

# DeepQ AI Platform Privacy Policy

Updated on: September 08, 2023

## INTRODUCTION

**DEEPQ TECHNOLOGY CORP.** (“DeepQ,” “we”, “our” and “us”) is committed to protecting your privacy. Please read this Privacy Policy, as well as our [DeepQ AI Platform Terms of Use](#) for more details about how we use information you submit to DeepQ or DeepQ AI Platform (the “Platform”). This Privacy Policy explains how we collect and use personal information that we obtain about you. Personal information is any information that is capable of identifying you as an individual.

If you are under sixteen (16) years old or legal age of consent in your jurisdiction, please talk to your parents or a person with parental responsibility for you before using the Platform or providing your name or other personal information to the Platform or us. You cannot submit information to the Platform without your parent(s) or legal guardian’s permission (or a person with parental responsibility for you).

## WHO WE ARE

We are DEEPQ TECHNOLOGY CORP. (incorporated and existing under the laws of Taiwan and with its principal office at 13F., No. 207-5, Sec. 3, Beixin Rd., Xindian Dist., New Taipei City 231, Taiwan).

DeepQ collects, uses and is responsible for certain personal information about you. When we do so we are regulated under the applicable privacy protection laws and we are responsible as “controller” of that personal information for the purposes of General Data Protection Regulation where such law applies.

## CONTACT US

If you have any questions about our privacy notice or your information, or to exercise any of your rights as described in this privacy notice or under data protection laws, you can contact our Data Protection Officer at:

By email: [global-privacy@htc.com](mailto:global-privacy@htc.com)

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## 1. PERSONAL INFORMATION WE COLLECT

(a) **Information you provide to us:** You must have a user account to access the Platform and use our services. To use the services we provide, including but not limited to Bug reporting, Feedbacks, Subscription upgrading, Forgotten password service, you may be asked to provide all or some of the following categories of information. DeepQ may have access to such information in the course of providing services to You:

Categories of personal data	Type of data
General personal data	your name; your email address; your password; your employer and job title.

If you choose not to provide such information, you will not be able to use all or part of our services.

(b) **Information collected via third parties:** None.

## 2. WHAT WE DO WITH YOUR PERSONAL INFORMATION

DeepQ may have access to your personal information in the course of providing services to You.

The legal basis on which we use and process your information is explained below.

- Where you provide consent, you can withdraw your consent at any time and free of charge, but without affecting the lawfulness of processing based on consent before its withdrawal. You can withdraw your consent by contacting our Data Protection Officer as provided in Contact Us above.

## 3. PROMOTIONAL COMMUNICATIONS

We will not use the information provided by you to send you any unsolicited promotional communications.

#### 4. DISCLOSURE OF YOUR PERSONAL INFORMATION TO THIRD PARTIES

We do not sell or lease your personal information to third parties not associated with us, except as otherwise stated in this Privacy Policy.

We will share such information in the following situations:

- **For business transfers:** We may share or transfer your personal information in connection with any merger, sale of our company assets, financing, or acquisition of all or a portion of our business to another company.
- **With Affiliates:** We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any other subsidiaries, joint venture partners or other companies that we control or that are under common control with us.
- **With business partners:** We may share your information with our business partners to offer you certain products, services or promotions.
- **With Your consent:** We may disclose your personal information for any other purpose with your consent.
- **With service providers:** We may disclose your personal information to our third party service providers who assist with the operation of this Platform and our services, including data hosting, database solution. These third party service providers includes but not limited to:
  - Microsoft Corporation (based in USA). We use Microsoft Forms to collect user feedback and query. You can read Microsoft's terms of use at <https://www.microsoft.com/en-us/legal/terms-of-use> and privacy statement at <https://privacy.microsoft.com/en-us/privacystatement>.
  - Trello Inc. (based in New York, USA). We use Trello to manage user feedback and query. You can read Trello's terms of services at <https://www.atlassian.com/legal/cloud-terms-of-service> and privacy policy at <https://www.atlassian.com/legal/privacy-policy>.
- For legal, protection, security and safety purposes:
  - to comply with laws or regulatory requirements and to respond to lawful requests and legal processes;
  - to protect the rights and property of DeepQ, our agents, customers and others, including enforcing our agreements, policies and terms of use and protecting our network and physical assets; and/or
  - in an emergency, including protecting the safety of our employees and agents, our customers or any other person.

Our third party service provider(s) are subject to security and confidentiality obligations and are only permitted to process your personal information for specified purposes and in accordance with our instructions.

