

# BI Privacy Policy

This update date: 10 March 2026

Welcome to use the products and services provided by BI (Shanghai) Business Consulting Co., LTD. (hereinafter referred to as "BI Consulting")! BI Consulting (or "we" for short) is well aware of the importance of your personal information and has always solemnly committed to protecting the personal information and privacy security of users (hereinafter referred to as "users" or "you") who use our products and services (hereinafter referred to as "BI Consulting Services"). When you use our services, we may collect and use your relevant personal information (or "personal information"). The Biai Consulting Privacy Policy (hereinafter referred to as "this Policy") applies to the Biai consulting services we provide. **Users** under the age of 18 should read this Policy with the accompaniment of their legal guardians and pay particular attention to the terms of use for minors. **In particular, if you are a child under the age of 14, you should ask your guardian to read this policy carefully and you may use the Biai consulting service only after obtaining your guardian's consent.** We wish to explain to you through this policy the corresponding processing rules when we collect and use your

relevant personal information, as well as the ways we provide for you to access, correct, delete and protect such personal information in order to better protect your rights and interests.

Scope: (a) Information that Biai automatically receives and records on your browser and computer when you use Biai Consulting Services or access Biai Consulting Services related web pages, including but not limited to your IP address, type of browser, language used, date and time of access, software and hardware feature information, and web page records you require; (b) Personal data of users obtained by Biai Consulting through legal means from business partners.

**You understand and agree that the following information is not subject to this Privacy Policy: (a) keyword information entered when using the search service provided by Biai Consulting Services; (b) Information and data collected by Biai Consulting about the information you post on Biai Consulting Services, including but not limited to participation in activities, transaction information and evaluation details; (c) Acts that violate the law or the rules of Biai Consulting Services and measures taken against you by Biai Consulting.**

This Policy will help you understand the following:

1. How do we collect and use your personal information
2. How do we use Cookies or similar technologies
3. Personal Information that we may share, transfer and disclose
4. How do we retain, store and protect the security of your personal information
5. How do we manage your personal information
- Vi. Third-party services
- Vii. Protection of Minors
- Viii. Notification and Revision
- Ix. Application of Law and Jurisdiction
10. How to contact us

**【 Special Note 】 Before using the Biai consulting service, please read carefully (minors should read under the supervision of their guardians) and understand this policy (especially the bold or underlined content) to make an appropriate choice. Once you use or continue to use our products or services after we update this Policy, it means you**

**agree to this policy and consent to us processing your relevant personal information in accordance with this Policy.**

This Policy applies to Biai Consulting Services. In the event of any inconsistency with the terms of the Professional Services Contract between Biai Consulting and you, this Policy shall prevail. If a particular service provided by us is not subject to this policy, it will be explicitly excluded in that service in an appropriate manner.

1. How do we collect and use your personal information

We collect your personal information mainly to make it easier and more satisfying for you and other users to use Biai Consulting Services. And this personal information helps us achieve this goal.

(1) We will collect and obtain your personal information through the following channels:

1. The personal information you provide.

(1) The personal information you provide to us when registering an account for Biai Consulting Services or using Biai Consulting Services, including your mobile phone number, and you may

voluntarily choose to fill in your nickname, profile picture, gender, age, educational background, school, ID number, recipient name, recipient contact information, delivery address basic information. If you only need to browse and learn about BI Consulting, you do not need to register an account and provide the above information. If you do not provide this information, it will not affect your use of the basic functions of BI Consulting;

(2) The shared personal information you provide to other parties through the Biai Consulting Service, and the personal information stored when you use the Biai Consulting Service.

Note that if you disclose your personal information in public areas visible to other users of the Biai Consulting Service, or in your responses to information uploaded or posted by others, such personal information may be collected and used by others, provided that you do not delete the personal information you have disclosed or shared, Such personal information may remain in the public domain all along; Even if you delete shared personal information, such personal information may still be independently cached, copied or stored by other users or third parties not under our control, or retained in the public domain by other users or such third parties. We are not responsible for

any leakage of your personal information resulting from the disclosure or sharing of your personal information through the above channels. Therefore, we remind and ask you to carefully consider whether to disclose or share your personal information through the above channels. When you discover that someone else is improperly collecting or using your personal information, you may contact us through the contact information specified in Article 9 of this policy, [How to Contact Us].

