

Royole Privacy Policy

Royole Corporation ("Royole") and its affiliates place great importance on the protection of user data. Please read, understand, and agree to this Privacy Policy before using any of Royole's products and services.

Our Privacy Policy covers questions in the following areas:

- What kind of data we collect
- How we collect and use your data
- Data sharing and security and the protection of the data of minors
- Scope of the Privacy Policy and its revision

1. What kind of data we collect

We collect two kinds of data from you: your personal data and your non-personal data. Personal data refers to information that could be used to identify someone when used alone or when used with other data. Non-personal data refers to information that does not have a direct connection with any specific person.

2. How we collect and use your data

(1) Collection and use of personal data

When you interact with Royole, you might be required to provide some personal data that is necessary for using our basic products and services per agreement. This personal data could be combined with other data to be used for improving our products and services.

The following are types of personal data that may be collected by Royole and examples of how we use it.

1. Collection of personal data

- When you create a Royole account, download and update Royole software, sign up on the Royole platform, participate in online surveys, or participate in other interactions with Royole, we could require you to provide personal data, including but not limited to your name, telephone number, email address, and postal address.
- When you purchase Royole products and services, we will collect the related personal data, including but not limited to delivery details, bank account number, credit card details, billing address and other financial information, and records of contact and communication.
- When you use Royole mobile devices for the first time, your mobile user ID information, mobile device unique identifier, and the general geographical location of your device will be sent to Royole. The collection of the above information could also occur when you update the system or software or when you restore the factory settings.

2. Use of personal data

Royole will strictly follow the contents of this Privacy Policy and its updates when using your personal data. Your personal data will only be used for the purposes that you confirmed and agreed to when it was collected. We will ask for your consent in advance if there is a need to use it for any other purpose.

The personal data we collect will be used when providing you with Royole products and services, processing your orders, or fulfilling your contract with Royole in order to ensure the functions and security of our products and services, to verify your identity, or to prevent and investigate fraud or other inappropriate situations.

The personal data that we collect will be used when communicating with you. For example, we will send you a notice right away when there is an update or release of Royole products or services.

The personal data that we collect will be used for personalized product design and for providing you with more considerate service. For example, as part of our service, we recommend or display content and ads specially created for you, or it may be used for research.

If you participate in a drawing, contest, or similar promotional event held by Royole, we will use the personal data you have provided in these events.

Your mobile device user identification data, mobile device unique identifier, and geographical location can be used to activate your warranty repair service and specific software licenses, and it can also be used to invite you to participate in surveys. We will also use this information to improve our products and to analyze our business efficiency. However, we will not use this information to track your location.

(2) Collection and use of non-personal data

For the purpose of operating and improving Royole's technologies and services, we will automatically collect and use your non-personal data to help us provide a better user experience to you and to raise the quality of our services.

The following are types of non-personal data that may be collected by Royole and examples of how we use it.

1. Collection of non-personal data

When you create a Royole account, download and update Royole software, sign up on the Royole platform, participate in online surveys, or participate in other interactions with Royole, we will collect information such as your occupation, language, postal code, area code, and the time zone in which Royole products will be used.

In terms of information related to usage habits and problem discovery, we will anonymously tabulate usage situations to help improve product functions, meaning that we will collect information related to your habits of using the Royole website, products, and services. When you experience an abnormal system exit or crash, we will collect information about your device's current environment to help you diagnose the problem.

In terms of information related to server-end records, when you use products such as the browser, Royole will collect information related to your server-end records, such as the data related to user actions such as uploading, downloading, syncing, and browsing. This data is considered non-personal data.

In terms of information used by cookies and other technologies, Royole's website, online service, interactive programs, and advertising could use cookies and other technologies such as pixel tags and web beacons to collect and store your non-personal data.

In terms of log data, when you access Royole servers, our servers will automatically record certain types of log data. This server log data can include the following information: IP address, browser type, browser language, referral source page, operating system, date/time marker, and click stream data.

