

Privacy Policy Statement

Updated on: November 03, 2023

Effective from: November 03, 2023

FOXESS CO., LTD. is a company limited by shares established under the laws of the People's Republic of China (hereinafter referred to as "Fox ESS" or "We"). "Fox ESS Installer Program" is the smart energy management platform of Fox ESS. We fully understand the importance of privacy to you, and we will also protect the security of your personal information. Therefore, we have developed the Privacy Policy Statement to explain to you how we collect, use, share, save and protect your personal information. We are expecting that you may read this Privacy Policy Statement carefully and ensure that you fully understand and agree before use Fox ESS Installer Program service.

If you do not agree to process your personal information in accordance with this Privacy Policy Statement, please do not provide your personal information upon request and stop using the Fox ESS Installer Program service. If you continue to use the Fox ESS Installer Program service, it will be deemed that you agree that we collect, store, use, and share your personal information in accordance with this Privacy Policy Statement.

This Privacy Policy Statement will help you understand the followings:

1. The scope of application of this Privacy Policy Statement
2. How do we collect and use your personal information
3. How do we use Cookies and similar technologies
4. How do we share and publicly disclose your personal information
5. How do we save your personal information
6. How do we protect your personal information
7. Your rights and authorities
8. Terms of use for minors
9. Revision and notification of this Privacy Policy Statement
10. Contact us

1. The scope of application of this Privacy Policy Statement

This Privacy Policy Statement applies to all functions and services of the Fox ESS Installer Program APP and Fox ESS Installer Program website, that is, the smart energy management platform of Fox ESS. Other products and services of Fox ESS will be subject to the privacy policy of the relevant products or services.

2. How do we collect and use your personal information

On the premise of your consent, Fox ESS Installer Program will only collect and use your personal information based on the functions and services you use for the following purposes as described in this Privacy Policy Statement:

2.1 When you register an account, we may collect information including: username, country (region), company name, phone number, email, and the organization code of your installer/distributor. The purpose of collecting the above information is to help you register an account. If you fail to provide such information, it will result in your registration failure.

2.2 When you choose to log in with an authorized third-party account, we will obtain your shared account information (for example: avatar, nickname, gender, etc.) from the third-party account and bind it to your Fox ESS Installer Program account for quick login. In order to meet the

requirements of relevant laws and regulations on the Internet Real-name System, when you log in with an authorized third-party account, it requires binding your mobile phone number or email when logging in for the first time. Such information is necessary for this function, and if you do not provide such information, it will result in login failure.

2.3 When you use the Charging Station function, we will collect information about the Station you have added, including: name, status, pictures, address, and real-time power generation of the charging station, so that you can manage and maintain your charging station.

2.4 When you use the Device function, we will collect the SIM card information (IMSI, ICCID) and WLAN information of your device, so as to support the communication of the device. You will be required to enable Bluetooth and camera permissions, so as to assist you in adding devices to your charging station.

2.5 When you use the User Management function, you will be required to enter the personal information of the user, including username, password, avatar, phone number, or email, so that you can manage the user.

2.6 When you check for version updates, we will read your App installation list to check if your phone has the corresponding App Store installed.

2.7 When you use the Forget Password function, we may need you to provide your registered phone number or email address, so as to verify your identity and protect the data security of your account.

2.8 When you use the Message Notification function, we may need you to provide your registered phone number or email address, so as to send notification messages to you, such as alarm notification.

2.9 Other additional permissions

Additional functions based on GPS positioning permission. You can create charging station or charging station map after enabling the positioning permission, and we may require you to use the location information of the charging station previously provided, or the location information of your mobile device when creating the charging station.

Permission to delete and create files within the SD card. After enabling the permission to delete and create files within the SD card, the function of file download will be available.

Permission to use camera and album. This permission is to assist you in uploading images, and the data will not be used for any other purposes.

Permission to use clipboard. We may apply to call the clipboard copy/paste function and collect text information from the clipboard of your device, so that you may copy and paste the text during use (such as SMS verification code, device SN, etc.). the information on the clipboard will only be processed on your device, and we will not save your clipboard information for other purposes

We may promote information related to social media activities to you on the Installer Program platform, also we may collect and sync the installer information to social media or website program. If you refuse to provide information, we will not sync the data and delete it.

When you agree and enable the above permissions, it means that you authorize us to collect and use the corresponding personal information to achieve the above functions. If you refuse to provide the corresponding information, we will not continue to collect and use your corresponding personal information, and you will also be unable to use our products and services normally.

3. How do we use Cookies and similar technologies

To ensure efficient operation of the website, when you use Fox ESS Installer Program, we will save a small data file named Cookie in your web browser. The content of Cookie can only be retrieved or read by the server that created it. Each Cookie is unique to your web browser. The use of Cookie can optimize and improve the user experience, helping you avoid repeatedly enter the search content, steps and processes (for example: device language, font size, form filling, search records). You can manage or delete Cookies according to your preference. You can clear all Cookies saved on your computer and perform corresponding data clearing operations in the Browser Settings. But if you do so, you will not be able to fully experience some of the convenience and security service functions in Fox ESS Installer Program.