2. Personal information about you shared by other parties. That is, shared personal information about you provided by other parties when they use Biai Consulting services.

3. The personal information we obtain about you. Personal information we collect, aggregate and record when you use Biai Consulting services.

(2) We will collect and use your personal information of the following types for the following purposes:

1. To assist you in completing registration, login and logout

In order for us to provide you with complete Biai consulting services, you will need to provide basic registration or login personal information, including registering and logging in using

your mobile phone number or providing a third-party account to log in to Biai Consulting. If you only need to use basic services such as browsing, querying, and searching, you do not need to register as a Biai Consulting user and provide the above personal information.

## 2 Customer Service and after-sales

In accordance with relevant laws, regulations and regulatory requirements, or when you contact us, our customer service or after-sales service may require you to provide real identity information (name, ID card) and account information to verify your identity in order to assist you with the problem, or to record the solutions and results related to the problem.

Please note that your identity information is considered personal sensitive information. Please provide it with caution. If you refuse to provide it, you may not be able to obtain relevant services, but it will not affect the normal use of other functions and services.

## 3 Maintain the normal operation of basic functions

During your use of our services, in order to identify abnormal account status, understand product compatibility, provide you with services such as browsing, searching, registration/login,

viewing and editing personal profiles, purchasing services/products, and payment, maintain the normal operation of basic functions, We may automatically collect, store and associate information about the services you use and how you use them, including:

(1) Log information: When you use our services, we may automatically collect detailed information about your use of our services and save it as a web log. Log information includes your login account, search query content, IP address, browser type, telecom operator, network environment, language used, access date and time, web browsing records, Push open records, crash records, stay duration, refresh records, post records, follow, subscribe, collect and share.

(2) Device information: We may do so based on the specific permissions you grant during the installation and use of the software, Receive and record information about the device you are using (including device identifiers (IMEI/MAC/OPEN UDID), Serial, SIM card IMSI Identification code, device model, operating system and version, client version, device resolution, package name, device Settings, list of processes and software, Android ID, IDFA, UUID, software and hardware feature

information), device location-related information (including IP address, GPS location and WLAN that can provide the relevant personal information Access point, Bluetooth and base station sensor information).

At the same time, in order to collect the basic personal device information mentioned above, we will request access to your device information. We collect this information to provide you with our basic services and basic functions. If you refuse to provide the above access, it may result in you being unable to use our products and services.

Note that individual device information and log information are personal information that cannot be used to identify a particular natural person. If we combine such non-personal information with other personal information for the purpose of identifying a specific natural person, or use it in combination with personal information, such non-personal information will be regarded as personal information during the period of combined use, and we will anonymize and de-identify such personal information, except with your authorization or as required by laws and regulations. Such information will be treated and protected as

your personal information in accordance with this Privacy Policy during the period of such combined use.

#### 4 To provide you with goods or services

(1) Sharing and Posting of personal information: When you use Biai Consulting Services, upload and/or post personal information and engage in related activities, we will collect the personal information you upload, post or form, and have the right to display your nickname, profile picture and posted content.

(2) Delivery of goods or services: When you order a specific goods or service in our goods or services, we will generate an order for you to purchase that goods or service through the system. To facilitate the delivery of the goods or services you purchased at Biai Consulting, you may need to provide the recipient's personal identity information, name, purchaser entity and related information, orderer, contact number, payment status information. If you refuse to provide such personal information, we will not be able to complete the relevant delivery service. If you order goods or services for someone else through Biai Consulting Services, you will need to provide the aforementioned personal information of that actual orderer.

Before providing us with the aforementioned personal information of the actual orderer, you need to ensure that you have obtained their authorization and consent.

When you use the Biai Consulting service, Biai Consulting will collect and store the images and voice information you upload, and our relevant identification programs will process and analyze these data.

(3) To complete order payment, deliver goods or services, confirm transaction status and provide you with after-sales and dispute resolution services, we will collect your account, order, transaction, payment, logistics information related to the transaction progress through the transaction counterparty, payment institution, logistics company, etc. that you select based on the transaction, or share your transaction information with the above service providers.

