

LimX Dynamics Privacy Policy

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Introduction

Welcome to the Website of LimX Dynamics (<https://www.limxdynamics.com/>) and its subpages (collectively, the “Official Website” or the “Website”) operated by LimX Dynamics Technology Co., Ltd. and its affiliated companies (hereinafter “LimX Dynamics” or “we,” “us,” or “our”). We highly value the protection of users’ (“you” or “your”) personal information. This Privacy Policy (the “Policy”) aims to explain to you how we collect, use, store, share, and protect your personal information during your use of the Official Website, as well as how you exercise your rights regarding your personal information. **Before using our services, please carefully read this Policy especially the clauses highlighted in bold or underlined form.** By starting or continuing to use the Website, you acknowledge that you have fully understood and agreed to our processing of your personal information in accordance with this Policy.

Unless otherwise stated, this Policy applies to the online interfaces we own and control (such as web-based interfaces, API interfaces, and future new forms) and other products and services that reference this Policy. This Policy does not apply to products and/or services independently provided by third parties via this Website, nor to products and/or services for which we or our affiliates have established separate privacy policies. **If you have any questions, comments, or suggestions regarding this Policy, please contact us through the information provided in the “Contact Us” section of this Policy.**

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I. How We Collect and Use Your Personal Information

We follow the principles of legitimacy, legality, and necessity to collect and use the personal information you provide or generate during the use of the Website. If we intend to use your personal information for other purposes not specified in this Policy or for new purposes, we will notify you in a reasonable manner and obtain your consent again before such use. Please note that if you do not provide certain essential information, you may be unable to use some functions, but it will not affect the use of other functions.

1.1 Account Registration and Login

Currently, parts of the Website may be accessible without an account. If we provide account registration and login functions in the future, you may provide your **mobile phone number, email, and login password when registering an account**. During or after the account registration, you may complete additional account information, including but not limited to **nickname, profile picture, self-introduction, location, industry, etc.** If you do not provide this information, it will not affect your use of the basic functions of the Website. If we provide third-party account login options in the future, when you choose to use this feature, we may, with your explicit authorization, obtain certain account information from the relevant third-party platform link it with your Website account. We will process relevant information only within the scope of your authorization.

1.2 Contact Sales

When you submit a purchase inquiry via the “Contact Sales” or “Contact Sales Team” QR code of the Feishu form on the Website, we will collect your **name, company/organization name, job title (optional), email (optional), city, contact phone number, intended product, application scenario (optional), other requirements or suggestions**. The information allows us to match you with suitable personnel. If you purchase our products or services as an end user, in order to successfully conclude the transaction, you need to provide information necessary for generating a purchase order, delivering products or services, and issuing an invoice, including **your name, contact phone number, email, delivery address, ID number, payment account, and other information**.

1.3 Partner Recruitment

If you wish to become our ecosystem partner, you may submit relevant information through the “Partner Recruitment” on the Website. This is technically supported by third-party service providers (such as Feishu). You may submit **your name, company/institution name, job title (optional), email (optional), city, phone number, intended product, application scenario (optional), other requirements and suggestions, etc.**, so that we can understand your cooperation intention and contact you. The collection and processing of relevant information may also be subject to the privacy policy of the third-party platform. We will reasonably use the information you submit for the purpose of cooperation and take necessary measures to safeguard your information security.

1.4 Respond to Feedback

You can submit feedback or service requests through “Support - Service Center - Apply for Service” on the Website. We may collect your information to process service request and contact you, including **product serial number, problem type/title, description, contact person, phone number, and relevant attachments**. After receiving your request, we will provide after-sales and repair support, and may charge certain repair fees under some circumstances. If you choose to pay fees online, third-party payment platforms may support the payment and the relevant payment and

information processing will be subject to the privacy policy of the third-party platform. The third-party payment platform may collect **your order information, transaction information, and payment records** to complete payment verification. If you choose to pay via corporate transfer, we may collect your payment proof (such as a transfer screenshot) to confirm that you have completed the payment and proceed with the subsequent service process.

1.5 Knowledge Q&A and Search

When you use the Knowledge Q&A or online consultation functions on the Website, we may collect the content you actively input in order to understand your questions and provide you with corresponding responses. When you use the Website search function, we may collect the **search keywords** you input to display relevant content and optimize the search experience. Such information is generally analyzed and processed in a de-identified or aggregated form. We process such information only to the extent necessary to achieve relevant functions and take reasonable measures to protect information security. If new information processing methods are involved, we will notify you separately by updating this Policy or through on-page notices.

