

# Privacy Policy

Updated Date: September 26, 2021

Effective Date: September 26, 2021

## Preamble of the Privacy Policy

1. Xunlei Privacy Policy (hereinafter referred to as the "Policy") describes how Xunlei collects, protects and uses users' (hereinafter referred to as "user(s)" or "you") personal information, how users manage their own personal information, declaration of third party liability, special agreement on minors' privacy rights, application and update of this Policy, etc.
2. **We highly value the protection of users' personal information. It is highly recommended to familiarize yourself with our Policy, especially those using bold, italic or underscore marks for your special attention. In case of any inconsistency or conflict between the terms of this Policy and the privacy protection and authorization terms stipulated in any service agreement signed by Xunlei, this Policy shall prevail. Network Service Usage Agreement with Xunlei Company shall be applicable for matters not covered in this Policy. Please note that any service provided by other third parties shall be subject to the privacy policy such third parties offer to you and this Policy shall not be applicable to such services.**
3. This Policy contains the following contents:

- 1 Personal Information Xunlei Collects from you
- 2 Protection of Personal Information at Xunlei
- 3 Xunlei' s Use of Personal Information
- 4 Xunlei' s Sharing of Personal Information
- 5 Users' Rights to Manage Personal Information and Cancel Accounts
- 6 Special Agreement on Minors' Privacy Rights
- 7 Application and Updating of this Policy
- 8 Jurisdictions and Applicable Laws
- 9 Contact Us

1. Xunlei acknowledges and respects the importance of personal information to you and will endeavour to protect the security and reliability of your personal information. We remain committed to maintaining your trust by adhering to the following principles: Protecting your personal information; Principles of consistency and accountability, explicit purpose, optional consent, data minimization, ensuring security, subject participation, openness and transparency, etc. Meanwhile, we commit that we will take corresponding security protection measures to protect your personal information in accordance with laws, regulations and mature security standards in the industry.

**Please take a moment to familiarize yourself with our Policy before using our products (or services).**

**I. Personal Information Xunlei Collects from you**

## 1.1 General Description

When providing services, Xunlei may collect, store and use user-related information according to product functions to meet the requirements of real-name system and specific service types, including **ID number, phone number, account number on devices used for a third-party service, log information (including user operation records, device model, software version, software information, phone status and identity, etc.), fingerprint information from devices such as the IMEI and MAC, device application list**. In case any user declines to provide such information, Xunlei may not be able to help such user to register or provide access to part of Xunlei' s services.

Xunlei Company will comply with the following requirements when collecting your personal information:

1.1.1 Collection Method: Xunlei Company will not collect users' personal information unless obtaining users' consent;

1.1.2 Information Storage Location: Your personal information will be stored in the Mainland of the People' s Republic of China in accordance with laws and regulations;

1.1.3 Information Storage Period: We will only keep your personal information for the shortest time required for the purposes of providing products and services.

Xunlei will delete or anonymize your information once your Xunlei account is withdrawn, or you terminate the service provided by Xunlei and request Xunlei to delete your personal information;

1.1.4 Data Security Capability: Xunlei deploys data security method in accordance with laws and regulations.

## **1.2 Usage**

Xunlei collects user information for the following purposes: To power our services for users; To provide user authentication, customer service, security service, account retrieval, fraud monitoring, archiving and backup, advertising services; To further evaluate the effect of our services and improve our services (including advertising services), etc. To ensure the security and accuracy of the services and to help us better understand the performance of our applications, we may record relevant information, including relevant device information and operational behavior data (the frequency that you use the application, crash data, overall usage, performance data, and the origin of the application).

## **1.3 What is Personal Information**

**Personal Information refers to any information, whether recorded electronically or by other means, which can be used to distinguish a natural person' s identity or trace the activities of a natural person alone or in combination with other information, including: Basic information of a natural person (including name, date of birth, gender, address, personal telephone number and E-mail address), Personally identifiable information (including ID number), personal biometric information (including fingerprints, facial features), network identity information (including system account, IP address, personal digital certificate, etc.), personal property information (including**

bank account number, password, transaction and consumption records, virtual currency, virtual transaction, redeem code and other virtual property information), contact data, personal Internet access records (including website browsing records, software usage records, and list of software in use), personal common device information (including hardware serial number, hardware model, device MAC address, operating system type, software list, unique device identifier), and personal location information (including approximate geographic location and precise location information). The type of personal information collected by Xunlei shall be subject to this Policy.

