

EPLUS 3D Privacy Policy

Effective Date-October 29, 2021

Eplus3D Tech Co., Ltd. and its affiliated company Eplus3D Tech GmbH (hereinafter referred to in this privacy policy as “Eplus3D” together with “we”, “us” and “our”) acknowledge that the protection of personal information is one of our most significant legal obligations. We respect your right to privacy and value the relationship with customers, business partners and others by complying with all applicable privacy and data protection laws.

In general, this Privacy Policy applies to all websites and applications operated by or on behalf of Eplus3D entities worldwide. However, different Eplus3D websites, Apps, products and service may have different purposes and functions. If additional or different information are required for a specific Eplus3D website, App, product and service, we will provide those information separately on the relevant website, App, product and service.

This Privacy Policy sets out the what personal information we collect, how we collect it, how we use it, your rights in connection with how we process your personal information and other important topics relating to privacy and personal information protection. In addition, you should comply with applicable data protection laws when using our products and services. Please note that as we review our privacy policy often in order to ensure that it is fair, clear and complies with current law, we reserve the right to update and modify this policy. Any amendments made to this policy are effective immediately.

Controller

The controller for personal information collected under this Privacy Policy is Eplus3D Tech Co., Ltd. and its affiliated company Eplus3D Tech GmbH who will be responsible for controlling your personal information we collected for the purposes under this Privacy Policy.

1. Personal Information Eplus3D Collects

Eplus3D collects the following types of personal information:

(1) Information You Provide

Eplus3D collects the personal information you provide, which may include:

- (i) contact information including your name, e-mail address, mobile phone number, company name, job title, country and address;
- (ii) questions, requests and orders you may make including your contact information, product related information (such as product model, serial number and purchasing date) and the information generated by using our product and service (such as the 3D data and images of the print object);
- (iii) log-in information, including the ID you create, password, type of business and social media account information (such as Google account, Facebook account, Twitter account; and

(iv) information about your preference, such as your preferred methods of communication and product types you may be interested in.

(2) Information Automatically Gathered When You Use Our Product and Service

Eplus3D automatically collects the information generated when you use our products and service, which may include:

- (i) device and browser information, such as product model, serial number, browser type, IP address and operating system;
- (ii) product use data, such as the frequency, time and duration of using the product;
- (iii) print object data, such as the name and length, width and height of the print object. Please note that you should ensure the object is allowed to be printed when you use our 3D printer and related service.

(3) Information from Business Partners

Eplus3D collects personal information through our business partners (mainly distributors). The information collected may include contact information such as name, e-mail address, mobile phone number, company name, job title, country and address.

In addition, Eplus3D may collect personal information from users of our products and services. Eplus3D may combine the information we collect from our business partners with the information we collect directly from you as described above.

You have the right to choose whether to provide the personal information to Eplus3D and the scope of personal information to be provided. You may choose not to provide necessary information, but if you do so, we may not be able to provide the normal functions of our products and service.

2. How Eplus3D Uses Your Personal Information

Eplus3D may use your personal information for the following purposes:

(1) Provide products and service

- Fulfilling our obligations towards you as a customer, such as carrying through purchases and the provision of service and support
- Enabling general customer care and customer service, such as responding to questions and maintaining and managing membership
- Responding complaints and requests for technical support
- Enabling you participate in our activities and enjoy the preferential price of our products and services.

(2) Communicate with you or your company

- Enabling communication with you via post, e-mail, telephone, SMS/MMS or other instant messaging
- Marketing ourselves and our products via e-mail, SMS/MMS, post and telephone
- Providing you with relevant information and customized offers in newsletters and on the internet

- Responding to complaints and requests in connection with our processing of your personal information

(3) Improve Eplus3D websites, Apps, products and service

- Enabling deep learning of the 3D printer and relevant hardware, software and service
- Customizing the products and service to your preference and making them easier to use and more compatible with your business
- Improving our products and services, developing new Eplus3D websites, Apps, products and service

(4) Others

- Establishing, exercising, or defending legal claims
- Complying with laws, regulations, court orders, or other legal process
- Detecting, preventing, and responding to fraud, intellectual property infringement, violation of our contracts or agreements, violations of law
- Protecting your or others' health, safety, welfare, rights or property or Eplus3D's rights or property.

We may use your personal information for purposes other than the ones listed above. Should this be the case, we will inform you of the purpose in accordance with applicable laws and regulations.

3. How Eplus3D Uses Cookies and Similar Technologies

(1) Cookies

To ensure that the website can work properly, we store small data files called cookies on your computer or mobile device. Cookies typically contain identifiers, site names, and some numbers and characters. Cookies enable websites to store data such as your preferences or items in your basket.

We will not use cookies for any purpose other than those described in this policy. You can manage or delete cookies according to your preferences. You can clear all cookies saved on your computer, and most web browsers can block cookies. However, if you do so, you will need to change the user settings yourself each time you visit our website. To learn more about changing your browser settings, you can visit the settings page for the browser you are using.

(2) Web Beacons and Pixel Tags

Besides cookies, we use other similar technologies such as web beacons and pixel tags on our website. For example, an email we send to you may contain a click URL to the content of our website. If you click on this link, we will track this click to help us understand your product or service preferences and improve customer service. A Web beacon is usually a transparent image embedded in a web site or e-mail message. With the help of pixel tags in e-mail messages, we can tell if the e-mail message is open. If you do not want your activity to be tracked in this way, you can unsubscribe from our mailing list at any time.

(3) Do Not Track

Many web browsers have the function of Do Not Track that can publish Do Not Track requests to websites. If your browser is enabled with Do Not Track, all of our websites will respect your choice.