#### 5. INTERNATIONAL TRANSFERS

The personal information we receive will be transferred to, and stored, at locations outside of the European Economic Area (“EEA”) for the purposes of processing by us and by third party service providers that work for DeepQ. This includes Taiwan and the United States.

## **6. SECURITY OF YOUR PERSONAL INFORMATION**

DeepQ is strongly committed to ensuring the security of any personal information that we have access to. Only authorized personnel is permitted access to personal information, and that access is limited by need.

Despite these precautions, however, DeepQ cannot guarantee the security of information transmitted over the Internet or that unauthorized persons will not obtain access to personal information. In the event of a data breach, DeepQ have put in place procedures to deal with any suspected breach and will notify you and any applicable regulator of a breach where required to do so.

## **7. HOW LONG WE KEEP YOUR PERSONAL INFORMATION**

Your personal information will not be kept for longer than is necessary for the purposes for which it was collected and processed.

The criteria we use for retaining your personal information, includes the following:

- **Registered users** – we will retain the information you provide for so long as you remain as a registered user of the Platform. After you cease to be a registered user, we will retain your information for a period of 1 year.
- **Legal and regulatory requirements** - we may need to retain personal information for certain years where necessary to comply with our legal obligations, resolve disputes or enforce our Terms of Use Agreement.

## **8. YOUR PRIVACY RIGHTS**

Except as otherwise provided herein, under applicable law, you have the right to access or obtain a copy of your personal data, to supplement or rectify your personal data, object to the processing of your personal data, to have your personal data deleted, to restrict the processing of your personal data, request an explanation of our privacy practice, and to withdraw your consent for processing (where processing is based on your consent). Please note that if you withdraw your consent, we may not be able to provide you the services for which it was necessary to process your information based on your consent.

## **9. YOUR RIGHTS UNDER GDPR**

If you are an individual located in the European Economic Area, in certain circumstances under applicable law (specifically in connection with certain services that we provide), you have the right to access or obtain a copy of your personal data, to rectify your personal data, to have your personal data deleted, to restrict the processing of your personal data, to object to the processing of your personal data, to data portability, and to withdraw your consent for processing (where processing is based on your consent). Please note that if you withdraw your consent, we may not be able to provide you the services for which it was necessary to process your information based on your consent.

If you want to practice any of your rights related to GDPR, please reach out to DeepQ using the information in the Contact US section within this document.

Please note that the above rights are not absolute and we may be entitled to refuse requests, wholly or partly, where exceptions under the applicable law apply. We may refuse a request for erasure, for example, where the processing is necessary to comply with a legal obligation or necessary for the establishment, exercise or defense of legal claims. If your request is manifestly unfounded or excessive or repetitive in nature, we may either: (a) charge a reasonable fee taking into account the administrative costs of providing the information or taking the action requested; or (b) refuse to act on the request.

Where we have reasonable doubts concerning the identity of the person making the request, we may request additional information necessary to confirm your identity.

## **10. CALIFORNIA PRIVACY RIGHTS**

If you are a California resident, please go to **Exhibit I** hereto for additional information about our processing of personal information and your California privacy rights.

## **11. CHILDREN'S PRIVACY**

If you are under the age of sixteen (16) or legal age of consent in your jurisdiction, please ask your parents or persons with parental responsibility to look at this page with you before you submit any personal information to us or this Platform.

Parents/persons with parental responsibility: we do not knowingly collect and/or share personal information from children under the age of sixteen (16) or legal age of consent in their jurisdiction on the Platform, without consent from a parent or person with parental responsibility. We therefore strongly recommend using this Platform with your child if he or she is interested in participating in it.

## **12. COMPLAINTS**

We hope that we or our Data Protection Officer can resolve any query or concern you raise about our use of your information. If you have questions or concerns about our use of your personal information, please send an email with the details of your question or concern to [global-privacy@htc.com](mailto:global-privacy@htc.com).

You also have the right to complain to a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred.

## **13. CHANGES TO OUR PRIVACY POLICY**

DeepQ reserves the right to change this Privacy Policy at any time. We will send a notice to you on the Platform to notify you of any significant changes to our privacy notice, or update you by other appropriate means. If you continue to access the Platform after receipt of the notice, you will be deemed to have accepted the change.

## **Exhibit I**

### **CALIFORNIA PRIVACY NOTICE FOR DEEPQ AI PLATFORM**

This privacy statement for California residents supplements the information contained in our main Privacy Statement and applies solely to individuals who reside in the State of California. If you have any questions about the information provided in this privacy statement or our privacy practices, please contact us as set forth in the Privacy Contact section below.

