

Preface

PL-Universe Robotics Technology (Suzhou) Co., Ltd. and its affiliated companies (hereinafter referred to as "PL-Universe" or "we") respect and protect your privacy. Please read and understand this Privacy Policy (hereinafter referred to as "this Policy") before submitting your personal information to us. This Policy applies to all PL-Universe websites, applications, products, and services that display or link to it.

This Policy outlines how we process your personal information but may not cover all possible data processing scenarios. Information regarding the collection of specific data for particular products or services may be explained in separate privacy policies, supplementary statements, or notices issued at the time of data collection.

Your consent to this Policy indicates that you allow us to process your relevant personal information in applicable scenarios to enable functionality. However, this does not mean that we will process all the personal information mentioned in this Policy when you start using our products and/or services. When you use specific features, we only process your relevant personal information based on the principle of minimum necessity for the purpose of providing services to you. In addition to this Policy, for specific scenarios, we will, through timely notification (including but not limited to policy updates, pop-up notifications, emails, or other convenient means of communication) separately provide you with detailed information regarding the purpose, methods, scope, and other rules for processing the relevant data, and will proceed with the processing only after obtaining your express consent.

This Policy will help you understand the following:

I. How We Collect and Use Your Personal Information

II. How We Use Cookies and Similar Technologies

III. How We Share, Transfer, and Publicly Disclose Your Personal Information

IV. How We Store and Protect Your Personal Information

V. Your Rights

VI. Protection of Minors

VII. How to Contact Us

VIII. Updates to This Policy

I. How We Collect and Use Your Personal Information

Personal information refers to any information recorded in electronic or other forms that relates to an identified or identifiable natural person, excluding information that has undergone anonymization. Sensitive personal information refers to personal information that, if leaked, illegally provided, or misused, could endanger personal and property safety, easily damage personal reputation, physical and mental health, or result in discriminatory treatment. Sensitive personal information includes, but is not limited to, ID card numbers, personal biometric information, bank account numbers, property information, whereabouts, transaction information, and personal information of children aged 14 and under.

Please note that we use a bold font for sensitive personal information to draw your special attention. We only collect your sensitive personal information when there is a specific purpose and sufficient necessity, and we commit to implementing strict protective measures to safeguard such information. **Before collecting any of your sensitive personal information**, we will obtain your separate consent through pop-up notifications or other means. Where laws and administrative regulations require written consent, we will obtain it as required. Before you consent, please ensure that you have carefully considered and confirmed that such provision is appropriate.

(i) Information We Collect During Your Use of Our Services

The purpose of collecting personal information is to provide you with products and/or services, and to ensure our compliance with applicable laws, regulations, and other normative documents. Specifically, you are required to agree to provide the following categories of information in the scenarios below for us to securely and effectively implement the essential functionalities; otherwise, you may be unable to access the corresponding products and services.

1. Product/Service Information Display and Search

When you visit the official PL-Universe website, we will collect information about your device (including but not limited to IP address, browser type, and operating system) in order to display our products and/or services to you.

2. Information You Voluntarily Provide

When you proactively provide information on our website to get in touch with us, we will **retain information such as your name, email, city, and mobile number to ensure stable and long-term service delivery**. If you do not wish for us to retain such information, you may contact us to request its deletion.

3. Customer Service and Feedback

When you contact us or raise an issue, we may retain **records and content of your communications with us (including account information, order details, other information you provide to substantiate the case, and contact details you share)** in order to promptly assist you or to document the handling process and outcome of the matter.

4. User Engagement and Research Activities

To improve our products and services and further enhance user experience, we may invite users to participate in activities such as free product trials, beta service testing, and other user engagement or research activities. If you choose to participate in such activities, we may collect **information such as your name, gender, mobile number, shipping address, account details, and other necessary data** as required by the activity via questionnaires or similar means. We may engage third-party companies to facilitate these activities, and you acknowledge and agree that such third parties may use your relevant information within the scope of the activity to ensure your successful participation. If you successfully take part in the activity, such information helps us contact you and deliver trial products / gifts. If you decline to provide such

information, you may be unable to participate in the activity or receive trial products / gifts.