**Users' Sensitive Personal Information** refers to any personal information whose disclosure, illegal provision or abuse may endanger personal and property safety, easily lead to damage to personal reputation, physical and mental health or discriminatory treatment, including personal property information, personal identity information, personal biometric information, network identity information, contact data, precise positioning information, and delivery address. The type of sensitive personal information collected by Xunlei shall be subject to this Policy. At present, Xunlei will collect your personal information only for the purposes set forth in this Policy. Xunlei will obtain your consent separately for any use of your Personal Information for other purposes not specified in this Policy.

#### **1.4 Download, Acceleration and Personalized Recommendation Services for You**

#### 1.4.1 Service 1: Download

We need you to authorize us to collect, read or modify/delete external storage permission, mobile phone operating system, MAC, network type information permission when providing download service. The aforementioned information provided by you will be matched and verified before you use this function for the sake of your account and system security. The download function will not be available if you decline to provide such information.

The abovementioned information provided by you will be authorized for our usage during the term of service. We will stop using and delete the abovementioned information once you cancel your account.

**We will obtain your authorization and consent separately in case of any cross-border transmission of information abovementioned.**

#### 1.4.2 Service 2: Acceleration

We need you to authorize us to collect, read or modify/delete external storage permission when providing acceleration service. The aforementioned information provided by you will be matched and verified before you use this function for the sake of your account and system security. The acceleration function will not be available if you decline to provide such information.

The abovementioned information provided by you will be authorized for our usage during the term of service. We will stop using and delete the abovementioned information once you cancel your account.

**We will obtain your authorization and consent separately in case of any cross-border transmission of information abovementioned.**

#### 1.4.3 Service 3: Personalized Recommendation

We need you to authorize us to read device information when providing application recommendation service. We will recommend applications suitable for you through the Xiaomi store based on the aforementioned information provided by you. If you do not want us to provide these personalized recommendations, you can turn off the Settings -> Flow Settings -> Resource Recommendations switch.

The abovementioned information provided by you will be authorized for our usage during the term of service. We will stop using and delete the abovementioned information once you cancel your account.

**We will obtain your authorization and consent separately in case of any cross-border transmission of information abovementioned.**

#### **1.5 Necessity to Maintain/Improve our Products and/or Services**

We may collect your equipment information (such as hardware model software version, necessary downloaded file information) when you use our products and/or service to help us understand how your access and use our products and/or services better. Then we may do better to provide users with problem diagnosis check, maintain and improve our products and/or Service or respond to you for other issues.

The abovementioned information provided by you will be authorized for our use during your use of the Service. We will stop using and delete the abovementioned information once you cancel your account.

**We will obtain your authorization and consent separately in case of any cross-border transmission of information abovementioned.**

### **1.6 Circumstances where Information may be Collected without Consent**

Xunlei may collect personal information without your authorization or permission in the following circumstances:

1.6.1 In case it is related to Xunlei fulfillment of obligations in accordance with laws and regulations;

1.6.2 In case it is directly related to national security or national defense security;

1.6.3 In case it is directly related to public security, public health or major public interests

1.6.4 In case it is directly related to criminal investigation, prosecution, trial and execution of judgment;

1.6.5 In case it is for protecting your or other personal life, property and other important legal rights and interests and it is difficult to obtain your consent;

1.6.6 In case the personal information involved has been disclosed to the public by users;

1.6.7 In case the personal information is collected from legally publicly disclosed information, such as legal news reports, government information disclosure and other channels;



1.6.8 In case it is for maintaining and safeguarding intellectual property rights and other important rights of Xunlei in accordance with the law.

## **II. Protection of Personal Information at Xunlei**

### **2.1 Standard of Protection Measures**

We use a variety of security technologies and procedures to protect against loss, misuse, unauthorized access or disclosure, and unauthorized sharing of information. We take advantage of SSL for data encryption transmission, AES for sensitive data encryption storage, MD5\SHA-256\SHA-1 algorithm for anonymization of private information and other reasonable and feasible means to protect your personal information and use security protection mechanism to prevent malicious attacks on your personal information. We have established a sound access control mechanism to ensure that only authorized personnel can access personal information based on the principle of least privilege. We hope you may understand that due to technical limitations and various malicious attacks, even if we do our best to strengthen security measures, it is not always possible to ensure 100% security of information on the Internet. We will assume corresponding legal liabilities for any damage to your legitimate rights and interests caused by unauthorized access, public disclosure, distort and damage of your information due to our gross negligence. You acknowledge that problems may arise out of systems and communication networks that you use to access our services due to factors beyond our control.

### **2.2 Fundamental Protection Policy**

It is Xunlei's fundamental policy to respect and protect users' privacy. Xunlei will not release, edit or disclose user registration information and non-public content stored according to all the services of Xunlei without user's authorization, unless Xunlei Company deems it is necessary to disclose such information on a good faith basis. Please see Article 1.6 and 4 for further information.

