

TrustAsia Privacy Policy V1.0

Update: March 24, 2023

Effective: March 24, 2023

Introduction

Welcome to use products and services provided by TrustAsia Technologies, Inc. (“TrustAsia”, “we” or “us”). We deeply understand the significance of your personal information and your trust is of great importance to us. We will strictly conform to laws and regulations to take corresponding protection measures, and we are committed to protecting the privacy of your personal information. For this reason, TrustAsia has formulated this TrustAsia Privacy Policy (“this Policy”, or “this Privacy Policy”) to help you fully understand how we will collect, use, share, store and protect your personal information and how you can manage your personal information when using our products and services, in order to better protect and guarantee your rights and interests.

Please read carefully (minors shall read this Policy accompanied by guardians) and fully understand this Privacy Policy before using our products and/or services, especially the provisions marked in bold/underlined in bold, and make sure you fully understand and agree before you start using it.

In any case you disagree with the content of this Privacy Policy, it may cause the failure of service normal operation, or the result that the intended service effect cannot be achieved, and you should immediately stop accessing/using the service. We try our best to explain to you the technical terms involved in this Policy in a concise and common expression so as to facilitate your understanding. If you have any questions, comments or suggestions about the content of this Privacy Policy, you can contact us through the methods provided in Article XI How to Contact Us of this Policy.

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I Scope of Application

- 1) This Policy applies when you use TrustAsia products and/or services, regardless of whether the products and/or services have a separate privacy policy, and whether you are a browser (guest) or a registered logged-in user.

Please note that this Policy does not apply to the information collected by third-party services (including WeChat, Alipay, other payment platforms or any third-party websites) accessed through our services, and the information collected by companies and institutions that provide advertising services in our products and/or services.

- 2) Please read carefully and fully understand the entire content of this Privacy Policy before using TrustAsia products and/or services. Once you use or continue to use TrustAsia's products/services, you agree that we use and process your relevant information in accordance with this Privacy Policy.
- 3) We may revise this Privacy Policy from time to time in accordance with laws and regulations or business adjustments.
- 4) You need to understand that only after you confirm and agree to the revised TrustAsia Privacy Policy, will we collect, use, process and store your personal information in accordance with the changed Privacy Policy; you have the right to refuse to agree to the changed Privacy Policy, but please be aware that once you refuse to agree to the changed Privacy Policy, you may be unable or are unable to continue to use TrustAsia's related services and functions in full, or unable to achieve the service effects we intend to achieve.

II How Do We Collect and Use Your Personal Information

When you use our products/services, we need/may need to collect and use your personal information.

1. We will collect and obtain your personal information in the following ways:

- 1) Information provided by yourself. For example:

a) Information provided to us when you register your account;

b) When you use our customer service, work order, and feedback functions, in order to facilitate communication and solve your issues, we will also collect the information generated when communicating with us (including text/pictures/call recordings/meeting video recordings, etc.), and other necessary information associated with your requests;

c) The information you provide to us when you apply for a digital certificate through our services, and the information stored when you use our services;

2) Your information we obtain. When you use our products and/or services, we will collect, aggregate, and record information, including log information and client device information.

2. We will collect and use the following types of your personal information for the following purposes.

You understand and agree that we hope to provide you with perfect products and services, so we will continue to improve our products and services, which means that with the iteration, expansion and upgrade of products and services, we may often launch new services or business functions, or re-divide business functions that may require the collection of new personal information or changes in the purpose or method of using personal information. Please note that if we want to use your personal information for other purposes not specified in this Policy or additionally collect other personal information that is not mentioned, we will ask for your consent through page prompts, interactive processes, website announcements or other means. Once you agree, such additional uses will be considered as part of this Policy, and this Policy will also apply to such additional information. During this process, if you have any questions, you can contact us through the contact methods listed in Article XI How to Contact Us of this policy, and we will answer you as soon as possible.

1) Help with Your Registration and Login

In order to have a more complete experience of our services, you can register and log into an account of our service. You need to provide basic registration or login information, including mobile phone number, email address, verification code matching result (sensitive personal information), and create your account, username and password.

