties, such as user and navigation data, and combine it with other information we possess to the extent permitted by law to fulfill our legal obligations and for the legitimate interests of improving the Platform and the Company Website. The Platform and the Company Website may cooperate with third-party agents to conduct identity and criminal background checks on the Providers (if applicable and to the extent permitted by local law) to protect our legitimate interests in ensuring the Members’ safety and maintaining the integrity of the Platform.
- 2.3 Once you register, your username and other information related to your activities will be made public, and other persons using the Platform and the Company Website may see some of your information. This information includes, but is not limited to, photos you upload, quote contents, chat contents, ratings and reviews, and other information.

3. Methods of Data Collection

- 3.1 The majority of the data and information we collect is directly provided by you, including registration information you fill in on the Platform, content filled in by the Members in inquiry forms, ratings and reviews by the Members after completing transactions with the Providers, quote contents from the Providers, your chat contents, and any communication content you send to the Company and the Platform. All this information is voluntarily provided, published, and shared by you.

- 3.2 The Platform's system may also indirectly and automatically collect technical information. Such information may include records of your IP address, software configuration, operating system, and the use of cookie files (hereinafter referred to as "Cookies"). Cookies are text files sent from the Platform or the Company Website to your mobile device or computer and sometimes return information. Cookies help us improve navigation and usability when you use the Platform and the Company Website. Cookies do not contain any personally identifiable information. You can find more information about cookies in the "Cookies, Local Storage, and Permission Management" section below this Statement.

4. Use of Data

- 4.1 We collect and use relevant data for business and commercial purposes as described in this Statement, and only use your data when appropriate to provide high-quality services and enhance your safety when using the Platform and the Company Website. For example, we use your data to connect you with other users such as the Members and the Providers to facilitate related processes including quote, inquiry, posting, response, confirmation, payment, complaint, and completion of work or services, thereby fulfilling our agreements with the Members and the Providers.
- 4.2 We may use the data and information collected from you to verify your identity, as well as to establish and set up your account, verify or reissue passwords, deliver administrative notices, marketing notifications, and transaction messages. We may also conduct internal market research, assist in resolving issues and disputes, and record your activities. Providing customer service inquiries and analyzing platform usage are also purposes for which we use this data. The Company and Platform will ensure our legitimate interests and contact you from time to time to improve the operation of the Platform and the Company Website and promote business growth.
- 4.3 The Platform, as well as the Members and the Providers, may communicate and contact each other via telephone, chat, email, instant messaging applications, or social network services to provide notifications regarding work, services, or other messages. Personal data and information may be included in any of the aforementioned communication and contact processes to verify the identity of the Members and the Providers, and these communications may be monitored and recorded for quality control and training purposes. If communication and contact are made via telephone, your mobile operator may charge for mobile SMS (Short Message Service) verification codes and call fees.
- 4.4 This data and information help us improve our services to you and enhance your browsing experience. To protect the legitimate rights and interests of our company and this platform, our company, this platform, and associated third parties may use cookies and other technologies to promote services, products, goods, offers, exclusive rewards, promotions, and other activities that we believe may be of interest to you via push notifications and/or the email address and/or mobile phone number you have provided.