(ii) Circumstances Where We Obtain Your Personal Information from Third Parties

In some legally permitted circumstances, we may obtain your personal information from third parties.

If our personal information processing activities fall outside the scope of the authorization you originally provided to the third party, we will obtain your separate, explicit consent beforehand. Additionally, we will strictly comply with relevant laws and regulations, and require third-party service providers to ensure the legality of the information they provide.

(iii) Non-Personal Information

We may also collect other types of information that cannot identify or be used to determine the identity of a specific individual (i.e., non-personal information), such as statistical data generated when you use specific services, including clicks, page navigation, browsing time and other user behaviors. The purpose of collecting such information is to improve the services we provide to you. The categories and amount of information collected depend on how you use our products and/or services. We aggregate such information to help us provide more useful information to our customers, understand which aspects of our products and services are of greatest interest, and optimize our service interfaces accordingly. For the purposes of this Policy, aggregated data is considered non-personal information. Non-personal information shall be treated as personal information when combined with personal information.

II. How We Use Cookies and Similar Technologies

To ensure the normal operation of our products/services, we may store small data files called Cookies on your device. Cookies typically contain identifiers, site names, and some numbers & characters. We use Cookies to store data such as your login account and preferences to simplify repetitive steps (such as registration and login) and provide services that better meet your personal needs.

We will not use Cookies for any purpose other than those stated in this Policy. You can manage or delete Cookies according to your

preferences. Please note, however, that doing so may in some cases affect your security and may require you to manually adjust user settings each time you visit.

III. How We Share, Transfer, and Publicly Disclose Your Personal Information

We adhere to the following principles during our cooperation with partners:

(1) Principle of Lawfulness: Data processing activities must comply with the principle of lawfulness.

(2) Principle of Legitimacy and Minimum Necessity: Data use must have a legitimate purpose and should be limited to what is necessary to achieve that purpose.

(3) Principle of Security and Prudence: We carefully evaluate our partners' purposes for data use, conduct comprehensive assessments of their security capabilities, and require them to comply with legal cooperative agreements. We conduct strict security monitoring of the Software Development Kits (SDKs) and Application Programming Interfaces (APIs) used by our partners to obtain information, ensuring the protection of data security.

(i) Sharing

1. We will not share your personal information with external parties, except in the following situations:

(a) We share information within your authorized scope with the third parties you specify after obtaining your express consent.

(b) We may share relevant portions of your personal information with third-party service providers in order to access integrated services such as IT support, customer assistance, and email delivery. Some data sharing with third parties will be conducted through Application Programming Interfaces (APIs) and Software Development Kits (SDKs). The specific types of third-party SDKs may vary across different versions, generally including third-party account login, social sharing, third-party payments, vendor push notifications, and statistics. We conduct rigorous security assessments of these third parties and establish agreed-upon data protection measures. We employ measures such as encryption to safeguard your information security when we share your personal

information with these third parties. For companies and organizations with which we share personal information, we conduct reasonable reviews of their data security environments and sign strict data processing agreements with them, requiring such third parties to take adequate protective measures for your information and strictly comply with relevant laws, regulations, and regulatory requirements.

2. When we deem it necessary or appropriate, we undertake to: (a) comply with applicable laws and regulations; (b) follow legal processes; (c) respond to requests from public agencies and government authorities, including those outside your country/region of residence; (d) fulfill our terms and conditions; (e) protect our operations, business, and systems; (f) safeguard the rights, privacy, security, and property of us and/or other users, including you; and (g) seek available remedies or limit damages we may be required to provide.