(4) Order Management: To display your account order information and protect your post-sale rights, Biai Consulting will collect your order information, transaction and consumption records generated during your use of Biai Consulting for display to you and to facilitate your order management.

(5) Customer Service and After-sales Service: When you contact our customer service or use other user response functions (including making in-sale and after-sale requests, personal information protection complaints or suggestions, other customer complaints and requests), we may require you to provide necessary personal information to match and verify your user identity in order to ensure the security of your account and system. We may also keep your contact information (the one you use when you contact us or other contact information you voluntarily provide to us), your communication/call records and contents with us, and other necessary information associated with your needs in order to contact you or help you solve problems, or to record the solutions and results of related issues.

#### 5. Personal information about you that we collect indirectly:

We may obtain relevant personal information that you have authorized to be shared from management affiliates or third-party partners. We may obtain your authorized shared account information (profile picture, nickname, login time) from third parties and bind your third-party account to your Biai consulting Services account upon your consent to this policy, allowing you to log in directly through your third-party account

and use our products and/or services. We will collect and use your personal information in compliance with relevant laws and regulations and in accordance with agreements with affiliates or third-party partners, provided that the source of the personal information they provide is legitimate.

#### 6. Send you notifications

We may send you service-related notifications when necessary (for example, when we suspend a particular service due to system maintenance, change, or terminate the provision of a particular service).

**If you do not wish to continue receiving messages from us, you may ask us to stop sending them, for example, by following the unsubscribe text message instructions to ask us to stop sending promotional text messages, or by setting up on your mobile device to stop receiving messages from us; Except in cases where we send messages as required by law or as agreed in the service agreement.**

#### 7. To provide you with security

To enhance the security of your use of services provided by us and our partners, to protect your or other users' or the public

'personal and property safety from being violated, to better prevent security risks such as phishing websites, fraud, network vulnerabilities, computer viruses, cyber attacks, cyber intrusions, and to more accurately identify violations of laws, regulations, or the relevant agreement rules of Biai consulting services, We may collect, use or integrate your account information, transaction information, device information, log information and personal information shared by our affiliated companies and partners with your authorization or in accordance with the law to comprehensively assess the risks of your account and transactions, verify your identity, detect and prevent security incidents, and take necessary recording, auditing, analyzing and handling measures in accordance with the law.

## 8. Others

**You understand and agree that, after collecting your personal information, we may use technical means to de-identify the data, and the de-identified information will not be able to identify you. In such cases, we have the right to use the de-identified information to analyze the user database and make commercial use of it without further obtaining your consent.**

**Please note that if we are to use your personal information for other purposes not stated in this policy or to collect additional personal information not mentioned, we will separately seek your consent in advance (by checking a box, pop-up, in-site message, mail, text message). Once you consent, such additional uses will be regarded as part of this policy, and such additional personal information will also be subject to this Policy.**

**If we are to use your personal information for other purposes not stated in this policy or to collect additional personal information not mentioned, we will obtain your consent separately in accordance with the law through page prompts, interaction processes, website announcements or other means. In the process, you may contact us through the contact information specified in Article 9 of this Policy, [How to Contact Us].**

9 Exceptions to obtaining authorized consent

According to relevant laws and regulations, the collection of your personal information in the following circumstances does not require your authorization and consent:

- (1) In connection with the personal information controller's performance of obligations under laws and regulations;
- (2) Directly related to national security and defense security;
- (3) Directly related to public security, public health, and major public interests;
- (4) Directly related to criminal investigation, prosecution, trial and enforcement of judgments, etc.
- (5) Where it is necessary to safeguard the life, property or other major legitimate rights and interests of the personal information subject or other individuals, but it is difficult to obtain the authorization and consent of the individual concerned;
- (6) The personal information involved is one that the personal information subject has voluntarily disclosed to the public;
- (7) Necessary for the conclusion and performance of a contract at the request of the personal information subject;
- (8) Collecting personal information from legally disclosed information, such as legitimate news reports, government information disclosure channels, etc.

