

## Privacy policy

### (A) This Policy

This Privacy Policy (“Policy”) has been prepared by Jackery Inc. (“**Jackery**”, “**we**”, “**us**” and “**our**”) and is addressed to individuals outside our organization with whom we interact, including customers, visitors to our website (“Site”), or recipients of any of our other services, personnel of corporate customers and vendors (together, “**you**”). Defined terms used in this Policy are explained in Section (O) below.

This Policy may be amended or updated from time to time to reflect changes in our practices with respect to the Processing of Personal Information or changes in applicable law. We encourage you to read this Policy carefully, and to regularly check this page to review any changes we might make in accordance with the terms of this Policy.

You may also have certain rights regarding the information we collect about you. You can find information relating to your rights in Section (K) below.

**Intended Audience of the Site:** Our Site are not directed to children under the age of 14. As a result, our Site do not request or knowingly collect personal information from individuals under the age of 14. If you are not 14 or older, you should not visit or use our Site.

This Policy was last updated on Apr 9, 2023.

### (B) Collection of Personal Information

**Collection of Personal Information:** We collect or obtain Personal Information about you from the following sources:

- Data provided to us: We obtain Personal Information when you provide it to us (e.g., when you register an account with us; when you order products from the Site, when you subscribe to our newsletters, when you contact us via email, telephone or by any other means, or when you provide us with your business card).
- Data we obtain in person: We obtain Personal Information during meetings, at trade shows, during visits from sales or marketing representatives, or at events we attend.
- Collaborations: We obtain Personal Information when you collaborate with us in research or in an advisory/consultancy capacity.
- Relationship data: We collect or obtain Personal Information in the ordinary course of our relationship with you (e.g., we provide a service to you).
- Data you make public: We collect or obtain Personal Information that you choose to make public (e.g., we may collect information from your feedback, photos, videos or other contents shared by you in this Site).

- Site data: We collect or obtain Personal Information when you visit our Site or use any features or resources available on or through our Sites.
- Registration details: We collect or obtain Personal Information when you use, or register to use, our Site, or services.
- Content and advertising information: If you interact with any third party content or advertising on our Site (including third party plugins and Cookies), we may receive Personal Information from the relevant third party provider of that content or advertising.
- Third party information: We collect or obtain online login details, social media details from third parties when you log in our account with a third-party media account (e.g. google account, amazon account, etc.).

### **(C) Creation of Personal Information**

We also create Personal Information about you in certain circumstances, such as records of your interactions with us, and details of your past interactions with us. We may also combine Personal Information from our Site or services, where those data are merely collected from different devices used to login our Site, to provide shopping or services.

### **(D) Categories of Personal Information and Purposes we Process**

The categories and purposes for which we Process Personal Information, subject to applicable law, are as follows:

<u>Recommend you to visit the website suitable for you</u> : In order to make you easily use our services, we may recommend you to visit a website suitable for you according to your IP address(only be used but not be stored).
<u>Create an account</u> : When you create an account, we will collect your email address and passwords in order to administer your account, and if you need to supplement the details of your account, we may collect Personal Information provided by you, e.g., your telephone number, given name(s), preferred name, avatar, gender,date of birth.
<u>Log in our account with a third-party media account</u> : When you log in our account with a third-party media account (e.g. google account, amazon account, etc.),we collect or obtain online login details, social media details from third parties.
<u>Purchase</u> : When you need to purchase our products, we collect your contact details (e.g.,address, telephone number, recipient name), purchase details (e.g.,records of purchases and prices, details of returns, warranty details), payment details (e.g.invoice records, payment records, billing address, payment method, payment amount, payment date, and records of cheques).
<u>Customized discounts</u> : When you want to participate in our any incentives,discounts or promotional, or want to get coupons, we need you to provide different Personal Information

according to the rules of activities(including a birthday surprise if you choose to provide your date of birth).