2. Use of non-personal data

The non-personal data that we collect in terms of occupation, language, postal code, and area code can help us better understand user behavior and help us improve our products, services, and advertising.

We can use the statistical data we get through analysis to continuously improve the operating experience and operational performance of our products and services and to fix problems and improve functional design.

The information that we collect through the use of cookies and other technologies (such as pixel tags) will be used to provide a better user experience and to raise our overall service quality. For example, by saving your language settings, we can provide you with service in your preferred language. We can use pixel tags to make sure emails are sent to users in a readable format and to tell us whether or not the email we sent has been opened. We can use this information to be able to send fewer emails to users or to not send email to users at all.

3. Data access and updating

You can update your own personal data or ask us to delete your personal account unless there is a requirement to save this data due to legal reasons. When updating your personal data, we may require you to first verify your identity before processing your request. We may refuse certain requests that are tediously repetitive, that require too many technical resources, that threaten the privacy of others, or that are very impractical.

We will provide this service to you free-of-charge as long as allowing you to access and revise the data does not occupy too many of our resources. We strive to improve and maintain our services to protect data from being accidentally or maliciously destroyed. Therefore, after you delete data from our server, we may not be able to immediately delete this data or its remaining copies from the server it is being used on, and we may not be able to delete the corresponding data from our backup systems.

4. Information sharing

Except where clearly stipulated elsewhere in this Privacy Policy, we will keep your personal data strictly confidential and will not share it with any third party. You hereby authorize us to share your personal data with third parties without asking for your consent in the following situations:

In the situation where it is required by law, legal proceedings, lawsuit, or the public and government authorities, we may share your personal data with the designated third parties.

We may provide personal data to our affiliates or other trustworthy companies or individuals so that they can process this personal data on our behalf. We require the abovementioned parties to agree to process this personal data according to our rules and Privacy Policy and according to any other applicable confidentiality or security measures.

If we are involved in business transactions such as reorganization, merger, or sale, we may disclose your personal data to the transacting party for the purposes of the business transaction.

As required by business needs or the protection of users, we may reasonably share a summary of non-personal data with the public or with partners in order to display the overall advantage of using our products or services.

5. Data security

We strive to provide protection to Royole's users and prevent the data that we save from being accessed, tampered with, disclosed, or destroyed without authorization. We take the following specific measures to accomplish this:

We use multiple types of technological means to encrypt many services.

We review our methods of data collection, storage, and processing (including physical security measures) to prevent all types of systems from being accessed without authorization.

The only persons we allow to access the personal data are Royole employees and the employees of authorized processing service companies who help us process personal data and therefore need to come into contact with this data. They are required to fulfill strict contractual confidentiality obligations, and if they do not fulfill these obligations, they may be prosecuted according to law or their relationship with Royole may be terminated.

The security of your data is very important to us. Therefore, we will constantly strive to guarantee the security of your personal data and implement security measures such as full-course encryption of storage and transmission processes to make sure your data

is not accessed, used, or disclosed without authorization. Also, no one has the authority to access the specific contents of certain encrypted data other than the users themselves.

6. Protection of the data of minors

Royole place great importance on the protection of the data of minors. We recommend that minors encourage their parents or guardians to read this Privacy Policy, and we also recommend that minors seek the permission and guidance of their parents or guardians before submitting personal data.

7. Scope of the Privacy Policy

Our Privacy Policy is not applicable for third party products and/or services. Royole products and services may contain products and services of third parties, so when you use the third party products or accept third party services, they are able to obtain your data. Therefore, we would like to remind you to read the privacy policies of these third party companies.

8. Revision of the Privacy Policy

Royole reserves the right to occasionally update or revise this Privacy Policy. Royole will send change notices to you through different channels, including making an announcement on the main website or sending you a separate notice (such as an email notice) to remind you about any change to the Privacy Policy.

If you have any questions, opinions, or suggestions, please contact us by sending an email to contact@royole.com.