#### **Definitions:**

**“Personal Data”** means information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household. For example, Personal Information may include information such as your name, email address, account name.

**“Sensitive Personal Data”** Personal information that reveals (a) a consumer’s social security, driver’s license, state identification card, or passport number, (b) a consumer’s account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account, (c) a consumer’s precise geolocation, (d) a consumer’s racial or ethnic origin, religious or philosophical beliefs, or union membership, (e) the contents of a consumer’s mail, email, and text messages unless the business is the intended recipient of the communication, and (f) a consumer’s genetic data.

“Personal Data” and “Sensitive Personal Data” may be collectively referred to **“Personal Information”** hereunder.

#### **Our purpose to use your personal data**

DeepQ may access to your Personal Information when required for specific purposes.

The purposes are:

- To provide professional services to you, including but not limited to troubleshooting.

#### **Personal Data that we collect**

You must have a user account to access the Platform and use our services. To use the services we provide, including but not limited to Bug reporting, Feedbacks, Subscription upgrading, Forgotten password service, you may be asked to provide all or some of the following categories of information. DeepQ may have access to such information in the course of providing services to You:

<b>Categories of personal data</b>	<b>Type of data</b>
General personal data	your name; your email address; your password; your employer and job title.

If you choose not to provide such information, you will not be able to use all or part of our services.

## Sharing your Personal Information with third parties

We do not sell or lease your personal information to third parties not associated with us, except as otherwise stated in this Privacy Policy.

We will share such information in the following situations:

- **For business transfers:** We may share or transfer your personal information in connection with any merger, sale of our company assets, financing, or acquisition of all or a portion of our business to another company.
- **With Affiliates:** We may share your information with our affiliates, in which case we will require those affiliates to honor this Privacy Policy. Affiliates include our parent company and any other subsidiaries, joint venture partners or other companies that we control or that are under common control with us.
- **With business partners:** We may share your information with our business partners to offer you certain products, services or promotions.
- **With Your consent:** We may disclose your personal information for any other purpose with your consent.
- **With service providers:** We may disclose your personal information to our third party service providers who assist with the operation of this Platform and our services, including data hosting, database solution. These third party service providers includes but not limited to:
  - Microsoft Corporation (based in USA). We use Microsoft Forms to collect user feedback and query. You can read Microsoft's terms of use at <https://www.microsoft.com/en-us/legal/terms-of-use> and privacy statement at <https://privacy.microsoft.com/en-us/privacystatement>.
  - Trello Inc. (based in New York, USA). We use Trello to manage user feedback and query. You can read Trello's terms of services at <https://www.atlassian.com/legal/cloud-terms-of-service> and privacy policy at <https://www.atlassian.com/legal/privacy-policy>.
- For legal, protection, security and safety purposes:
  - to comply with laws or regulatory requirements and to respond to lawful requests and legal processes;
  - to protect the rights and property of DeepQ, our agents, customers and others, including enforcing our agreements, policies and terms of use and protecting our network and physical assets; and/or
  - in an emergency, including protecting the safety of our employees and agents, our customers or any other person.

Our third party service provider(s) are subject to security and confidentiality obligations and are only permitted to process your personal information for specified purposes and in accordance with our instructions.

## Retaining Personal Information

Your personal information will not be kept for longer than is necessary for the purposes for which it was collected and processed.

The criteria we use for retaining your personal information, includes the following:

- **Registered users** – we will retain the information you provide for so long as you remain as a registered user of the Platform. After you cease to be a registered user, we will retain your information for a period of 1 year.
- **Legal and regulatory requirements** - we may need to retain personal information for certain years where necessary to comply with our legal obligations, resolve disputes or enforce our Terms of Use Agreement.

### **Collecting/Sharing Sensitive Personal Data**

DeepQ only collects Sensitive Personal Data subject to your consent. Furthermore Sensitive Personal Data is only collected if it is required by law or regulation or when necessary to provide you with a benefit that you have requested. DeepQ ensures that access to any Sensitive Personal Data collected is restricted to only those employees, contractors or vendors whose jobs or responsibilities require such access.

### **California Privacy Rights**

This section describes the rights of California residents under California law and explains how to exercise those rights.

#### **1. Right to Delete Personal Information**

If you are a California resident, under certain circumstances in accordance with applicable law, you have the right to request that we delete any of your Personal Information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your valid verifiable request, we will delete your Personal Information and/or direct our service providers to do so, or we will inform you if we cannot fulfill any part of your request due to an exception under the law. If your request relates to information we process as a service provider to one of our clients, we will inform you that your request should be submitted directly to the business on whose behalf we process the information.