### **2.3 Reasonable Protection Measures**

We will take all reasonably practicable steps to prohibit collecting irrelevant personal information. We will only retain your personal information for the period stated in this Policy, unless the extended retention period is in accordance with laws and regulations.

### **2.4 Enforcing Complex Passwords**

It is highly recommended that you do not send personal information through email, instant messaging and communication with other users without encryption as the Internet is not a perfectly secure environment. Please do use a complex password to help us keep your account secure.

### **2.5 Remedies to Incidents**

In case of any occurrence of personal information security incidents, we will timely inform you in accordance with laws and regulations: Basic information and possible impacts of security incidents, measures we have taken or will take, prevention and risk reduction recommendations for you, remedies for you, etc.

We will inform you by in-site message, SMS notice, telephone or email and other

reserved contact methods. We will take a reasonable and effective way to release the announcement when it is difficult to inform you one by one.

## **2.6 Retention and Disposal**

Xunlei will retain users' information in accordance with this Policy. We will notify you in the form of push notification, announcement, etc., and delete your personal information or anonymize it within 90 days when we stop providing our products or services.

## **2.7 Information Security**

Xunlei remains committed to safeguarding users' information to prevent loss, improper use, unauthorized access or disclosure of information. Xunlei seeks to use various protection measures to ensure information security to meet a reasonable security level.

# **III. Xunlei's Use of Personal Information**

## **3.1 Uses**

Xunlei may need to use user information in the following circumstances:

3.1.1 Performing software verification services;

3.1.2 Performing software upgrade services;

3.1.3 Performing network synchronization services;

3.1.4 Improving user security and providing customer support;

3.1.5 Realizing the purpose of advertising and other service functions described in

Article 1 of this Policy;

3.1.6 Other issues beneficial to the legitimate rights and interests of users or the common interests of users and Xunlei.

### **3.2 Sharing with Third Parties**

**We will share users' information with third parties in accordance with Article 4 of this Policy.**

### **3.3 Frequency of Collection**

We will only collect and use personal information necessary for the proper functioning of our business at the lowest reasonable frequency.

## **IV. Xunlei's Sharing of Personal Information**

### **4.1 Circumstances of Sharing Personal Information**

Xunlei assumes the obligation to keep your information confidential, and we will only provide your information to third parties in accordance with this Policy. When sharing your information, we will supervise our affiliates, partners or other trusted third party suppliers, service providers and agents to comply with this Policy and require them to take relevant confidentiality and security measures to process the information abovementioned. We may share your information with third parties under the following circumstances:

4.1.1 Obtaining your explicit prior consent or authorization;

4.1.2 Sharing your relevant information within Xunlei Group in order to provide or recommend services and products for you, or to provide you with better services;

4.1.3 Sharing with Authorized Partners: Certain of our services will be provided by authorized partners only for the purposes stated in this Policy. We may share

some of your personal information with our partners to provide better customer service and user experience.

4.1.4 In case the services and/or products you need are only available by sharing your information, or to deal with transaction disputes or disputes between you and others;

4.1.5 To determine whether your account and use of our products or services are secure;

4.1.6 In case services and/or products are provided by Xunlei's partners or are jointly provided by Xunlei with partners or suppliers, Xunlei needs to share with such third parties the information necessary;

4.1.7 To safeguard the legitimate rights and interests of you, Xunlei Group and other Xunlei Group users;

4.1.8 In case Xunlei plans to merge with or be acquired by other companies or carry out other capital market activities (including but not limited to IPO, bond issuance) in accordance with the provisions of law and reasonable business practices, or Xunlei needs to accept the due diligence of non-governmental institutions and organizations, Xunlei will provide your information to necessary subjects upon obtaining your authorization separately. Xunlei will require such subjects to take reasonable confidentiality measures for your personal information by signing confidentiality agreements with them;

4.1.9 In case you authorize a third party to inquire and collect information related to your account of a company affiliated to Xunlei Group, Xunlei shall be entitled to

share part of your account information with such third party within the scope of laws and regulations and your authorization;

4.1.10 To maintain and improve services;

4.1.11 In case sharing your personal information is necessary for complying with laws and regulations, or the mandatory requirements of government authorities;

4.1.12 Apart from the circumstances abovementioned, we may obtain your authorization and consent through pop-ups or other means before we share your information. Pop-ups will form an effective part of this Policy. When we provide services, any declination of sharing your personal information with a third party may fail your use of services provided by such third party without affecting your use of other services on the Platform.