2) Maintain Normal Operation of Basic Functions

During your use of our services, in order to identify the abnormal status of your account, understand product suitability, provide you with basic services such as browsing and searching, ensure the normal operation of the service, and optimize service experience, we may directly or indirectly collect and store information about the services you use and how you use them and correlate them. Such information includes:

- a) Log information: When you use our services, we may automatically collect your detailed usage of our services and save them as relevant network logs. For example, your login account, search query content, IP address, browser type, network environment, language used, date and time of visit, and web browsing records, length of stay, refresh records, etc.
- b) Device information: We may receive and record information about the device you use when you use our services, such as operating system and version, client version, device identifier (MAC address and other information), location related information (such as IP address).
- c) Information for verification purpose: We may receive and record relevant information you provide when using our services, such as ID information, phone number, position, company address, email address, colleague name, and colleague phone number.

Please note that individual device information and log information cannot identify a specific natural person. If we combine the aforementioned information with other personal information to identify a specific natural person, or use it in combination with information that can identify a natural person, during the use of combined information, unless authorized by you or otherwise stipulated by laws and regulations, we will anonymize and de-identify such personal information, and we will process and protect it in accordance with this Policy during that period.

3) Digital Certificate Management Service

When you use our related products or services for digital certificate operations and management, we need to collect historical data such as browsing and operations generated during your use.

4) OCSP Query Service

When the related products and/or services you use include the OCSP query function, we need

to obtain some of your network information, such as device identification, version, IP and other information. We obtain such information for the purpose of better optimizing our services.

5) Notification

For your contact information (for example, contact email, phone number) that you provide during the use of the service, we may send multiple types of notifications to one or more of them during operation for user message notification, identity verification, security verification, user experience research and other purposes. In addition, we may also send you commercial information about services, functions or activities that you may be interested in by email, text message, or phone call. If you do not want to receive this kind of information, you can unsubscribe through the product or service platform or the unsubscription method presented in the email.

6) Digital Certificate Purchase and Payment Functions

In order to facilitate the delivery of digital certificates or services to you, you must at least provide us with certificate information, service period information, and payment status information as prompted. If you refuse to provide such information, we will not be able to complete the relevant delivery service.

If there is payment and settlement occurred during our service process, during the payment and settlement process, you can choose the payment service provided by our related parties or third-party payment institutions that cooperate with us (including Alipay, WeChat Pay, Apple Pay, UnionPay, NetsUnion and other payment channels, hereinafter referred to as "payment institution"). During the payment service process, we may need to share your order number and transaction amount information in our service with these payment institutions so that they can confirm your payment instructions and complete the payment.

In order to display the order information of your account and protect your after-sales rights and interests, we will collect order information, transaction and consumption records, and virtual property information (sensitive personal information) generated during your use of our services to show them to you and facilitate your order management. In the event of a transaction refund, we may ask you to provide your bank account information, including bank card information, Alipay, and WeChat Pay third-party account information (sensitive personal information) to process your refund request.

When you contact us, we may save your communication/call recordings and content or the contact information and related information (sensitive personal information) provided by you, so as to get in touch with you or help you solve problems, or record the treatment plans and results of the related problems.

In order to confirm the transaction status and provide you with after-sales and dispute resolution services, we will collect your transaction and payment information related to the progress of the transaction through the transaction partner and payment institution you selected based on the transaction, and share such transaction and payment information with the relevant above-mentioned service providers.

7) Provide You with Customer Service or Other User Response Functions

When you contact our customer service personnel or use other user response functions (such as submitting after-sales requests, personal information protection complaints or suggestions, other customer complaints and needs), we may require you to provide necessary personal information to match and verify your user identity, in order to protect your account and system security. We may also save your contact information (that you use when contacting us or other contact information that you actively provide to us), the content of your communication/call recordings with us, and the content of your feedback in the platform response function (including text/picture/audio/video/call recordings, etc.), and other necessary information related to your needs, so as to get in touch with you or help you solve problems, or record the treatment plans and results of the related problems.