#### **2. Right to Correct Inaccurate Personal Information**

If you are a California resident, under certain circumstances in accordance with applicable law, you have the right to request that we correct any inaccurate Personal Information about you that we have maintained. Once we receive and confirm your valid verifiable request, we will use commercially reasonable efforts to correct inaccurate Personal Information about you pursuant to applicable law.

#### **3. Request to Know What Personal Information Is Being Collected**

If you are a California resident, under certain circumstances in accordance with applicable law, you have the right to request that we disclose to you specific details about your Personal Information that we have collected, used, disclosed, sold and shared over the past 12 months preceding our receipt of your request and/or a copy of your Personal Information. These details include: (1) the categories of Personal Information we have collected, sold, shared or disclosed about you; (2) the categories of sources from which the Personal Information is collected; (3) the business or commercial purpose for collecting, selling or sharing Personal Information; (4) the categories of third parties to whom we disclose, sell or share Personal Information; (5) the specific pieces of Personal Information we have collected about you.

#### **4. Right to Opt Out of Sale or Sharing of Personal Information**

If you are a California resident, under certain circumstances in accordance with applicable law, you have the right to direct us not to sell or share your Personal Information. We will not sell or share your



Personal Information after our receipt of your direction, subject to exceptions under applicable law, unless you subsequently provide consent for the sale or sharing of your Personal Information.

### **5. Right to Limit Use and Disclosure of Sensitive Personal Data**

If you are a California resident, under certain circumstances in accordance with applicable law, you have the right, at any time, to direct us to limit our use of your sensitive Personal Information to that use which is necessary to perform the services reasonably expected by an average consumer who requests those services, or to the extent permitted by applicable law. We will not use or disclose your Personal Information for any other purpose after our receipt of your direction, subject to exceptions under applicable law, unless you subsequently provide consent for the use or disclose of your Personal Information.

Once we receive your request to disclosure, deliver the required information, to correct inaccurate Personal Information or delete your Personal Information, we will acknowledge it and either respond in accordance with law, ask for additional information to verify your identity, clarify the nature of your request, let you know if we need more time, let you know if we need to charge a fee (such as if requests are manifestly unfounded or excessive, in particular because of their repetitive character, taking into account the administrative costs of providing the information or communication or taking the action requested), or we will inform you if we cannot fulfill any part of your request due to an exception under the law.

### **Submitting a request to exercise your rights**

To exercise the rights described above, please submit a verifiable request to us by either:

- Sending a verifiable request email to [global-privacy@htc.com](mailto:global-privacy@htc.com), OR
- Contact us via our official website at <https://deepq.com/>

### **Special notice for California Residents – Do Not Sell My Information**

If you are a California resident, you have the right to direct a business not to sell your Personal Information. Please note that DeepQ has not sold any Personal Information within the last twelve (12) months, and does not sell Personal Information.

### **Children**

DeepQ's Platform and services are not directed to children under the age of sixteen (16). DeepQ does not knowingly collect Personal Information from persons under the age of sixteen (16). If you are a parent or person with parental responsibility of a child under sixteen (16), and you believe that your child has provided us with information about himself or herself, please contact us at [global-privacy@htc.com](mailto:global-privacy@htc.com).

## **DeepQ AI 平台隱私權聲明**

最後更新日：2023.09.08

## 本隱私權聲明介紹

奧啓迪科技股份有限公司 (DEEPQ TECHNOLOGY CORP.，以下稱「DeepQ」或「我們」) 致力於保護您的個人隱私，請詳細閱讀本隱私權聲明及 DeepQ AI 平台使用條款，以了解我們如何使用您提供給 DeepQ 或 DeepQ AI 平台 (以下稱「本平台」) 的資訊。本隱私權聲明將向您說明我們將如何蒐集及使用我們向您取得之個人資料。個人資料係指任何可以用以辨識您個人身分之資料。

如果您未滿 16 歲或您所適用之法定成年年齡，在您使用本平台或向我們提供您的姓名或其他個人資料前，請告知您的父母或法定代理人，若未取得您父母或法定代理人之同意，您不得將您的資料提供給我們。

## 關於我們

本公司為奧啓迪科技股份有限公司，是一家依台灣法律組織設立之公司，我們的營業地址為新北市新店區北新路三段 207-5 號 13 樓。

我們蒐集、處理有關於您的個人資料，並為該資料之蒐集、處理行為負責。當我們蒐集、處理有關於您的個人資料時，我們受到相關國家之個人資料隱私保護法令拘束，且當該蒐集、處理行為適用 General Data Protection Regulation (以下稱「GDPR」) 時，我們以資料控制者之身分向您負責。