## **4.2 Transfer of Information**

We may transfer your personal information under the following circumstances:

4.2.1 Obtaining your explicit consent;

4.2.2 In case the transfer of personal information is involved in any merger, acquisition or bankruptcy liquidation, we will require new companies or organizations that hold your personal information to continue to be bound by this Policy; otherwise, we will require the company or organization to seek authorization from you separately.

## **4.3 Disclosure of Information**

We may disclose your personal information under the following circumstances:

4.3.1 Obtaining your explicit consent;

4.3.2 Disclosure in accordance with laws: We may publicly disclose your personal information to meet mandatory requirements of laws, legal procedures, litigations or government authorities.

#### **4.4 Entrustment of Handling Information**

We may entrust a professional third party to process your personal information for the purpose of improving the reliability and efficiency of information utilization and processing, and optimizing Xunlei services.

#### **4.5 Requirements of Sharing**

Xunlei will comply with the following requirements before sharing, transferring, disclosing or entrusting your information to third parties:

4.5.1 Conducting a personal information security impact assessment in advance, and taking effective measures to protect your personal information based on the assessment results;

4.5.2 Informing you of the purpose of providing personal information and the type of data recipient unless your personal information has been de-identified and the data recipient cannot re-identify you;

4.5.3 Informing you of the type of personal information shared, the purpose for which it is provided, the identity of the data receiver and its data security capabilities;

4.5.4 Accurately recording and keeping the provision of personal information, including the date, size and purpose of the provision, as well as the basic information of the data recipient, etc.;

4.5.5 To help you know the data recipient's storage and use of personal information, as well as your rights, such as access, correction, deletion, account cancellation, etc.;

4.5.6 Requiring third parties to process and protect your personal information in accordance with this Policy, our instructions or other relevant requirements.

#### **4.6 Xunlei Open Platform**

For Xunlei account open platform and users: Xunlei has provided Xunlei account open platform service (<http://dev.open-api-auth.xunlei.com>) to third-party software, websites or applications. Users may log in to third-party software, websites or applications using Xunlei account and use the services and products of third party software, websites or applications after registering as Xunlei users.

### **V. Users' Rights to Manage Personal Information and Cancel Accounts**

#### **5.1 Querying Users' Personal Information**

Users may query their account information and usage information on the personal center page or specific function page after login.

Account Information: Your personal information in your account is always available at your Xunlei personal center

([https://i.xunlei.com/xluser/account/acc\\_info.html](https://i.xunlei.com/xluser/account/acc_info.html)) from login through relevant product page, including: Avatar, nickname, UID, gender, date of birth, and character, for example, "avatar, nickname, UID, gender, date of birth, and character."

#### **5.2 Correcting Users' Personal Information**



You may correct/modify your personal information in our products and/or services. In order to facilitate you to exercise your rights abovementioned, you may correct/modify online and or apply for correction/modification to us.

Operation instructions and settings for part of your personal information are available on the relevant computer function page of the product. You may directly log in Xunlei personal center, [https://i.xunlei.com/xluser/account/acc\\_info.html](https://i.xunlei.com/xluser/account/acc_info.html), to change/modify.

In case if any impediment arising out of your exercise of the rights abovementioned, or any other failures of providing you with the online self-correction/modification permission, you are entitled to change or modify the incorrect or incomplete information, provided that your identity has been verified and corrections do not affect the objectivity and accuracy of the information. Or in certain cases, especially if the data is wrong, you may contact us at our published feedback & complaint address, Xunlei Customer Service

Center: <https://help.xunlei.com/>. You may submit your request for correction/modification of information to us, requiring us to correct or modify your data, except as otherwise stipulated by laws and regulations. You may not be able to modify some of the initial registration information you submitted when you sign up for the sake of security and identity concerns.

### **5.3 Deletion of Users' Personal Information**

In general, we will only store your personal information as long as required by laws and regulations for the shortest period necessary. To facilitate the exercise of

your right to delete, we have provided you with a method of requesting deletion from us.

We may not be able to immediately delete the corresponding information from the backup system after you or we assist you in deleting relevant information due to the limits of applicable laws and security technologies. We will securely store your personal information and isolate it from any further processing until the backup information can be erased or anonymized.

#### **5.4 Withdrawal of Authorization**

Users may withdraw the authorization of push notification and storage space for Xunlei in the operating system of the device. Xunlei will no longer collect information related to these permissions upon the withdrawal of authorization. Xunlei cannot continue to provide the services corresponding to the authorization or process the user's information once the user withdraws its authorization. The user's decision to withdraw authorization does not affect the previous information processing based on the user's authorization.