8) Provide You with Security

In order to improve the security of using the services provided by us and our partners, protect the personal and property safety of you or other users or the public from infringement, better prevent risks such as phishing websites, fraud, network vulnerabilities, computer viruses, network attacks, network intrusions, and more precisely identify violations of laws and regulations or our service-related agreements, we may collect, use or integrate your account information, transaction information, device information, log information, and information shared by our related parties and partners with your authorization or in accordance with the law, to comprehensively judge your account and transaction risks, conduct identity verification, detect and prevent security incidents, and take necessary recording, auditing, analysis, and disposal measures in accordance with the law.

9) Improve Our Service

We may invite you to participate in surveys about our services to help us improve existing services or design new services; at the same time, we may use your information for software updates.

10) For Other Reasonable and Necessary Purposes

If a product/service that needs to collect your personal information is not specified in this Privacy Policy, or we go beyond the stated purpose and have a direct or reasonable relationship with the collection of your personal information, we will separately explain to you by updating this Privacy Policy, page prompts, pop-up windows, in-site letters, website announcements or other methods convenient for you to know before collecting and using your personal information, and provide you with a way of consent for independent choice, and collect and use it after obtaining your express consent.

11) Exceptions to Authorization and Consent

- a) Related to the performance of obligations stipulated by laws and regulations;
- b) Directly related to national security and national defense security;
- c) Directly related to public security, public health, or major public interests;
- d) Directly related to criminal investigation, prosecution, trial and execution of judgments;
- e) For the protection of your or other personal life, property and other major legitimate rights and interests, but it is difficult to obtain the consent of the person;
- f) The collected personal information is disclosed to the public by yourself;
- g) Personal information is collected from legally disclosed information, such as legal news reports, government information disclosure and other channels;
- h) Necessary to sign and perform a contract according to your request;
- i) Necessary for legal news reporting;
- j) Other circumstances specified by laws.

12) Notes on Sensitive Personal Information

Sensitive personal information refers to personal information that, if leaked or illegally used, may easily cause the personal dignity of a natural person to be violated or the personal and property safety to be jeopardized. The above information provided by you or collected by us

may contain your sensitive personal information, such as property information (including virtual currency, virtual transaction and other virtual property information), location information, web browsing records, transaction information. Please be cautious and pay attention to sensitive personal information.

III How do We Use COOKIES or Similar Technologies

We or our partners may obtain and use your information through COOKIES or similar technologies, and store such information as log information.

By using COOKIES, we provide users with a simple and personalized online experience. A COOKIE is a small amount of data that is sent from a web server to your browser and stored on your computer's hard disk.

We use COOKIES to benefit users. For example, to make the service login process faster, you can choose to store the username in a COOKIES file, so that the next time you want to log into the service, it will be more convenient and faster. COOKIES can help us determine the pages and content you connect to, the time you spend on the service, and the service page you choose.

COOKIES enable us to serve you better and faster, and personalize your experience with products/services. Nevertheless, you should be able to control whether and how COOKIES are accepted by your browser. Please consult the documentation that came with your browser for more information on this aspect.

We and third-party partners may collect and use your information through COOKIES or similar technologies, and store such information. We use our own COOKIES or similar technologies, which may be used for the following purposes:

- 1) Remember your identity. For example, COOKIES or similar technologies can help us identify you as our registered user, or save your preferences or other information provided to us;
- (2) Analyze your use of our services. We can use COOKIES or similar technologies to understand what activities or services you use the service for.

If you refuse our use of COOKIES and similar technologies to collect and use your relevant information, you can manage or (partially/completely) reject COOKIES and/or similar technologies through your browser's settings, provided that your browser has this function.

Alternatively, you can delete COOKIES and/or similar technologies that have been stored on your computer, mobile device, or other device. In this way, we cannot track all or part of your personal information. For more information on how to change browser settings, please refer to the relevant settings page in the browser you are using.