(9) Where it is necessary to maintain the safe and stable operation of the products or services provided, such as discovering and handling faults of the products or services;

10. You understand and agree that Biai Consulting Services may require you to enable specific access permissions in your device for the collection and use of personal information involved in those permissions:

(1) If we access your camera, it is to enable you to use the camera to scan, take pictures for login, use the "photo" function for payment, photo comment, photo word extraction, photo translation and upload profile picture;

(2) If we access your photo album, it is to enable you to access and upload photos, pictures or videos from your device, post comments/share, and upload avatars using pictures from your album;

(3) If we access your storage, it is to enable you to perform functions such as cropping profile pictures and crash log queries;

(4) If we access your microphone, it will enable you to perform voice translation, voice comments, voice interaction with

customer service, and voice teaching interaction, in which we will collect your recordings to identify your specific needs.

(5) If we access your browser to enable features such as auto-login, in which we will collect relevant data from your browser to identify specific requirements.

When you need to disable this function, most mobile devices will support this requirement of yours. For specific methods, please refer to or contact the service provider or manufacturer of your mobile device. Please note that by enabling any permission, you authorize us to collect and use the relevant personal information to provide you with the corresponding service. Once you disable any permission, you revoke the authorization and we will no longer collect and use the relevant personal information based on that permission, nor will we be able to provide you with the service corresponding to that permission. However, your decision to disable a permission will not affect your use of the functions of the other permissions that have been authorized, as well as the collection and use of personal information that was previously based on your authorization.

## 11. Tips for personal sensitive information

The above personal information provided by you or collected by us may contain your personal sensitive information, including bank account numbers, transaction and consumption records, virtual property information, system accounts, email addresses and their associated passwords, phone numbers, web browsing records, location information. Please take care of your personal sensitive information, and you agree that we may process your personal sensitive information for the purposes and in the manner described in this policy.

## 2. How do we use Cookies or similar technologies

### (1) Cookies

We or our third-party partners may obtain and use your personal information through Cookies and store such personal information as log information.

By using Cookies, we provide you with a simple, easy and personalized web 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 drive. We use Cookies so that you can benefit. For example, to make the Biai Consulting login process faster, you may choose to store your username in a cookie. This

way, it will be more convenient and quicker for you to log in to Biai Consulting services next time. Cookies help us determine which page and content you connect to, how much time you spend on a specific Biai Consulting service, and which Biai Consulting service you choose.

Cookies enable us to serve you better and faster, and make your experience with Biai Consulting more personalized. However, you should be able to control whether and how Cookies are accepted by your browser. See the files that come with your browser for more information on this.

We and our third-party partners may collect and use your personal information through Cookies and store such personal information.

We use our own Cookies and may use them for the following purposes:

- (1) To remember your identity. Cookies help us identify you as a registered user of ours, or save information you provide to us about your preferences or other personal details;

(2) To analyze how you use our services. We may use Cookies to understand what activities you are doing with Biai Consulting Services, or which services or services are most popular;

(3) Advertising optimization. Cookies help us deliver ads that are relevant to you based on your personal information rather than general advertising.

While we use Cookies for the purposes mentioned above, we may aggregate the non-personally identifiable information collected through Cookies and provide it to advertisers and other partners for analyzing how you and other users use Biai Consulting Services and for advertising services.

There may be Cookies placed by advertisers and other partners on the Biai Consulting Service. These Cookies may collect non-personally identifiable information related to you for the purpose of analyzing how users use the services, sending you advertisements that you may be interested in, or evaluating the effectiveness of advertising services. The collection and use of such personal information by these third-party Cookies are not subject to this policy but are subject to their own personal information protection statement, and we are not responsible for third-party Cookies.

You can reject or manage Cookies through your browser or user selection mechanism. Please note, however, that if you disable Cookies, we may not be able to provide you with the best service experience and some services may not work properly. At the same time, you will still receive ads, but they will be less relevant to you.

## (2) Website beacons and pixel tags

In addition to Cookies, we also use web beacons and pixel tags and other similar technologies on our website. For example, the emails we send you may contain links to the content on our website. If you click on that link, we track that click to help us understand your preferences for products or services so that we can proactively improve the customer service experience. A web beacon is typically a transparent image embedded in a website or email. With the help of pixel tags in emails, we can tell whether an email has been opened. If you do not want your activities to be tracked in this way, you can unsubscribe from our mailing list at any time.