Receive our latest news: When you want to get our latest news, subscribe to our newsletters or other information in which you may be interested, we need to collect your contact details (e.g.,email address, telephone number).

Comment: When you need to make any comments,views or opinions on our products or services,we may collect your comments, views, opinions made,sent, posted by you.

Share: When you need to share any contents(e.g., pictures,photos,videos) in Jackery Life,we will collect your contents shared by you and online login details of your account.If you share your contents in Jackery Life and wish to show your location, we may collect your location data(not precise geolocation).

Get after-sale services or extend your warranty: When you ask us to provide after-sale services or extend your warranty, we will collect your contact details (e.g.,address, telephone number,name) to contact you, your purchase details (e.g.,order ID, product serial number,purchase channel,records of purchases, warranty details), and your communication with us in relation to our products.

Visit the Site: When you visit our Site, we may collect the data relating to our Site, e.g., device type, operating system, browser type, browser settings, internet service provider, referring/exit pages, language settings, dates and times of connecting to a Site, usage data, and other technical communications information (some of which may constitute Personal Information), username; password; security login details; usage data; and aggregate statistical information.

Consent: When you consent our any rules or policies, we will record the details of any consents you have given, together with the date and time, means of consent and any related information (e.g., the subject matter of the consent).

Interact with our online advertising and content: When you interact with our online advertising and content, we may collect records of advertising and content displayed on pages displayed to you, and any interaction you may have had with such content or advertising (e.g. any forms you complete in whole or in part).

Other purposes: We may collect, use your necessary Personal Information to operate our business(e.g.,operating and managing our Site, and our services;monitoring and analyzing trends, usage,and activities;communicating and interacting with you; developing and displaying content, features, and advertising tailored to your interests; verifying your identity; and notifying you of changes to any of our Site, or our services),to improve our Site and services(e.g., identifying issues with our Site, or our services; planning improvements to our Site, or our services; and creating new functions or services; helping us understand activity on our Site),to keep security(including login records and access details) and provide a safe and secure environment, to investigate(e.g.,detecting, investigating and preventing breaches of policy, and criminal offences, in accordance with applicable law),to fulfil our legal and regulatory obligations under applicable law,to prevent fraud(e.g.,detecting, preventing and investigating fraud, breaches of policies or terms, and threats or harm),to establish, exercise and defence of legal

claims(e.g.,managing of legal claims; establishing of facts and claims, including collection, review and production of documents, facts, evidence and witness statements; exercising and defending of legal rights and claims, including formal legal proceedings),to manage IT systems(e.g., managing and operating of our communications, IT and security systems; auditing and monitoring of such systems),to manage finance(e.g.,managing sales, finance,corporate audits,and vendor).

### **Direct marketing**

With your consent, we may use your Personal Information to contact you via email, telephone, direct mail or other communication formats to provide you with information regarding Site, or services that may be of interest to you based on information we have about you, such as upcoming promotions and other information.

We may use services provided by third-party platforms (such as social media and other websites) to serve targeted advertisements on such platforms to you or others, and we may provide a hashed version of your email address or other information to the platform provider for such purposes. You may unsubscribe from our promotional email and text messaging list at any time by clicking on the unsubscribe link included in every promotional email we send or by replying according to instruction provided in any text message. You may unsubscribe from other types of direct marketing by contacting us at the contact information provided in the “Contact Us” Section (N) below. After you unsubscribe, please note that you may continue to receive transactional or account-related communications from us.

For information on interest-based advertising, please see section M below.

### **(E) Sharing of Personal Information with third parties**

We share Personal Information with other entities within the Jackery group (SHENZHEN HELLO TECH ENERGY CO.LTD.) in order to operate our Site and to provide our services to you, for the purposes described above.