You understand and are aware that some of our products/services can only be realized through the use of COOKIES or similar technologies. If you refuse to use or delete COOKIES or similar technologies, you may not be able to use our related products/services properly or obtain the best service experience through our products/services, and may also have a certain impact on your information protection and account security.

IV Personal Information That We May Share, Transfer and Disclose

1 Sharing

We attach great importance to the protection of your personal information. Unless otherwise agreed by you, we will not share your information with any third party other than us, except in the following circumstances:

1) The sharing necessary to implement our services/functions. In some cases, in order for your normal use of the services you need, we need to share your information with third parties to achieve the functionality of our products and/or services, including: a) sharing corresponding transaction order information and payment amount information with third-party payment institutions that provide payment services; b) the sharing required by other suppliers, service providers, and business partners related to our services/functions.

2) Necessary sharing with related parties. To facilitate our unified account system and provide you with consistent services, and to facilitate your unified management, ensure system and account security, your personal information may be necessary to be shared between us and our related parties, including:

a) To help you save time and simplify the operation process, you can log into some

individual services without having to register repeatedly after registering our service phone account/email account. Information related to your account will be shared within our products and our related parties as necessary;

b) In order to provide you a consistent and personalized browsing, advertising, and other service experience with our and our related parties' products and/or services, you understand and agree that some information that reflects your usage habits and interests, including your account information, device information, and related browsing data, may be shared with our related parties.

3) To achieve the other purposes described in the first Article How Do We Collect and Use Your Personal Information of this Policy.

4) Fulfill our obligations and exercise our rights under this Policy or other agreements we have entered into with you.

5) Within the scope permitted by laws and regulations, we may exchange information with other companies and organizations to comply with the law, protect the interests, property, or security of us, our related parties or partners, you, or other service users, or the public from damage, such as to prevent illegal activities like fraud, and to reduce credit risk. However, this does not include information that is sold, leased, shared, or otherwise disclosed for profit in violation of the commitments made in this Policy.

6) Upon your legitimate needs or with your authorization and consent.

7) Provide your information at the lawful request of your guardian.

8) Provided according to the single service agreement signed with you (including the online signed electronic agreement and corresponding platform rules) or other legal documents.

9) Provided on the basis of social and public interests in compliance with laws and regulations.

We will only share your personal information for legitimate, reasonable, necessary, specific, and clear purposes. We will sign strict non-disclosure agreements with companies, organizations, and individuals with whom we share personal information, and require them to process the information in accordance with our instructions, this Policy, and any other relevant confidentiality and security measures.

2 Transfer

1) With the continuous development of our business, we may engage in mergers, acquisitions, asset transfers, or similar transactions, and your information may be transferred as part of such transactions. We will require the new company or organization that holds your information to continue to be bound by this Policy. Otherwise, we will require the company or organization to seek your authorization and consent for your information again.

2) After obtaining your explicit consent, we will transfer your information to a third party.

3 Disclosure

We will only disclose your information under the following circumstances and under the premise of adopting safety protection measures that comply with industry standards:

1) According to your needs, disclose the information you specify in a disclosure method that you explicitly agree to.

2) In cases where it is necessary to provide your information based on legal, regulatory, mandatory administrative or judicial requirements, we may disclose your information based on the type of information and disclosure method required. On the premise of complying with laws and regulations, when we receive the above request for disclosure of information, we will require the recipient to provide corresponding legal documents, such as subpoenas or investigation letters. We firmly believe that the information requested from us should be as transparent as possible to the extent permitted by law.

We have carefully reviewed all requests to ensure that they have a legitimate basis. We will only disclose relevant data that law enforcement agencies have legitimate rights to obtain for specific investigative purposes.

4 Exceptions to Obtaining Prior Authorization When Sharing, Transferring, or Disclosing Information

Under the following circumstances, sharing, transferring, and disclosing your information

does not require your prior authorization and consent:

- 1) Directly related to national security and national defense security;
- 2) Directly related to public safety, public health, or significant public interests;
- 3) Directly related to criminal investigation, prosecution, trial, and execution of judgments;
- 4) For the protection of your or other personal life, property and other major legitimate rights and interests, but it is difficult to obtain the consent of the person;
- 5) Information that you disclose to the public by yourself;
- 6) Information collected from legally disclosed information, such as legal news reports, government information disclosure, and other channels;
- 7) Relating to our performance of our obligations under laws and regulations.