## 3. Personal information that we may share, transfer or disclose

### (1) Sharing

You agree that we may share your personal information with our affiliates or related legal entities and with some of our business partners (collectively, "information recipients") in accordance with this Policy. We will actively assist you in understanding the storage and use of your personal information by the information recipients, as well as your rights to access, correct, delete and cancel your account. We will not share your personal information with any third party other than us and our information recipients without your consent, except in the following circumstances:

1 To provide you with our services. We may share your personal information with the recipients of the information to enable the core functions you need or to provide the services you need;

2 To maintain and improve our services. We may share your personal information with information recipients to help us provide you with more targeted and comprehensive services, such as: communication service providers that send emails or push notifications on our behalf;

3 To achieve the purposes set out in Section 1 of this Policy, "How We Collect and Use Your Personal Information";

4 To fulfill our obligations under this Policy or any other agreement we have with you and to exercise our rights;

5 Share information with recipients who have entrusted us with the promotion for the purpose of making them aware of the reach and effectiveness of the promotion. For example, we can inform the client how many people have seen their promotional information or purchased their products after seeing it, or provide them with non-personally identifiable statistical information to help them understand their audience or customers.

6 To the extent permitted by law, we may exchange personal information with other companies and organizations in order to comply with the law and protect the interests, property or safety of us and our affiliates or partners, you or other Biai consulting users or the general public from harm, such as to prevent illegal activities like fraud and to reduce credit risk. However, this does not include selling, renting, sharing or otherwise disclosing personal information for profit-making purposes in violation of commitments made in this Policy.

7 To assist in handling disputes or controversies between you and others at your legitimate request;

8. To provide your personal information at the legitimate request of your guardian;

9 To be provided in accordance with the service agreement signed with you (including electronic agreements signed online and corresponding platform rules) or other legal documents;

10 Provided for academic research purposes;

11. Provided based on the public interest in compliance with laws and regulations.

We will only share your personal information for legal, legitimate, necessary, specific and explicit purposes. We will sign strict confidentiality agreements with the companies, organizations and individuals with whom we share personal information, requiring them to handle personal information in accordance with our instructions, this policy and any other relevant confidentiality and security measures.

(2) Transfer

**1. As our business continues to develop, we may engage in mergers, acquisitions, asset transfers or similar transactions, and your personal information may be transferred as part of**

**such transactions. We will require the new entity holding your personal information to continue to be bound by this policy; otherwise, we will require that entity to re-obtain your authorization and consent.**

2 We will transfer your personal information to other parties only with your explicit consent.

### (3) Disclosure

We will disclose your personal information only in the following circumstances, provided that security measures in compliance with industry standards are in place:

1 Disclose the personal information you specify in the manner you expressly consent to, at your request;

2 We may disclose your personal information in accordance with the type and manner of disclosure required by law, regulation, mandatory administrative law enforcement or judicial requirements. Subject to laws and regulations, when we receive such requests for the disclosure of personal information, we will require the recipient to provide corresponding legal documents, such as subpoenas or inquiry letters. We are convinced that the personal information we are asked to provide should be as

transparent as possible to the extent permitted by law. We carefully review all requests to ensure they have a legal basis and are limited to data that law enforcement agencies have a legal right to access for specific investigative purposes.

(4) Exceptions to prior authorization and consent when sharing, transferring, or disclosing personal information

In the following circumstances, sharing, transferring or publicly disclosing your personal information does not require prior authorization and consent from you:

1. Where it is related to the personal information controller's performance of obligations under laws and regulations;
2. Relating to national security and defense security;
3. Relating to public security, public health, major public interests;
4. Relating to judicial or administrative law enforcement such as criminal investigation, prosecution, trial and enforcement of judgments;

5. Where it is necessary to protect your or another person's vital legitimate rights and interests, such as life and property, but it is difficult to obtain your consent;

6. Personal information that you have voluntarily disclosed to the public;

7. Collecting personal information from legally disclosed public sources, such as legitimate news reports, government information disclosure channels, etc.