In addition, in accordance with obligations under applicable privacy laws, we and our service providers may share your Personal Information with:

- you and, where appropriate, your appointed representatives;
- legal and regulatory authorities, upon request, or for the purposes of reporting any actual or suspected breach of applicable law or regulation or in response to a search warrant to other legally valid inquiry or order;
- accountants, auditors, consultants, lawyers and other outside professional advisors to Jackery, subject to binding contractual obligations of confidentiality;

- third party service providers, including cloud-based providers (such as email service providers; marketing and analytics service providers; vendors that host our data; venue operators; payment services providers; postal carriers; etc.), subject to the requirements noted below in this Section (E);
- any relevant party, regulatory body, governmental authority, law enforcement agency or court, to the extent necessary for the establishment, exercise or defence of legal claims;
- any relevant party, regulatory body, governmental authority, law enforcement agency or court, for the purposes of prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties;
- another organization for the purposes of investigating a breach of an agreement or contravention of law or detecting, suppressing or preventing fraud, or as otherwise may be required or permitted by applicable law or legal process, which may include lawful access by [U.S., Chinese or other foreign] courts, law enforcement or other government authorities.
- any relevant third party acquirer(s) or successor(s) in title, in the event that we sell or transfer all or any relevant portion of our business or assets (including in the event of a reorganization, dissolution or liquidation), including a prospective transaction; and
- any relevant third party provider, where our Site use third party advertising, plugins or content. If you choose to interact with any such advertising, plugins or content, your Personal Information may be shared with the relevant third party provider. We recommend that you review that third party's privacy policy before interacting with its advertising, plugins or content.

#### **(F) Transfer of Personal Information Outside Your Jurisdiction**

Because of the international nature of our business, we transfer Personal Information within the Jackery group, and to third parties as noted in Section (E) above, in connection with the purposes set out in this Policy. For this reason, we transfer Personal Information to other countries that may have different laws and data protection compliance requirements to those that apply in the country in which you are located. We, our affiliates and service providers may Process Personal Information outside the province in which you reside (which may, for individuals in Quebec, include transfer outside of Quebec), including in Canada, or in [the U.S., China ]

#### **(G) Data security**

We have implemented appropriate administrative, technical and physical security measures designed to protect your Personal Information against accidental or unlawful destruction, loss, alteration, unauthorized disclosure, unauthorised access, and other unlawful or unauthorized forms of Processing, in accordance with applicable law.

Because the internet is an open system, the transmission of information via the internet is not completely secure. Although we will implement all reasonable measures to protect your Personal Information, we cannot guarantee the security of your data transmitted to us using the internet – any such transmission is at your own risk and you are responsible for ensuring that any Personal Information that you send to us are sent securely.

#### **(H) Data accuracy**

We take every reasonable step to ensure that:

- your Personal Information that we Process are accurate and, where necessary, kept up to date; and
- any of your Personal Information that we Process that are inaccurate (having regard to the purposes for which they are Processed) are erased or rectified without delay.

From time to time we may ask you to confirm the accuracy of your Personal Information.

#### **(I) Data minimization**

We take every reasonable step to ensure that your Personal Information that we Process are limited to the Personal Information reasonably necessary in connection with the purposes set out in this Policy.

#### **(J) Data retention**

We take every reasonable step to ensure that your Personal Information is only Processed for the minimum period necessary for the purposes set out in this Policy or as otherwise required to meet legal or business requirements.

#### **(K) Your rights**

Subject to applicable law, you have the right to access ( to know the categories of persons who have access to your Personal Information , the duration of the period of time the information will be kept and the contact information of the person in charge of the protection of personal information), update and correct inaccuracies in your Personal Information in our custody or control, and you can also exercise other rights stipulated in applicable laws or regulations, including rights of cessation of dissemination, de-indexing and re-indexing and a right of portability. You may also withdraw your consent at any time, subject to our legal and contractual obligations.

To exercise one or more of these rights, or to ask a question about these rights or any other provision of this Policy, or about our Processing of your Personal Information, please use the contact details provided in Section (N) below. Please note that in some cases it will be necessary to verify your identity before we can give effect to these rights.