According to legal regulations, sharing and transferring anonymous information and ensuring that the data recipient cannot recover and re-identify the personal information subject are not acts of external sharing, transfer, and public disclosure of information. The storage and processing of such data will not require separate notice to you and your consent.

V How Do We Store and Protect Your Personal Information

1 Personal Information Storage

Unless otherwise specified by laws, regulations or regulatory authorities, we will only store the personal information that is necessary to the purposes described in this Policy and will retain your personal information for the shortest period of time. In order to provide you with more complete and optimal products/services, we will manage some of your personal information in the Customer Relationship Management system in conformity with the principles of lawfulness, legitimacy, necessity and clear purpose. We will strictly abide by the measures in this Policy to process your personal information.

If we terminate the service or operation, we will stop collecting your personal information in

a timely manner, and will notify you in advance in accordance with relevant laws and regulations. We will delete or anonymize your personal information after the termination of service or operation, except as otherwise provided by laws, regulations or regulatory authorities.

The information we collect and generate during our operation within the territory of the People's Republic of China will be stored in China, except for the following circumstances:

- 1) Clearly stipulated by laws and regulations;
- 2) Obtaining your authorization and consent;
- 3) The products or services you use involve cross-border transmission, and we need to provide your information overseas.

With regard to the above circumstances, we confirm that we will abide by the provisions specified by national laws, regulations and relevant regulatory authorities, and will provide sufficient protection for your information.

2 Personal Information Protection

We attach great importance to your personal information security. We use various security technologies and procedures, and take all reasonable and feasible measures to protect your information from loss, improper use, unauthorized access or disclosure.

1) Data Security Protection Measures

We will use security protection measures that meet industry standards, including the establishment of proper regulations and the development of security technologies, to prevent your information from unauthorized access, use, and modification, and to prevent data damage or loss. Network services have adopted a variety of encryption technologies. For example, we use encryption techniques (e.g., TLS) to encrypt and protect your data, and adopt isolation technologies for secure isolation. When using information, such as information display and information associative computing, we use a variety of data desensitization

technologies to enhance the security of information in use. We adopt strict data access control and multiple identity authentication to protect information from being abused.

2) Other Security Measures Taken for Information Protection

We manage and standardize the storage and use of information by establishing a data classification and grading system, data security management specifications and data security development specifications.

We implement comprehensive security control over data through non-disclosure agreements, monitoring and auditing mechanisms.

We also hold security and privacy protection training courses to strengthen employees' awareness and understanding of personal information protection policies and relevant regulations.

3) We only allow TrustAsia employees who need to know this information to access your information, and have established a strict access control and monitoring mechanism. We also require all persons who may have access to your information to fulfill corresponding confidentiality obligations. Failure to meet these obligations may result in legal action or termination of the partnership with TrustAsia.

4) The Internet is not an absolutely safe environment. It is impossible to determine whether the communication methods with other users such as email, instant messaging, social software or other service software are fully encrypted. We recommend that you use strong passwords when using such tools, and pay attention to keep your information safe.

5) The Internet is not an absolutely safe environment. We will try our best efforts to ensure or guarantee the security of any information you send us. If our physical, technical, or management protection facilities are damaged, resulting in unauthorized access, public disclosure, tampering, or destruction of information, which consequently causes damage to your legitimate rights and interests, we will bear corresponding legal responsibilities.

6) Security Incident Handling

In order to deal with possible risks such as personal information leakage, damage and loss, we

have formulated a number of systems to define the classification and grading standards of security incidents and security vulnerabilities and the corresponding processing procedures. We have also set up a specific emergency response team for processing security incidents. The team will conform to the requirements of security incident handling and launch emergency plans for different security incidents to stop losses, analyze situation, locate issue, formulate remedial measures, and cooperate with relevant departments to trace and crack down on security incidents. We also regularly organize internal training and emergency drills to help our relevant personnel to understand the corresponding emergency response strategies and procedures.