Sharing or transferring personal information that has been de-identified in accordance with the law, and ensuring that the data recipient cannot restore and re-identify the subject of the personal information, does not constitute external sharing, transfer or public disclosure of personal information, and the retention and processing of such data will not require further notice to you and your consent.

4 How do we retain, store and protect the security of your personal information

(1) We will retain your personal information only for as long as necessary for the purposes described in this policy and as required by laws, regulations and supervision. The criteria by

which Biai Consulting determines the aforementioned period include:

1. To fulfill the transaction purposes related to you, to maintain the corresponding transaction and business records, and to respond to your possible inquiries or complaints;
2. Ensure the safety and quality of the services provided to you by Biai Consulting;
3. Whether you agree to a longer retention period;
4. Are there any other special agreements regarding the retention period?

After the retention period of your personal information has expired, Biai Consulting will delete your personal information or anonymize it as required by applicable laws (if you are a minor, Biai Consulting will handle your personal information in accordance with relevant laws and regulations after the retention period of your personal information has expired). If it is impossible to delete your personal information in accordance with the relevant requirements due to special circumstances, the platform will explain that part to you.

If we terminate the service or operation, we will promptly cease the collection of your personal information, and in compliance with the requirements of relevant laws and regulations, we will notify you in advance and delete or anonymize your personal information after the termination of the service or operation, except as otherwise required by laws and regulations or regulatory authorities.

(2) Personal information collected and generated by us in the course of our operations within the territory of the People's Republic of China is stored within China. Except for the following circumstances:

1. It is explicitly stipulated by laws and regulations;
2. Obtain your authorization and consent;
3. If the products or services you use involve cross-border transactions and we need to provide your personal information to overseas parties.

In response to the above situations, we will ensure adequate protection of your personal information in accordance with this policy and national laws and regulations.

(3) We attach great importance to personal information security, appoint specific personnel, and take all reasonable and feasible measures to protect your personal information:

#### 1. Data security technical measures

We will adopt security protection measures in line with industry standards, including establishing reasonable system norms and security technologies to prevent your personal information from being accessed, used or modified without authorization, and to avoid data damage or loss. Our web services employ a variety of encryption technologies, for example, in some services we will use encryption technology to protect your personal information, encrypt and store your personal information, and isolate it through isolation technology. We will use a variety of data desensitization techniques to enhance the security of personal information during its use, such as personal information display and personal information associated computing. We use strict data access control and multiple identity authentication technologies to protect personal information and prevent it from being used in violation of regulations.

#### 2. Other security measures we take to protect personal information

(1) We manage and regulate the storage and use of personal information by establishing data classification and grading systems, data security management norms, and data security development norms.

(2) We have comprehensive security control over data through personal information contactor confidentiality agreements, monitoring and auditing mechanisms.

(3) We also conduct security and privacy protection training sessions to enhance employees' awareness of the importance of protecting personal information and security.

(4) We only allow our and our affiliates' employees and partners who need to know your personal information to access it, and we have strict access control and monitoring mechanisms for this purpose. We also require all individuals who may have access to your personal information to fulfill the corresponding confidentiality obligations. Those who fail to fulfill these obligations may be held legally responsible or have their relationship with us terminated.

3. The Internet is not an absolutely secure environment, and communication methods such as email, instant messaging,

social software, or other service software with other users cannot be determined to be fully encrypted. We recommend that you use complex passwords when using such tools and take care to protect the security of your personal information.

4. We will do our best to ensure or guarantee the security of any personal information you send to us. If our physical, technical, or management safeguards are breached, resulting in unauthorized access, public disclosure, alteration, or destruction of your personal information and causing damage to your legitimate rights and interests, we will bear corresponding legal liability.

#### (4) Handling of security incidents

In the event of an unfortunate personal information security incident, we will inform you in a timely manner in accordance with the requirements of laws and regulations: the basic situation and possible impact of the security incident, the measures we have taken or will take to handle it, suggestions for you to independently prevent and reduce risks, and the remedial measures for you, etc. We will also promptly inform you of the relevant circumstances of the incident by mail, letter, text message, phone call, push notification, etc. When it is difficult to inform each personal information subject individually, we will

issue a public notice through reasonable and effective means. At the same time, we will also proactively report the handling of personal information security incidents as required by regulatory authorities.