## 聯繫我們

若您對於本隱私權聲明或您所提供的資料有任何疑問，或欲行使您於本隱私權聲明或相關個人資料隱私保護法令下所享有之權利，您可以透過以下方式聯繫我們的資料保護官：

請發送電子郵件至：[global-privacy@htc.com](mailto:global-privacy@htc.com)

## 標題

1. 我們所蒐集的個人資料
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12. 投訴
13. 本隱私權聲明之變更

## 1. 我們所蒐集的個人資料

(a) **您提供給我們的資料：**為登入本平台並使用我們所提供的服務，您必須建立使用者帳號。為了使用我們所提供的服務（包含但不限於 Bug 回報、意見回饋、升級方案、忘記密碼等服務），本平台可能要求您提供下列個人資料。本公司於向您提供服務之過程中，可能基於向您提供相關服務之目的，而接觸下列個人資料：

個人資料之類別	資料之類型
一般個人資料	您的姓名； 您的電子郵件； 您的密碼； 您所屬單位、您的職稱。

若你選擇不提供上述資料，您將無法使用我們所提供的相關服務。

(b) **我們向第三方取得之您的資料：**無。

## 2. 我們如何處理您的個人資料

本公司於向您提供服務之過程中，可能基於向您提供相關服務之目的，而接觸您的個人資料。

底下將說明我們處理您的個人資料之合法基礎：

- 當您同意我們處理您的個人資料，您可以隨時撤回您的同意，且無須負擔任何費用，但撤回前我們基於您的同意所為的資料處理行為並不會因為您撤回同意而受影響。您可以透過聯繫我們的資料保護官以撤回您的同意。

### 3. 行銷資訊

我們不會利用您提供之個人資料而主動向您發送任何行銷資訊。

### 4. 將您的個人資料揭露給第三方

除本隱私權聲明另有規定外，我們不會將您提供的個人資料出售或有償提供給與我們無關聯之第三方。

於以下情形，我們會將您的個人資料揭露給第三方：

- **基於業務移轉：**我們可能將與任何合併、出售公司資產、融資、或收購全部或部分 DeepQ 營業有關的您的個人資訊揭露給其他公司。
- **揭露給關係企業：**我們可能將您的個人資訊揭露給我們的關係企業，斯時，我們會要求關係企業遵守本隱私權聲明。關係企業包含 DeepQ 的母公司及其他子公司、合資公司、或其他由我們控制的公司、或與我們一起受其他法律實體控制的公司。
- **揭露給商業合作夥伴：**我們可能為了向您提供特定產品、服務或進行行銷，而將您的個人資訊揭露給商業合作夥伴。
- **基於您的同意：**我們可能在您的同意下，基於其他目的而揭露您的個人資訊。
- **揭露給第三方服務供應商：**我們可能將您的個人資訊揭露給協助我們營運本平台及服務之第三方服務供應商，包含資料託管、資料庫代管、監看與分析本平台活動等第三方服務供應商，這些第三方服務供應商包括但不限於：
  - Microsoft Corporation (位於美國)，我們使用 Microsoft Forms 服務蒐集客戶回饋及提問，您可透過以下連結閱讀 Microsoft 之使用者條款 <https://www.microsoft.com/en-us/legal/terms-of-use> 及隱私權條款 <https://privacy.microsoft.com/en-us/privacystatement>。
  - Trello Inc. (位於美國紐約)，我們使用 Trello 以管理客戶回饋及提問，您可透過以下連結閱讀 Trello 之使用者條款 <https://www.atlassian.com/legal/cloud-terms-of-service> 及隱私權條款 <https://www.atlassian.com/legal/privacy-policy>。
- **基於法律、保護、安全性目的：**
  - 為了遵從法規命令、回應合法的請求及法律程序；

- 保護 DeepQ 的權利及資產、代理人、客戶等，其他情形包含執行我們的合約、政策及使用者條款、保護我們的網路及實體資產之安全；及/或
- 在緊急情形，包含保護我們所屬員工、代理人、客戶及其他第三方之安全。

我們所使用的第三方服務供應商同樣受資訊安全及保密義務之拘束，且第三方服務供應商僅得基於特定目的並依我們的指示處理您所提供的個人資料。

## 5. 國際傳輸

我們收到的個人資料會被傳輸、儲存在歐洲經濟區 (European Economic Area, 「EEA」) 之外之地區 (於台灣、美國)，以供我們、關係企業或第三方服務供應商進行處理。