3. We disclose your personal information to our subsidiaries or affiliates for regular business activities.

(ii) Transfer

Transfer refers to the process where we lose control over your personal information, while the recipient gains control over it. **In principle, we will not transfer your personal information to any company, organization, or individual. If it becomes necessary to transfer personal information, we will conduct the transfer in accordance with applicable laws and inform you of the purpose of the transfer, the personal information involved, relevant information about the recipient, and others.**

Information transfer may occur in the following circumstances:

1. Transfer with express consent: After obtaining your express consent, we will transfer your personal information to other parties.

2. Transfer of personal information in the event of a merger, acquisition, or bankruptcy liquidation: We will require the new holder of your personal information to continue to be bound by this Policy or obtain your authorization and consent anew.

(iii) Public Disclosure

In principle, we will not publicly disclose your personal information. If public disclosure is indeed necessary, we will inform you in advance of the purpose of such disclosure, the type of information to be disclosed,

and the potential sensitive personal information involved, obtain your express consent, and fulfill relevant obligations in accordance with applicable laws.

We will only publicly disclose your personal information under the following conditions:

1. With your express consent.

2. As legally required: We may disclose your personal information in compliance with applicable laws, legal proceedings, litigation, or mandatory requirements from governmental authorities.

(iv) Information Not Requiring Consent

We may disclose aggregated and anonymized information to third parties (e.g., our website advertisers) for business purposes, including sharing general service usage trends that may reflect, for instance, the number of customers in specific demographics who purchase particular products or engage in certain types of transactions.

For the avoidance of doubt, we may collect, use, or disclose your personal information without your consent in cases and to the extent expressly permitted by local data protection laws (for example, to comply with a subpoena), or when we may in good faith believe it is necessary to safeguard our rights, protect your safety or the safety of others, investigate fraud, or respond to government requests.

IV. How We Store and Protect Your Personal Information

(i) Where We Store Your Personal Information

When you use our services within China, your personal information will be stored on servers located within China.

Currently, we do not transfer or store your personal information across borders. If cross-border transfer or storage is needed in the future, we will inform you of the purpose of the information transfer, the recipient, security measures, and security risks, strictly comply with relevant legal and regulatory requirements, and obtain your consent.

(ii) Our Protection Measures

We are committed to ensuring the security of your personal information. To prevent unauthorized access, disclosure, or other similar risks, we have implemented reasonable physical, electronic, and administrative measures and processes to protect the information we collect. We will take all reasonable measures to protect your personal information.

We classify your data based on importance and sensitivity, and ensure that your personal information is assigned the highest security level. We ensure that employees and third-party service providers who access such information to help provide products and services to you are subject to strict contractual confidentiality obligations, and if they fail to fulfill these obligations, they will be subject to disciplinary action or termination of cooperation. Furthermore, we regularly review our information collection, storage, and processing practices, including physical security measures, to prevent any unauthorized access and use.

While we will implement all reasonable and appropriate measures to safeguard your personal information, please be aware that no data transmission over the internet is completely secure. Consequently, we cannot guarantee the total security or integrity of your personal information during its transmission over the network.

(iii) Storage Period

We retain personal information for the period necessary to serve the purposes outlined in this Policy, or as required by applicable law. We cease retaining your personal information and delete or anonymize it in the following circumstances: a) The purpose for its collection has been fulfilled; b) Your request for deletion or account cancellation has been verified; or c) The operation of the relevant product or service is terminated. Where personal data is processed for purposes of public interest, scientific or historical research, or statistics, we may retain such data in accordance with applicable law, even if this further processing diverges from the original collection purpose.

V. Your Rights

According to the applicable laws and regulations of your country or region, you have the right to exercise relevant rights regarding any personal information we hold about you (hereinafter referred to as a request). Most laws require that requests made by data subjects meet specific requirements; this Policy further stipulates that your request must satisfy the following conditions:

1. It should be submitted through our designated request channels. To safeguard the security of your information, requests must be made in writing (unless local laws explicitly recognize oral requests).

2. Sufficient information must be provided to allow us to verify your identity, ensuring that the requester is either the data subject or a legally authorized representative.