4. How do we share and publicly disclose your personal information

4.1 Sharing

We will not share your personal information with any third party [including but not limited to username, country (region), company name, phone number, email, organization code of your installer/distributor], except for the following situations:

- (1) We will share your personal information with other parties only after obtaining your explicit consent.
- (2) We may share your personal information with the public in accordance with laws and regulations or mandatory requirements of competent government authorities.
- (3) We may share your personal information with our affiliated companies (including but not limited to FOXESS CO., LTD. Wuhan Branch, FOXESS CO., LTD. Shanghai Branch, FOXESS CO., LTD. Hangzhou Branch), but we will only share necessary personal information, which is bound by the purposes stated in this Privacy Policy Statement.

4.2 Disclosure

Your personal information may be forced to be disclosed under the following circumstances:

According to the provisions of laws and regulations, judicial decisions or legal procedural requirements; According to the decisions of government authorities or the requirements of other component organizations, we may publicly disclose the personal information of you or your end users

In order to protect the legitimate rights and interests of Fox ESS or its affiliated companies and other customers (for example: settling overdue accounts), we may publicly disclose personal information of you or your end users in the aforementioned circumstances

5. How do we save your personal information

Your personal information is processed by our servers located in the territory of Federal Republic of Germany (Device data for US customers will be sent directly to servers located in the United States). Our operation and maintenance technical team is located in the territory of the People's Republic of China. We will take strict security measures to protect your rights in strict accordance with the provisions of laws and regulations as well this Privacy Policy Statement. We will save your personal information until you delete your account/account data or request the cancellation of your personal account, unless otherwise with mandatory retention requirements by law.

6. How do we protect your personal information

Fox ESS attaches great importance on the security of your personal information. We will strictly comply with relevant laws and regulations, take industry-recognized, reasonable and feasible measures to protect your personal information from unauthorized access, disclosure, use or

modification, and avoid information damage or loss. Fox ESS Installer Program will use encryption technology to ensure the security of your personal data and information during transmission. In addition, we will regularly hold security and privacy protection training courses to enhance employees' awareness of the importance of personal information protection.

Moreover, we strongly recommend that you take proactive measures to protect the security of personal information, including but not limited to using complex password, regularly changing password, and not disclosing your account password and related personal information to others.

To prevent the occurrence of security accidents, we have formulated appropriate early warning mechanism and emergency plan. In case of personal information security incident unfortunately, we will promptly inform you in accordance with the requirements of laws and regulations. We will promptly inform you of the relevant situation of the incident, the measures taken or to be taken, through email, SMS or notification. If it is difficult to inform users one by one, we will take reasonable and effective measures to publish an announcement.

7. Your rights and authority

7.1 View and modify your personal information

You can view your personal information through "Name - Edit Profile", including but not limited to avatar, username, phone number, email address, organizational information, upper-level organization information, and any other information displayed on our platform. You can also modify your personal information through 'Name - Edit Profile'.

7.2 Cancel your personal information

You can cancel your account. After you have cancelled your account, we will delete your personal information and stop providing our products and services to you, unless otherwise specified by laws and regulations.

7.3 Withdraw the agreed authorizations

In the process of providing services, we need you to grant us some permissions to access your device, for example: notification, album, camera, Bluetooth etc. You can disable some or all permissions at any time in the Settings of your device, thereby refusing us to collect your corresponding personal information.

8. Terms of use for minors

Our services are not applicable to individuals under the age of 18. We will not intentionally collect personal information of minors for any purpose. If we find that we have collected the personal information about such users under our unknown circumstance, we will delete the relevant data as soon as possible.

9. Revision and notification of this Privacy Policy Statement

We may update or revise the terms of this Privacy Policy Statement from time to time, and these revisions form part of the Privacy Policy Statement and have the same effect as this Privacy Policy Statement. Without your explicit consent, we will not reduce your rights under this Privacy Policy Statement. After updating this Privacy Policy Statement, we will remind you through announcement, message or other means, so that you can get the latest version of this Privacy Policy Statement. In the aforementioned circumstances, if you continue to use our services, it will be deemed that you agree to accept and be bound by the revised Privacy Policy Statement.

10. Contact us

If you have any questions or suggestions about the contents of the Privacy Policy Statement, please contact us by logging in to "Home - Get in touch with Fox ESS" in the "Fox ESS Installer

Program" interface.

You can also inform us of your questions or suggestions through the following channels:

Address: Building 6, No. 988, Shenchang Road, Minhang District, Shanghai, China

E-mail: service@fox-ess.com