4. How Eplus3D May Share Your Personal Information

Eplus3D will not share or disclose your personal information except as described here:

(1) Sharing with other Eplus3D affiliates

Eplus3D may share your personal information with other Eplus3D affiliates which maybe in different countries/territories. Eplus3D affiliates will only use your personal information complying with this Privacy Policy and applicable privacy and data protection laws.

(2) Sharing with third-party service providers

Eplus3D may engage different third-party service providers to support our products and service, including customer service, logistics service, technical support etc. Eplus3D requires these third-party service providers to use the shared personal information only within the scope of performing service on our behalf and complying with applicable privacy and data protection laws.

(3) Sharing with business partners

Eplus3D may share your personal information with our business partners who cooperate with us to provide products and service to you, such as dealers or distributors. Eplus3D requires these business partners to use your personal information complying with this Privacy Policy and applicable privacy and data protection laws.

(4) Others

Eplus3D may share your personal information with third parties when it is necessary to: (i) comply with laws, regulations, court orders, or other legal process; (ii) detect, prevent, and respond to fraud, intellectual property infringement, violation of our contracts or agreements, violations of law; or (iii) protect your or others' health, safety, welfare, rights or property or Eplus3D's rights or property.

We may need to share your personal information with more recipients than the ones listed above. Should this be the case, we will inform you of the change in accordance with applicable laws and regulations.

5. How Eplus3D Secures Your Personal Information

We have taken industry-compliant security measures to protect the personal information you provide from unauthorized access, public disclosure, use, modification, damage or loss of data. We will take all reasonable and reasonable measures to protect your personal information. For example, we provide secure ways of accessing to the site, we use encryption to ensure the confidentiality of data, we use trusted protection scares against malicious attacks on data, we deploy access controls to ensure that only authorized personnel have access to personal information, and we conduct security and privacy training courses to enhance employee

awareness of the importance of protecting personal information.

We have a management system to correct and prevent personal information security risks as well as the appropriate technical and organizational measures to address such risks. In the event of an unfortunate personal information security incident, we will promptly inform you of the basic circumstances and possible impact of the security incident, the measures we have taken or will take, the advice you may take to prevent and reduce risk, your remedial measures, etc. according to the requirements with applicable privacy and data protection laws. We will promptly inform you of the incident-related situation by mail, letter, telephone, push notification, etc.. When it is difficult to inform personal information subject one by one, we will take a reasonable and effective way to issue an announcement. At the same time, we will also be in accordance with the requirements of the regulatory authorities to report the handling of personal information security incidents.

6. Retention of Your Personal Information

In general, Eplus3D will keep your information as long as it is needed to achieve our purposes listed above, as well as for the time necessary to meet any legal, tax, or reporting requirements. How long we will keep your personal information will vary depending on the specific purpose we collect and use your personal information.

We do not keep your personal information for longer than necessary unless we cannot delete it for legal or technical reasons.

7. Global Transfer of Your Personal Information

Eplus3D is an international organization and we might need to transfer your personal information to countries/territories outside the country/territory where you reside for processing in order to provide you with our products and service. Eplus3D may also transfer your personal information to a third party outside the country/territory. The privacy and data protection laws of these countries/territories may be different from that of your country/territory.

To fully protect your personal information, we will only transfer your personal information to countries/territories with adequate safeguards in place and in full compliance with applicable laws and for the purposes in this Privacy Policy.

8. Children

Eplus3D websites, Apps, products and service are not intended for children under the age of 13 or the relevant minimum age under applicable local legal requirements. We do not knowingly collect personal information from children. If we discover that we have accidentally collected personal information from a child, we will remove that child's personal information from our records as soon as reasonably possible.

9. Right in Relation to Your Personal Information

You have certain rights towards your personal information pursuant to applicable privacy and data protection laws. In general, the rights you have include but not limited to:

(1) Right to access and correct personal information

You have the right to review, correct and update the personal information we collect from you. Once you exercise the right to access or correct and we have confirmed your verification, we will disclose to you the scope and categories of personal information we collected about you, the specific purpose for collecting your personal information, the sharing and disclosure of your personal information and relevant information you request or correct the information you request.

(2) Right to delete personal information

You have the right to request that Eplus3D delete your personal information we collect, subject to certain exceptions. Once you exercise the right to deletion and we have confirmed your verification, we will delete or direct our service providers to delete your personal information from our records. Please note that we may deny your request if retaining the information is necessary for us to provide products and service you requested, perform the contract with you, detect, prevent, and respond to fraud, intellectual property infringement, violation of our contracts or agreements, violations of law or fulfill other legal obligations.

(3) Other rights

You have other rights towards your personal information besides the above-mentioned rights according to the applicable privacy and data protection laws.

You can exercise your rights using the tools that we make available via our websites, Apps, products and service or emailing us or sending us a letter to the address below and we will treat your requests in accordance with applicable privacy and data protection laws.

E-mail: om@eplus3d.com

Address: [No.1828 Xiangbin Road, Wenyan Street, Xiaoshan District, Hangzhou, Zhejiang, China 311258]

10. Updates

This Privacy Policy may be updated to reflect changes of laws and regulations or our processing of your personal data. In the event there is material change to this Privacy Policy we will inform you via e-mail or notice on our website.

11. Contact us

If you have any questions or opinions regarding this Privacy Policy, or if you have a request regarding information you provided us, you may either email us or send us a letter to the address below:

E-mail: om@eplus3d.com

Address: [No.1828 Xiangbin Road, Wenyan Street, Xiaoshan District, Hangzhou, Zhejiang, China 311258]