## 6. 您的個人資料安全

DeepQ 承諾確保您的個人資料安全，僅有被授權之人員有權限接近處理您的個人資料，且僅在必要範圍內得有處理權限。

儘管我們採行上述措施，但 DeepQ 仍無法擔保透過網路傳輸資料之安全性，也無法擔保未經授權者不會取得接近處理個人資料之權限。若發生資料安全事件，DeepQ 將採行因應措施、並依相關法令規定通知您及有管轄權之監管機關。

## 7. 您的個人資料保存期限

您的個人資料僅會在符合蒐集與處理目的之必要期限內保存。

我們保存您的個人資料的標準如下：

- **已註冊之使用者：**在您仍為本平台註冊會員之期間內，我們會保存您提供的個人資料。在您停止註冊使用者身分之後，我們會於 1 年內繼續保存您的個人資料。
- **法令遵循：**為遵循相關法令、處理法律爭議或執行本平台使用條款之必要，我們可能需要在特定年限內保存您的個人資料。

## 8. 您的隱私權利

除非本隱私權聲明另有規定，依據相關法規，您有權查詢或請求閱覽您的個人資料、請求我們提供一份您的個人資料複製本、補充或更正您的個人資料、拒絕我們處理您的個人資料、刪除您的個人資料、限制我們對您的個人資料之處理、請求我們對您的個人資料之處理規則進行解釋說明、撤回您對於我們處理您的個人資料之同意。請注意，一旦您撤回同意，我們可能無法向您提供須經您同意始得提供之必要服務。

## 9. 您在 GDPR 下享有之權利

若您位於歐洲經濟區，在相關法規規定之特定情況下 (特別是與我們提供的某些服務有關)，您有權查詢或請求閱覽您的個人資料、請求我們提供一份您的個人資料複製本、更正您的個人資料、刪除您的個人資料、限制我們對您的個人資料之處理、拒絕我們處理您的個人資料、行使資料可攜權、撤回您對於我們處理您的個人資料之同意。請注意，一旦您撤回同意，我們可能無法向您提供須經您同意始得提供之必要服務。

若您要行使您的 GDPR 權利，請聯繫我們的資料保護官，您可在前述「聯繫我們」找到聯繫方式。

請注意，上述權利並非絕對性的，我們在法規規定之例外情況下，得全部或部分拒絕您的請求。我們有權於建立、行使或防禦 DeepQ 之法律權利所必須之範圍內拒絕您刪除個人資料的請求；若您的請求顯然沒有根據或本質上屬於過度或重複的請求，我們可以 (a) 依據向您提供資訊或採行相關措施所耗費之行政成本向您收取合理費用；或 (b) 拒絕您的請求。

當我們合理懷疑提出請求之人的身分時，我們有權請您提出相關資訊以確認您的身分。

## 10. 加州隱私權保護

若您為加州居民，請閱讀附錄 I，以知悉關於您的個人資料處理之其他資訊、及您在加州法下所享有之隱私權權利。

## 11. 兒童之隱私權保護

若您未滿 16 歲或您所適用之法定成年年齡，在您向我們或本平台提供個人資料前，請邀請您的父母或法定代理人與您一同閱讀本隱私權聲明。

兒童之父母/法定代理人：未經兒童之父母/法定代理人同意，我們並不會有意地於本平台上蒐集及/或分享未滿 16 歲兒童或未滿成年年齡未成人之個人資料。若您的孩童有興趣參與本平台，我們強烈建議您與您的孩童一起使用本平台。

## 12. 投訴

我們希望，我們或我們的資料保護官能有效處理您的任何疑問或投訴，若您有任何疑問或投訴，歡迎您將您的疑問或投訴以電子郵件方式寄送至 [global-privacy@htc.com](mailto:global-privacy@htc.com)。

同時您也有權向有管轄權監管機關投訴，特別是您的工作或居住地、或資料安全事件發生地之歐盟 (歐洲經濟區) 成員國之監管機關。

## 13. 本隱私權聲明之變更

DeepQ 保留隨時修改本隱私權聲明條款之權利。我們會在本平台上向您寄發變更通知，以告知您本隱私權聲明之重要變更，或以適當方式向您告知。若您收到通知後仍繼續使用本平台，即視為您接受本隱私權聲明之變更。

## 附錄 I

### DeepQ AI Platform 加州隱私權聲明

本加州隱私權聲明是用以補充 DeepQ 之隱私權聲明，並僅適用於居住在美國加州之個人。若您對於本加州隱私權聲明或我們的隱私處理政策有任何疑問，請聯繫我們的隱私聯繫窗口，聯繫資訊列於下方。