In the event of an information security incident, we will promptly inform you in accordance with the requirements of laws and regulations, including the basic situation and possible impact of the security incident, the response measures we have taken or will take, and the suggestions on your independent prevention and risk reduction, the remedies for you, etc. At the same time, we will promptly inform you of the situation related to the incident by email, letter, phone call, push notification, etc. If there is difficulty in informing the information subject one by one, we will issue an announcement in a reasonable and effective manner. Meanwhile, we will also actively report the handling of information security incidents in accordance with the requirements of the regulatory authorities.

Please understand that due to technical restrictions and limitations in risk prevention, even if we do our best to enhance security measures, we cannot always guarantee one hundred percent of information security. You need to understand that the system and communication network you use to access the service may have problems due to factors beyond our control.

Please be sure to properly keep your account, password and other identity elements. When you use our services, we will identify you through your account, password and other identity elements. Once the aforementioned information is disclosed, you may suffer losses and adverse effects. If you find that your account, password and/or other identity elements may or have been leaked, please contact us immediately so that we can take corresponding measures in a timely manner to avoid or reduce relevant losses.

VI How to Manage Your Personal Information

1 Access, Update and Delete

It is encouraged to update and modify your information to make it more precise and valid.

For our certificate products/service, you can modify/check/manage your personal information or other information provided when using our services through function modules, such as Personal Center, Account and Settings.

You can also contact us via the communication methods listed in Article XI How to Contact Us to deal with the information on your behalf. We will take appropriate technical means or contact channels to ensure that you can access, update and delete your personal information or other information provided when using our services as much as possible.

Unless otherwise specified by laws and regulations, when you modify or delete your personal information, we may not immediately correct or delete the corresponding information in the backup system but will do the correction or deletion when updating the backup.

2 Obtaining a Copy of Personal Information

If you need a copy of your personal information, you can contact us via the communication methods listed in Article XI How to Contact Us of this Policy. After verifying your identity, we will provide you with a copy of your personal information in our services (including basic information and identity information), unless otherwise stipulated by laws and regulations or otherwise agreed in this Policy.

3 Responding to Your Aforementioned Request

For security purposes, you may be required to submit a written request or in other methods to prove your identity. We may ask you to verify your identity before processing your request. For your reasonable request, we do not charge fees in principle, but for repeated requests that exceed reasonable limits, we will charge a certain cost depending on the circumstances. For those that are unnecessarily repetitive, require excessive technical means (for example, requiring the development of new systems or fundamental changes in existing practices), pose a risk to the legal rights of others, or are very impractical (for example, involving information stored on backup magnetic tapes), we may deny the request.

We will not be able to respond to your request in the following circumstances:

- 1) Related to our fulfillment of obligations stipulated by laws and regulations;
- 2) Directly related to national security and national defense security;
- 3) Directly related to public security, public health, and major public interests;
- 4) Directly related to criminal investigation, prosecution, trial and execution of judgments;
- 5) We have sufficient evidence to demonstrate that you have subjective malice or abuse of rights;
- 6) For the protection of your or other personal life, property and other major legitimate rights and interests, but it is difficult to obtain the consent of the person;
- 7) Responding to your request will cause serious damage to the legitimate rights and interests of you or other individuals or organizations;
- 8) Those involving trade secrets.

VII Third-Party Services

Service may access or link to the services (including websites or other forms of service) provided by third parties. To achieve the purpose stated in this Policy, we may access third-party services or other similar applications (such as in the form of embedded codes, plug-ins, etc.) in order to provide better customer service and user experience. Currently, the third-party service providers we access mainly include the following types:

- 1) Used for message push function, including in-site push notifications, specific event reminder, etc.;
- 2) Used for payment-related services, including order payment, transaction verification, income settlement, payment information summary statistics, etc.;
- 3) Used for behavior verification and interface access limit functions, including behavior verification services for critical operations such as sending text messages, sending emails, changing passwords, and changing API keys;

Some of the third parties we access may collect user information for the purpose of providing users with corresponding services. When you use such services provided by third parties in our services, you agree that your information will be directly collected and processed by them. We will evaluate the legality, legitimacy, and necessity of the third party's collection of information, and require the third party to take protection measures for your information and to strictly abide by relevant laws, regulations, and regulatory requirements. You can contact us via the communication methods listed in Article XI How to Contact Us of this Policy, and we will respond to you as soon as possible.