Please understand that due to technical limitations and the limitations of risk prevention, even though we have strengthened security measures as much as possible, we cannot always guarantee 100% security of personal information. You need to be aware that the systems and communication networks you use to access Biai Consulting services may have problems due to circumstances beyond our control.

#### 5. How do you manage your personal information

We encourage you to update and modify your personal information to make it more accurate and effective. Please understand that your decision to correct, delete, withdraw authorization or stop using Biai Consulting services does not affect the processing of your personal information that we have carried out based on your previous authorization.

You can manage your personal information in the following ways:

## (1) Access your personal information

1. Account Personal Information: If you wish to access your basic personal information in your account (including profile picture, nickname, birthday, company, address, etc.), you can log in to your account and access it through Personal Center.

2. Order Personal Information: You can view the status of all your orders in "Console - Cost Management - Order Information".

## (2) Correct your personal information

If you wish to correct your basic personal information (including profile picture, nickname, phone number, etc.) in your account, you can log in to your account and make the changes in "Personal Center".

## (3) Delete your personal information

You may delete some of your personal information in the ways listed in "1. Access and Correct Your Personal Information".

When some of your personal information is deleted, we may require you to verify your identity to ensure the security of your personal information.

You may request us to delete your personal information in the following circumstances:

1. If we process your personal information in violation of laws;
2. If we collect and use your personal information without obtaining your authorization and consent;
3. If our processing of your personal information seriously contravenes our agreement with you;
4. If we no longer provide you with Biai consulting services.

If we decide to respond to your request for deletion, we will also notify, as far as possible, the entities that have obtained your personal information from us to delete it in a timely manner, unless otherwise required by laws and regulations, or these entities have obtained your independent authorization.

(4) Alter the scope of your authorization and consent

You can always choose whether to disclose your personal information. Some personal information is necessary to use Biai Consulting services, but the provision of most other personal information is at your discretion. You may change the scope of your authorization for us to continue collecting your personal

information by deleting your personal information, disabling device functions or canceling your account, or by contacting us through the contact information specified in Article 9 [How to Contact Us] of this policy, in general, We will respond within fifteen days.

#### (5) Cancel your account

If you no longer use the Biai Consulting service, you can contact us to cancel your account by logging in to "Biai Consulting "-" Personal Center "-" Security Level "-" Account Cancellation" as shown in the process or the contact information specified in Article 9 [How to Contact Us] of this policy, subject to the conditions stipulated in the service agreement and relevant national laws and regulations. Under normal circumstances, we will cancel your account within fifteen working days, during which time we will cease to provide you with Biai Consulting services. When your account is cancelled or deleted, all service information and data related to that account under the Biai consulting Service will be deleted or anonymized, except as otherwise required by law.

(6) Obtaining a copy of your personal information: You can contact us via the service channel of [sales@biaiconsulting.com](mailto:sales@biaiconsulting.com)

and inform us that you wish to obtain a copy of your personal information. Generally, we will reply to your question within fifteen days from the date of receipt.

(7) Respond to your above request

For security purposes, you may be required to provide a written request or otherwise prove your identity. We may first ask you to verify your identity before processing your request. For reasonable requests from you, we do not charge in principle, but for repeated requests that exceed reasonable limits, we may charge a certain cost fee as appropriate. We may refuse requests that are unjustified, require excessive technical means (for example, require the development of a new system or a fundamental change to existing practice), pose a risk to the legitimate rights and interests of others, or are highly impractical (for example, involving information stored on backup tapes).

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

1. Related to our fulfillment of obligations stipulated by laws and regulations;
2. Directly related to national security and defense security;

3. Relating directly to public security, public health, and major public interests;
4. Directly related to criminal investigation, prosecution, trial and enforcement of judgments, etc.
5. We have sufficient evidence to show that you have malicious intent or are abusing your rights;
6. Where it is necessary to protect your or another person's vital legitimate rights and interests, such as life and property, but it is difficult to obtain your consent;
7. Responding to your request would cause serious damage to your or any other individual's or organization's legitimate rights and interests;
8. Involving trade secrets.