#### 定義：

「**個人資料**」係指辨識、關於、描述、得合理與其產生關聯、或得合理連結至 (直接或間接) 任一特定消費者或家庭之資訊。例如，個人資料可能包含您的姓名、電子郵件地址、帳號名稱。

「**敏感性個人資料**」係指揭露 (a) 消費者之社會安全碼、行車駕照、身分證、或護照號碼，(b) 與任何安全碼、登入碼、密碼或登錄憑證結合後將得以登入消費者帳戶之帳戶登入、財務帳戶、簽帳金融卡或信用卡號碼等資訊，(c) 消費者確切的地理位置，(d) 消費者之種族、人種、宗教或哲學信仰、或貿易聯盟會員身分，(e) 消費者之信件、電子郵件及簡訊之內容 (除非企業為該通訊內容之收受方)，及 (f) 消費者之基因資料。

「個人資料」及「敏感性個人資料」以下併稱為「**個人資訊**」。

#### 您的個人資訊使用目的

DeepQ 基於特定目的需要使用您的個人資訊，此等目的為：

- 向您提供專業服務，包括但不限於排除您所遇到的問題。

#### 我們向您蒐集之個人資料

為登入本平台並使用我們所提供的服務，您必須建立使用者帳號。為了使用我們所提供的服務（包含但不限於 Bug 回報、意見回饋、升級方案、忘記密碼等服務），本平台可能要求您提供下列個人資訊。本公司於向您提供服務之過程中，可能基於向您提供相關服務之目的，而接觸下列個人資訊：

個人資料之類別	資料之類型
一般個人資料	您的姓名； 您的電子郵件； 您的密碼； 您所屬單位、您的職稱。

若你選擇不提供上述資料，您將無法使用我們所提供的相關服務。



### 將您的個人資訊分享給第三方

除本隱私權聲明另有規定外，我們不會將您提供的個人資料出售或有償提供給與我們無關聯之第三方。

於以下情形，我們會將您的個人資料揭露給第三方：

- **基於業務移轉：**我們可能將與任何合併、出售公司資產、融資、或收購全部或部分 DeepQ 營業有關的您的個人資訊揭露給其他公司。
- **揭露給關係企業：**我們可能將您的個人資訊揭露給我們的關係企業，斯時，我們會要求關係企業遵守本隱私權聲明。關係企業包含 DeepQ 的母公司及其他子公司、合資公司、或其他由我們控制的公司、或與我們一起受其他法律實體控制的公司。
- **揭露給商業合作夥伴：**我們可能為了向您提供特定產品、服務或進行行銷，而將您的個人資訊揭露給商業合作夥伴。
- **基於您的同意：**我們可能在您的同意下，基於其他目的而揭露您的個人資訊。
- **揭露給第三方服務供應商：**我們可能將您的個人資訊揭露給協助我們營運本平台及服務之第三方服務供應商，包含資料託管、資料庫代管、監看與分析本平台活動等第三方服務供應商，這些第三方服務供應商包括但不限於：
  - Microsoft Corporation (位於美國)，我們使用 Microsoft Forms 服務蒐集客戶回饋及提問，您可透過以下連結閱讀 Microsoft 之使用者條款 <https://www.microsoft.com/en-us/legal/terms-of-use> 及隱私權條款 <https://privacy.microsoft.com/en-us/privacystatement>。
  - Trello Inc. (位於美國紐約)，我們使用 Trello 以管理客戶回饋及提問，您可透過以下連結閱讀 Trello 之使用者條款 <https://www.atlassian.com/legal/cloud-terms-of-service> 及隱私權條款 <https://www.atlassian.com/legal/privacy-policy>。
- **基於法律、保護、安全性目的：**
  - 為了遵從法規命令、回應合法的請求及法律程序；
  - 保護 DeepQ 的權利及資產、代理人、客戶等，其他情形包含執行我們的合約、政策及使用者條款、保護我們的網路及實體資產之安全；及/或
  - 在緊急情形，包含保護我們所屬員工、代理人、客戶及其他第三方之安全。

我們所使用的第三方服務供應商同樣受資訊安全及保密義務之拘束，且第三方服務供應商僅得基於特定目的並依我們的指示處理您所提供的個人資料。

### 您的個人資料之保存

您的個人資料僅會在符合蒐集與處理目的之必要期限內保存。

我們保存您的個人資料的標準如下：

- **已註冊之使用者：**在您仍為本平台註冊會員之期間內，我們會保存您提供的個人資料。在您停止註冊使用者身分之後，我們會於 1 年內繼續保存您的個人資料。
- **法令遵循：**為遵循相關法令、處理法律爭議或執行本平台使用條款之必要，我們可能需要在特定年限內保存您的個人資料。