#### **5.5 Cancellation of Account**

Any user may cancel its account through the <http://i.xunlei.com/xluser/logoff/notice.html>. When you cancel your account, there may have existed high-value assets such as membership and game equipment in your account. We hope you note that the cancellation is irreversible. In order to avoid losses to users caused by robot operation or malicious cancellation without users' permission, we may ask you to provide your **ID**

**number** and **mobile phone number** to verify your identity. Then we may approve your cancellation request based on your use of Xunlei products and/or services.

We will not impose unreasonable barriers to your cancellation. If you have signed or authorized any third-party payment service such as password-free payment, automatic renewal or phone bill payment with your account with Alipay, WeChat, Apple or telecom operators, please cancel the signing or authorization relationship between your Xunlei account and the third-party payment service before cancellation. The user information provided during account cancellation is only used to verify the security of account logout and Xunlei will desensitize and encrypt such information. We will no longer provide services to you or collect your personal information after the cancellation. We will delete or anonymize your personal information as required, except as otherwise provided in the storage period of user information requirement in laws and regulations or regulatory authorities.

## **5.6 Users Feedback & Complaints**

In case you have complaints and reports about network information security, or you have any question, comment or suggestion about this Policy, your information, the statement and the privacy measures of Xunlei, please contact us (For website: <https://help.xunlei.com/>; For email: [xlkefu@xunlei.com](mailto:xlkefu@xunlei.com); For phone: 400-1111-000). We will reply within [7] working days upon receipt of your feedback.

## **VI. Special Agreement on Minors' Privacy Rights**

### **6.1 Protection of Minors' Personal Information at Xunlei**

**Xunlei will establish and maintain reasonable procedures to protect the confidentiality and security of minors' personal information. Xunlei hereby declares that any minor under the age of 18 who participate in online activities shall obtain prior verifiable consent from their parents or legal guardians (hereinafter collectively referred to as "Guardians"). Xunlei will protect the personal information of minors in accordance with laws and regulations.**

### **6.2 Without Guardians' Consent**

**Except for the requirements laws and regulations, inquiries by the authorities, or emergency cases where the privacy of users and the public need to be safeguarded and other reasons, Xunlei will not use the personal information of a minor or disclose or transmit any personal data that can identify such minor to any third party without guardians' consent.**

### **6.3 With Guardians' Consent**

**Xunlei may collect necessary personal information of minors with their guardians' consent solely for protecting the safety of minors when they participate in online activities. Xunlei hereby warrants that it will not require minors to provide additional personal information as a requisite for their participation in online activities.**

### **6.4 Deleting Information**

**Xunlei will try its best to delete any minor' s personal information that is collected without the prior consent of the guardian, or the guardian has withdrawn the prior consent, as soon as possible.**

#### **6.5 Contact Us if You are a Guardian**

If you are a guardian of a minor, please contact us if you have any questions about the personal information of the minor under your custody.

### **VII. Application and Updating of this Policy**

#### **7.1 Notice of Revision**

Xunlei may revise this policy from time to time to better serve users and meet the needs of business development. Xunlei will release the changed policy in reasonable forms such as push notification, pop-up window, in-site message and announcement when revising.

#### **7.2 Acceptance of Revision**

You acknowledge you are deemed to fully read, understand and accept the updated policy and are willing to be bound by the updated policy if you continue to use Xunlei Services after the updated Policy takes effect.

### **VIII. Jurisdictions and Applicable Laws**

#### **8.1 Applicable Laws**

The conclusion, effectiveness, implementation, interpretation and dispute settlement of this Policy shall be governed by the laws of the People' s Republic of China.

#### **8.2 Jurisdiction**

Any disputes arising between you and us shall be settled through friendly negotiation. In case both parties fail to reach an agreement through negotiation, you agree to submit the dispute to the people's court with jurisdiction in the place where this Policy is signed (Nanshan District, Shenzhen City, Guangdong Province, China).

## **IX. Contact US**

Should you have any questions or suggestions on this Policy, please contact us in the following ways:

Company Name: Shenzhen Xunlei Network Technology Co., Ltd. / Shenzhen Xunlei Net Culture Co., Ltd.

Address: 21/F, Block B, Building 12, Shenzhen Bay Science and Technology Ecological Park, No. 18 Keji South Road, Nanshan District, Shenzhen City

Contact for Personal Information Protection: 400-1111-000

Email: xlkefu@xunlei.com

We will arrange specialists to provide timely consultation for you and coordinate to handle your complaints and feedbacks.

**We will reply within 7 working days upon receipt of your feedback.**

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