#### Vi. Third-party services

BI Consulting Services may link to social media or other services (including websites or other forms of services) provided by third parties. Including:

(1) You may use the "Share" button to share certain Biai Consulting Services content to third-party services, or you may share third-party services content to Biai Consulting. These functions may collect your information (including your log information) and may use Cookies on your computer device to function properly;

(2) We provide you with links through advertisements or other means of our services, allowing you to link to third-party services or websites;

(3) Other circumstances of access to third-party services. For the purposes stated in this Policy, we may access SDKS or other similar applications provided by third-party service providers and share certain information about you that we have collected in accordance with this Policy with such third-party service providers in order to provide better customer service and user experience. Currently, the third-party service providers we access mainly include the following types:

(1) For advertising-related services, including advertising display, advertising data monitoring/statistics, etc.

(2) For message Push functionality, including mobile phone manufacturer push notifications, specific event alerts, etc.

(3) For payment-related services, including order payment, transaction behavior verification, income settlement, payment information summary statistics, etc.

**(4) For obtaining device location permissions, collecting device information and log information, etc. with your consent;**

(5) For third-party authorized services, including third-party account logins, sharing related content to third-party products, etc.

(6) To support product functional modules including live streaming, video playback, voice recognition, intelligent customer service, content storage, etc.

Some of the third-party SDKS or similar applications we integrate may collect your personal information. If 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 assess the legality, legitimacy and necessity of such third-party services collecting personal information, and

require such third parties to take protective measures for your personal information and strictly comply with relevant laws, regulations and regulatory requirements. You may also choose to contact us through the feedback channels listed in the "How to Contact Us" section of this policy and we will respond to you as soon as possible.

**The service described above is operated by the relevant third party. Your use of such third-party services (including any personal information you provide to such third parties) is subject to the third party's own terms of service and personal information protection statement (rather than this policy), which you need to read carefully. We will only share your information for legitimate, necessary and specific purposes. We will require them to fulfill relevant confidentiality obligations and take appropriate security measures.**

## 7. Protection of Minors

If you are a minor under the age of 18, please make sure your guardian reads this policy carefully and use our services or provide us with personal information only with the consent of your guardian. We will protect the relevant personal information of minors in accordance with relevant national laws and

regulations. If a guardian discovers that the personal information of a minor is filled in by the minor themselves and needs to be modified or deleted, please contact us at any time.

**In particular, if you are a child under the age of 14, please notify your guardian and seek their consent and guidance before you use Biai Consulting services and submit your personal information.**

Viii. Notification and Revision

**We may modify the terms of this policy from time to time, and such modifications will form part of this Policy. For material changes, we will provide more prominent notice, and if you do not agree with such changes, you may choose to stop using Biai Consulting services; By continuing to use Biai Consulting Services, you agree to be bound by this revised policy.**

We encourage you to review our privacy Policy each time you use Biai Consulting Services.

We may issue service-related announcements when necessary (for example, when we suspend a service due to system

maintenance). You may not be able to cancel announcements related to the service that are not of a promotional nature.

Finally, you must keep your account and password information confidential. Under no circumstances should you keep your account and password safe.

#### Ix. Application of Law and Jurisdiction

In the event of a dispute, both parties shall resolve it by mutual agreement; If the parties fail to resolve the dispute through consultation, they agree that the dispute shall be arbitrated by the China International Economic and Trade Arbitration Commission (CIETAC for short) in Beijing, China, in accordance with CIETAC's effective arbitration rules and applicable laws. The arbitration language shall be Chinese and the case shall be heard by three arbitrators.

#### X. How to contact us

The contact address of BI (Shanghai) Business Consulting Co., Ltd. is: 5th Floor, 85 Taoyuan Road, Huangpu District, Shanghai. We will protect your personal information in accordance with this policy.

We have appointed a dedicated personal information protection officer. If you have a complaint or report regarding personal information security, or if you have any questions, comments or suggestions regarding this policy, your personal information, or any questions regarding this policy or the privacy measures of Biai Consulting, please contact us at: [info@bi-shconsulting.com](mailto:info@bi-shconsulting.com).

In general, we will respond to your question, comment, or suggestion within fifteen days from the date we receive it.