- 4.5 Advertising and marketing are necessary legitimate interests for us to provide an engaging and relevant service experience, promote our services, and develop our business. The Platform and third-party partners may use cookies and other technologies to place advertisements, which may track your activities across time and different services, to associate the different devices you use, and to deliver relevant advertisements and/or other content to you.
- 4.6 Members and Providers may frequently engage in direct interactions, and Providers may enter Members' premises to perform work or render services. This data and information facilitate our ability to conduct identity and criminal background checks (where applicable and to the extent permitted by local law), monitor any fraudulent or illegal activities and other improper conduct, in furtherance of our legitimate interests and to ensure the safety of Members and Providers both online and offline. Such measures are implemented to prevent or detect unlawful activities, protect all users of the Platform and the Company's website from dishonest behavior, maintain the integrity of the Platform and the Company's website, and fulfill our legal obligations.
- 4.7 We may process your data and information on servers outside your area of residence or on servers in different jurisdictions globally. We will ensure that such cross-border data transfers comply with applicable data protection laws.
- 4.8 If you deactivate your account with us, we will retain your data and information, but only for regulatory compliance purposes and to occasionally contact you to reactivate your account. We will seek your consent when the purpose of using data and information differs from the purposes stated in this Statement.
- 4.9 We shall retain only such data as is necessary and relevant to the Company's operations. Furthermore, we may retain data pertaining to closed accounts for the following purposes: to comply with legal obligations; to prevent fraud or unlawful activities; to collect any outstanding debts; to assist in the resolution of disputes; to facilitate any investigations; to troubleshoot issues; to enforce the Terms of Use of the Platform and the Company's website; to take other actions as permitted by law; and to adhere to applicable data protection legislation.
- 4.10 We may use your data for other purposes directly related to any of the above purposes.

5. Data Sharing

- 5.1 We may share information, including identity information, with entities that process data on our behalf for our business purposes. Such entities act as data processors in accordance with our instructions and solely for the furtherance of our legitimate business interests.
- 5.2 In order to operate the Platform and the Company Website, and to provide you with appropriate services, we may share your personal data with our agents, representatives, and relevant technology providers to enable them to provide us with

the following services to maintain the normal operation of the Platform and the Company Website:

- 5.2.1 Provision to relevant technology providers for opening, operating, and maintaining your account (e.g., electronic payment services and technology providers, platform and website hosting, customer relationship management systems, mail systems, or technical consultants);
- 5.2.2 The Company's operations, including providing relevant services, offers, rewards, promotional activities, ongoing survey research, plan development, messages and information, and record-keeping purposes;
- 5.2.3 Responding to, processing, executing, and otherwise handling your general inquiries and requests regarding any issues you encounter on the Platform and the Company Website, regardless of how such inquiries and requests are made;
- 5.2.4 For identification or verification purposes in connection with any services or products that may be provided to you;
- 5.2.5 Provision to electronic payment services and technology providers to protect against fraud, unauthorized transactions (such as money laundering), claims, or other liabilities. Such data is subject to the privacy policies applicable to electronic payment services and technology providers;
- 5.2.6 Disclosure to third parties, whether within or outside Hong Kong, to comply with or respond to any laws, legal requirements, orders, subpoenas, directives, or requests from any court, regulatory authority, or governmental organization in any jurisdiction;
- 5.2.7 If we undergo business changes, including but not limited to any proposed or actual merger, acquisition, sale of part or all of our assets, or any other type of business integration, we reserve the right to share information with other companies for the aforementioned matters. In such cases, we will take appropriate measures to ensure that your personal data continues to be protected;
- 5.2.8 For purposes directly related to any of the above.

6. Cookies, Local Storage, and Permission Management

- 6.1 Cookies are encrypted data files (which may be html files or other technologies) stored on your mobile device or computer hard drive, used to help store user preferences and activities in the form of text files. They are used to assist you in effectively using and browsing mobile applications or websites and to provide information to their owners. Cookies do not contain any software programs and are typically divided into two categories: temporary and permanent. Temporary cookies are only used during online sessions and are deleted when you leave the mobile application or website. Permanent cookies may be retained by the mobile application or website for extended

periods and are applied each time you use and browse the mobile application or website. You can delete these cookies at any time through browser settings. However, in mobile applications, since users cannot directly manage cookies as they can in browsers, it is typically necessary to operate through permission management in the application settings, such as clearing application data or resetting the application, which to some extent is equivalent to deleting cookies in a browser.