We reserve the right to refuse requests that are manifestly unfounded / excessively repetitive, require disproportionate technical effort, infringe upon the privacy rights of others, are highly impractical, or are not obligated to be fulfilled under applicable local laws. We may also refuse your request if we believe that certain aspects of it may prevent us from legally using data for the aforementioned anti-fraud and security purposes.

Upon confirmation that we can process your request, we will respond within the time period required by applicable data protection laws.

Specifically, you can contact us at business@pl-universe.com to exercise the following rights:

(i) Access to Your Personal Information

You can contact us at business@pl-universe.com to access your personal information that we have collected and processed.

(ii) Copy Your Personal Information

Subject to your request and applicable laws, we will provide you with a copy of the personal information we have collected and processed about you, free of charge, unless otherwise stipulated by laws and regulations or otherwise specified in this Policy. However, we may charge a reasonable fee for handling other types of requests, as permitted by law and based on the associated administrative costs.

Where technically feasible and in compliance with the requirements set by the national cyberspace authority, we will, at your request, transfer a copy of your personal information to a third party of your designation.

(iii) Correct Your Personal Information

If you believe that any information we hold about you is inaccurate or incomplete, you may correct or supplement your personal information

on your own; alternatively, you may request us to do so for the intended purpose of use. Once verified, we will implement the changes promptly.

(iv) Delete Your Personal Information

You can delete your personal information through the following methods:

1. Contact us at business@pl-universe.com to request deletion of your personal information.

In accordance with applicable laws and regulations, you may have the right to request the deletion of your personal information. We will assess your deletion request and, if it meets relevant requirements, take appropriate steps, including technical measures, to process it. After you or we assist you in deleting the relevant information, immediate deletion from backup systems may not be possible due to applicable laws and security technologies. In such cases, we will securely store your personal information and isolate it from any further processing until the backup can be cleared or anonymized.

(v) Right to Request Explanation

If you have any questions about our personal information processing rules, you can request us to provide an explanation.

(vi) Rights of Close Relatives

In accordance with applicable laws, close relatives may contact us at business@pl-universe.com to request guidance on exercising the relevant lawful rights.

(vii) Withdrawal of Consent

You can contact us at business@pl-universe.com to request withdrawal of consent for our collection, use and/or disclosure of your personal information that we possess or control. We will process your request within a reasonable time after it is made and, in accordance with your request, will cease to collect, use, and/or disclose your personal information thereafter.

Please note that, depending on the scope of authorization you have granted, your withdrawal of consent may result in you being unable to enjoy some of our services. However, your decision to withdraw consent

or authorization will not affect the processing of personal information previously carried out based on your authorization.

VI. Protection of Minors

We believe it is the responsibility of parents to supervise their children's use of our products and services. However, our Policy does not require the collection of personal information from minors or the distribution of any promotional materials to such individuals.

We will not seek or attempt to seek any personal information from minors. If a parent or guardian has reason to believe that a minor has submitted personal information to us without their prior consent, please contact us to ensure that such personal information is deleted and that the minor unsubscribes from any applicable services.

VII. How to Contact Us

If you have any comments or questions about this Policy, or if you have any concerns about our collection, use, or disclosure of your personal information, please contact us using the contact information below, and we will respond to you within 15 working days after verifying your user identity. A dedicated team is available to handle your requests and inquiries regarding your personal information rights. If your issue involves significant matters, we may request you to provide additional information. If you are dissatisfied with our response, you may lodge a complaint with the relevant regulatory authority in your jurisdiction. Upon request, we can also provide guidance on applicable complaint channels based on your specific situation.

Email address: business@pl-universe.com

VIII. Updates to This Policy

We will periodically review and may update this Policy to reflect changes in our information practices. In case of any significant changes made to this Policy, we will notify you via email (sent to the email address specified in your account), by posting on the website, or through mobile device notification. We will only collect, use, and store your personal information according to the updated policy after obtaining your consent.

This Policy takes effect from the date of update.

Last updated: July 25, 2025