Third-party push, payment, behavior verification or other third-party services are operated by relevant third parties. Your use of such third-party services (including any information you provide to such third parties) is subject to the third party's own terms of service and information protection statement (not this Policy), and you need to read their terms carefully. This Policy only applies to the personal information we collect, and does not apply to any services provided by third parties or information usage rules of third parties. If you find that

there may be risks involved in these third-party services, it is recommended that you terminate the relevant operations to protect your legal rights and contact us in time.

VIII Our Protection of Minors

Our features and services are primarily intended for adults. Minors shall not create their own user accounts without the consent of their parents or guardians. We consider anyone under the age of 18 to be a minor.

We attach great importance to the protection of minors' information, and formulate specific personal information processing rules for minors' personal information as sensitive personal information. With respect to the situation of processing minors' personal information with the consent of parents or guardians, we will only provide or disclose this information when it is permitted by law or explicitly agreed by their parents or guardians.

IX Our Protection of Personal Information of the Deceased

- 1) We will protect the personal information of the deceased in accordance with the Personal Information Protection Law. Where a user (natural person only) dies, his/her close relatives may, for the purpose of their own lawful and legitimate interests, exercise such rights as consulting, copying, correcting and deleting the relevant personal information of the deceased via the contact methods listed in Article XI How to Contact Us of this Policy, unless otherwise arranged by the deceased prior to his/her death.**
- 2) You understand and confirm that in order to fully protect the rights and interests of the deceased user's personal information, the close relatives of the deceased user**

who apply for exercising the rights of this article need to follow the specific procedures of TrustAsia and submit the deceased user's identity certificate, death certificate, identity documents of the applicant, kinship certification documents of the applicant and the deceased user, and provide the type and purpose of the right to be exercised.

X Notice and Revision

In order to provide you with better services, we may revise the terms of this Privacy Policy in accordance with service updates and relevant requirements of laws and regulations. Such revisions will be published in this page and shall constitute an integral part of this Privacy Policy. For major changes, we will notify you in a more prominent way (including website announcements, push notifications, pop-up reminders or other ways). Major changes referred in this Policy include but are not limited to:

- 1) Major changes in our service model, such as the purpose of processing personal information, the type of personal information processed, and the way of using personal information;
- 2) Major changes in our ownership structure, such as changes in owners caused by business adjustments, and bankruptcy mergers;
- 3) Major changes in the main objects of personal information sharing, transfer or public disclosure;
- 4) Major changes in your right to participate in the processing of personal information and its exercising method;
- 5) Major changes in the responsible department, contact information and complaint channels for handling personal information security;
- 6) Occurrence of other circumstances that are important or may seriously affect your personal rights and interests.

With any revision we make your satisfaction a top priority. We encourage you to review our TrustAsia Privacy Policy each time you use our services.

XI How to Contact Us

You can contact us via the following methods:

- 1) If you have any questions, comments or suggestions about the content of this Policy, you can contact us through Work Order Management - User Feedback, by sending an email to support@trustasia.com, or by calling 400-880-8600;
- 2) If you find that your personal information may be leaked, you can complain and report it by sending an email to support@trustasia.com or by calling 400-880-8600;

Generally, we will deal with it within fifteen working days after receiving your question, comment or suggestion and verifying your user identity. If you are dissatisfied with our handling, you can file a complaint or report to the department responsible for personal information protection.

Name of operating entity: TrustAsia Technologies, Inc.

Office Address: 32/F Building B. New Caohejing International Business Center, 391 Guiping Rd, Xuhui District, Shanghai, China