- 6.2 When you visit the Platform and the Company Website, we may use industry-standard technologies such as cookies (or similar technologies, as applicable) to collect information about your mobile device or computer, including your IP address, operating system, and browser type, and store certain information on these devices. This will enable you to automatically log in to the Platform and the Company Website (where applicable), make your use of the Platform and the Company Website more convenient and effortless, reduce the need for data transfer on the internet, and allow us to test user experience and provide you with personalized browsing or promotions. This information is used for system administration and to report aggregate information to our advertisers. This is statistical data about browsing actions and patterns of the Platform and the Company Website users and does not identify any individual user or collect any personal data from users.
- 6.3 The Platform and the Company Website may use cookies to collect statistical data on their usage to adjust the functionality of the Platform and the Company Website to suit personal preferences, speed up your searches, and assist with various aspects of operation. These text files contain various information, such as information about the pages or websites you visit, the length of time you visit certain pages or websites, data about how you access specific pages or websites, the scope and nature of these pages or websites, content you view, regional and other information.
- 6.4 You may configure your browser to block all cookies, including those associated with our services, or to indicate when a cookie is being set by us. However, please be advised that if cookies are disabled, you may be unable to access or utilize certain pages or functionalities of the Platform and the Company's website, resulting in many of our services potentially being inoperable. In mobile applications, you may achieve an effect similar to disabling or deleting cookies in a browser by disabling certain features or clearing application data through permission management in the application settings. For instance, disabling application permissions can prevent data storage, while clearing application data can delete stored cookies and other data. Please note that these actions may impact the convenience and continuity of your use of the Platform and the Company's website.

7. Security Measures

- 7.1 We place great importance on maintaining the security of the Platform, the Company Website, and your data, and employ industry-standard technologies and internal procedures to prevent unauthorized access. However, we cannot guarantee that unauthorized access, hacking, or data theft will never occur.

- 7.2 Your Platform account is protected by a password, and only you and authorized the Platform staff have access to your account information. To enhance account security, we recommend using complex and difficult-to-guess passwords (e.g., at least eight characters long, mixing uppercase and lowercase letters, including numbers and special characters) to protect your account, and avoiding easily guessable personal information such as birthdays, names, or common words. You agree and undertake to keep the Platform and the Company Website (if any) passwords strictly confidential and not disclose them to any third party.
- 7.3 If you authorize others to use your account, please supervise the authorized person. Sharing accounts may increase the risk of privacy loss, theft, or misuse.

8. Third-Party Websites

- 8.1 When using the Platform and the Company Website, you may encounter links to third-party websites. The Platform and the Company Website bear no responsibility for the privacy policies or other legal issues of these websites. You are advised to carefully read the privacy policies and terms of service or terms of use of these websites. Our Terms of Use and Privacy Policy Statement apply only to information we collect in accordance with this Statement.

9. Data Modification and Update

- 9.1 We take measures to ensure that personal data collected by the Platform is up-to-date and accurate. You can view your information by logging into your member or provider account information page on the Platform. If there are any changes, please update your information promptly on that page to avoid affecting your service experience when using the Platform.
- 9.2 To protect the Platform's operations and the user experience and safety of the Members and the Providers, certain account information cannot be modified independently, specifically:
- Member App: month of birth, email address, mobile number;
 - Provider App: category, individual/company name, year of commencement, service city, email address, mobile number.

To modify such information, please notify us by sending an email from the email address used for registration to info@bonshou.com, providing your Member ID, username (applicable to the Members), individual/company name (applicable to the Providers), mobile number, and email address for identification purposes. Please clearly list the items that need to be modified in the email. We will contact you as soon as possible after receiving the notification and may require further verification of your identity if necessary.

- 9.3 We may be unable to fulfill your request if we believe that modifying or updating the information would violate legal requirements or result in inaccurate information.

10. Language Priority

- 10.1 This Statement is formulated in three language versions: Traditional Chinese, Simplified Chinese, and English. All three language versions shall have legal effect. However, in the event of any discrepancy, inconsistency, or conflict between the different language versions, the Traditional Chinese version shall prevail and be binding. The English version and the Simplified Chinese version are for reference purposes only.

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