### 蒐集/分享您的敏感性個人資料

DeepQ 僅會在取得您同意之前提下，蒐集您的敏感性個人資料。此外，我們僅會在依法律規定或為了依您請求而向您提供利益之必要範圍內，蒐集您的敏感性個人資料。DeepQ 確保僅有工作上或職權上需要接觸敏感性個人資料之員工、分包商或廠商，才能接觸您的敏感性個人資料。

### 加州隱私權利

本段規定說明加州居民於加州法令下享有之權利，及如何行使這些權利。

#### 1. 請求刪除個人資訊之權利

若您為加州居民，在法規規定之特定情形下 (但有例外)，您有權向我們請求刪除我們所蒐集保存之您的個人資訊。一旦我們收受並確認您有效且可驗證之請求，我們會自行或請第三方服務供應商刪除您的個人資訊，若我們基於法規規定之例外條款無法滿足您的請求，我們將會通知您。若您請求刪除者為我們作為客戶之服務供應者所處理之資訊，我們將會通知您應直接向我們的客戶提出請求。

#### 2. 請求更正不正確個人資訊之權利

若您為加州居民，在法規規定之特定情形下，您有權向我們請求更正我們保存而有關於您的不正確之個人資訊。一旦我們收受並確認您有效且可驗證之請求，我們會盡商業上合理努力依法更正該不正確之個人資訊。

#### 3. 請求知悉被蒐集之個人資訊之權利

若您為加州居民，在法規規定之特定情形下，您有權向我們請求揭露過去 12 個月間我們所蒐集、使用、揭露、出售或分享之有關於您的個人資訊，及其複製本。這些詳細資訊包含：(1) 我們所蒐集、出售、分享或揭露之有關於您的個人資訊之種類；(2) 我們所蒐集個人資訊之來源種類；(3) 蒐集、出售或分享個人資訊之營業或商業目的；(4) 我們向第三方揭露、出售或分享個人資訊，該第三方之類別；(5) 我們具體蒐集之有關於您的個人資訊。

#### 4. 請求退出個人資料出售或分享之權利

若您為加州居民，在法規規定之特定情形下，您有權向我們請求禁止出售或分享您的個人資訊。除法規另有例外規定、或您後續同意我們出售或分享您的個人資訊，否則一旦收到您的指示，我們將不會出售或分享您的個人資訊。

#### **5. 請求限制使用及揭露敏感性個人資料之權利**

若您為加州居民，在法規規定之特定情形下，您隨時有權向我們請求，限制使用及揭露您的敏感性個人資料，限制於一般要求該服務之消費者合理期待之方式提供服務所必須之範圍內，或相關法規允許之範圍內。除法規另有例外規定、或您後續同意我們出售或分享您的個人資料，否則我們不會基於您指示以外之其他目的使用及揭露您的個人資料。

一旦我們收到您的揭露、提供相關資訊、更正不正確個人資料或刪除您的個人資料之請求，我們會確認該請求並依法回覆，或請您提供額外資訊以驗證您的身分、釐清您的請求，若我們需要更多時間處理，我們會告知您；若您的請求顯然沒有根據或本質上屬於過度的請求 (特別是重複性的請求)，考量向您提供資訊或採行相關措施所耗費之行政成本，我們會通知您並向您收取合理費用；若我們依法律規定之例外情形無法滿足您的請求，我們也會向您告知。

#### **提出請求以行使您的權利**

為了行使上述權利，請您透過以下任一方式向我們提出一項可驗證之請求：

- 將可驗證之請求以電子郵件方式寄送至 [global-privacy@htc.com](mailto:global-privacy@htc.com)，或
- 透過我們的官網 <https://deepq.com/> 聯繫我們。

#### **給加州居民的特別通知—禁止出售消費者的資訊**

若您為加州居民，您有權禁止企業出售您的個人資料。請注意 DeepQ 於過去 12 個月內並無出售任何個人資料，也不會出售任何個人資料。

#### **兒童**

DeepQ 之平台及服務並非針對未滿 16 歲之兒童而設計，我們並不會有意地蒐集未滿 16 歲兒童之個人資料。若您為未滿 16 歲兒童之父母或法定代理人，且您相信您的孩子已經向我們提供其資訊，請透過 [global-privacy@htc.com](mailto:global-privacy@htc.com) 聯繫我們。