## **(L) Cookies and Other Tracking Technologies**

A cookie is a small data file that our Site can send to your web browser to allow us to recognize you as a user when you return to the Site using the same computer and web browser, either for the duration of your visit (using a ‘session cookie’) or for repeat visits (a ‘persistent cookie’). Other similar files such as clear GIFs, web beacons and pixel tags work in the same way and we use the word ‘Cookie’ in this policy to refer to all files that collect information in this way.

Cookies are a common technology for remembering certain information about a visitor to a website. The vast majority of websites currently make use of cookies and they are commonly used for a wide range of tasks. We use cookies for the following purposes:

### Strictly necessary cookies

These are cookies that are required for the operation of our Site and functioning of our online store. They include, for example, cookies that enable you to log into secure areas of our Site, manage privacy settings, use the shopping cart and checkout features or remember your language selection or local currency.

### Functionality cookies

These are used to recognize you when you return to our Site and to embed functionality from third party services. This enables us to personalize our content for you, greet you by name, remember your preferences (for example, your choice of language or region) and to integrate useful services provided by third party providers into our Site e.g. social media features.

### Analytics Cookies

We may use a third party such as Google Analytics to help us gather and analyze information about the areas visited on the Site (such as the pages most read, time spent, search terms and other engagement data) in order to evaluate and improve the user experience and the Site . These third parties may use cookies and other tracking technologies. For more information about Google Analytics or to prevent the storage and processing of this data (including your IP address) by Google, you can download and install the browser plug-in available at the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>. You can also obtain additional information on Google Analytics’ data privacy and security at <https://policies.google.com/technologies/partner-sites>

### How to Control or Delete Cookies

Regular Cookies may generally be disabled or removed by tools available as part of most commercial browsers settings, and in some instances blocked in the future by selecting certain settings. Browsers offer different functionalities and options, so you may need to set them

separately. The 'Help' function within your browser should tell you how. Alternatively, you may wish to visit <http://www.allaboutcookies.org/> which contains comprehensive information on how to do this on a wide variety of browsers. Please be aware that restricting cookies may mean that you will not be able to take full advantage of all the features or services available on our Sites.

### **(M) Interest-Based Advertising**

We may work with third parties such as ad networks and other advertising companies that use their own tracking technologies (including Cookies) on our Site in order to provide you with tailored advertisements across the Internet. This is a common marketing practice referred to as interest-based or online behavioural advertising. These companies may collect information about your activity on our Site and third-party websites (such as web pages you visit and your interaction with our advertising and other communications) and use this information to make predictions about your preferences, develop personalized content and deliver ads that are more relevant to you on third party websites. This information may also be used to evaluate the effectiveness of our online advertising campaigns.

**Opting-out of Interest-Based Advertising:** For more information about interest-based advertising and to understand your options, including how you can opt out of receiving behavioural ads from third-party advertising companies participating in the Digital Advertising Alliance of Canada, please visit the Digital Advertising Alliance of Canada website at <http://youradchoices.ca/choices>.

Please note that even if you opt out of interest-based advertising by a third party, these tracking technologies may still collect data for other purposes including analytics and you will still see ads from us, but the ads will not be targeted based on behavioural information about you and may therefore be less relevant to you and your interests.

To successfully opt out, you must have Cookies enabled in your web browser (see your browser's instructions for information on Cookies and how to enable them). Your opt-out only applies to the web browser you use so you must opt out of each web browser on each computer you use. Once you opt out, if you delete your browser's saved Cookies, you will need to opt out again.

### **(N) Contact Us**

If you have questions or concerns with respect to this Policy, or the manner in which we or our service providers (including our service providers outside Canada) treat your Personal Information, or to request access to our correction of your Personal Information, you may contact us at:

#### **Customer Support Team**

[hello@jackery.com](mailto:hello@jackery.com)



+1-888-502-2236.

**(O) Definitions**

- **“Personal Information”** means information about an identifiable individual.
- **“Process”, “Processing” or “Processed”** means anything that is done with any Personal Information, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.