1.6 Community Interaction

If community interaction functions are provided in the future, we will collect your **personal information, browsing history (such as follows and browsing history), and interaction records (such as clicks, searches, likes, shares, comments, and posts)**, for showing the content that you may be interested in, facilitating interaction between users, and optimizing the service experience. When you post content (such as articles, topics, comments, pictures, or videos) in the community, we will collect **the content you actively submit**, and display your nickname, profile picture, and posted content on the page. You can view, manage, or delete your posted content on your homepage or the creator center.

1.7 Recruitment

If you wish to join us, you may submit job application information through “About Us - Career” on the Website or go to third-party recruitment platforms (such as Feishu Recruitment). You may submit **your intended city, name, phone number, email, resume content (such as educational background, work experience, project experience, skills, self-evaluation, and social media accounts, etc.)**, which will be used for job matching, communication with you, and advancing the recruitment process. If you submit job application by a third-party platform, the processing of the information you submit may also be subject to the privacy policy of that platform. We recommend that you review the relevant policy content before submission.

1.8 Ads / Information Updates

Unless prohibited by applicable laws, we may send advertisements or information that you may be interested in via contact information you provide **(such as your phone number or email) in the form of notifications**. If you do not wish to receive such information, you may unsubscribe via the method provided in the email. **Currently, we do not conduct user profiling analysis based on your personal information or provide personalized recommendation content based on automated decision-making. If we provide such services in the future, we will inform you in accordance with the law and obtain your explicit consent.**

1.9 Safe operation

To ensure the Website security, prevent cyber attacks, and identify abnormal access behaviors, when

you visit the Website, we may collect your **IP Address, browser type, operating system information, access time, and access records, etc.** Such information is mainly used for system security protection, troubleshooting, risk identification, and website operation optimization. Refusing to provide such information may affect the identification of abnormal behaviors, but generally does not affect the normal use of functions.

1.10 Exceptions to Obtaining Consent

You fully understand and acknowledge that, in accordance with relevant laws and regulations, we have the right to collect and use your personal information without obtaining your separate authorization and consent in the following circumstances:

- (1) Directly related to national security and national defense security;
- (2) Directly related to public safety, public health, and major public interests;
- (3) Related to judicial activities such as criminal investigation, prosecution, trial, and enforcement of judgment;
- (4) Necessary for concluding and performing a contract to which you are a party, or for implementing human resources management in accordance with legally established labor rules, regulations, and collective contracts;
- (5) Necessary for fulfilling statutory duties or obligations;
- (6) Necessary to respond to public health emergencies or to protect the life, health, and property safety of natural persons in emergency situations;
- (7) Personal information that is already legally public or that you have voluntarily disclosed to the public, such as information obtained through legal news reports, government information disclosure, and other channels;
- (8) Necessary for statistic or academic research in the public interest by academic research institutions and the personal information contained has been de-identified before providing to the external;
- (9) Information that has been anonymized, cannot identify a specific individual, and cannot be restored;
- (10) Other circumstances provided by laws and regulations.

II. How We Use Cookies and Similar Technologies

2.1 When you visit our website, in order to provide you with the requested services or ensure the normal operation of our website, we will store data files called **cookies** on your computer or mobile device. Cookies typically contain identifiers, site names, numbers and characters. By using cookies, the website can verify your information, ensure the security of data and services, helping us provide better user services. We will not use cookies for any purpose other than those described in this Policy. You may manage or delete cookies according to your preferences through browser settings, or choose whether to consent to the use of non-essential cookies through the consent interface provided on the Website.

2.2 In addition to cookies, we may also use web beacons, pixel tags, or other similar technologies for purposes such as access statistics, performance analysis, and service optimization. Certain statistical analysis services may be provided by third parties. For example, we may use the Google Analytics service provided by Google LLC. Such services may collect access data through cookies or similar technologies, including but not limited to **device type, browser type, access time, page browsing path, network identifier** (such as IP address, which may be anonymized), for generating

website traffic statistical reports. Relevant data may be transferred and stored on the servers of such third parties located outside the People's Republic of China. We use such tools solely for website analysis and experience optimization, not for identifying your specific identity. We will conduct necessary assessments of the data security capabilities and compliance status of relevant third-party service providers within a reasonable scope and require them to take appropriate data protection measures as much as possible.

2.3 Most browsers allow users to clear browser cache data and manage cookies. You may manage, reject, or delete cookies in the browser settings. If you choose to disable or delete cookies, it may affect certain services or functions that rely on cookies, but generally does not affect your access to the basic content of the Website.

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

3.1 Share

As a principle, we do not share your personal information with any companies, organizations, or individuals, except in the following conditions:

3.1.1 With your explicit consent or authorization;

3.1.2 Based on your proactive actions: personal information you have proactively submitted, made public, or shared with third parties through the Website;

3.1.3 Necessary sharing with our affiliated companies: to achieve unified management or provide you with service support, we may share your personal information with our affiliated companies. We will only share necessary personal information, and such sharing is subject to the purposes stated in this Policy. If an affiliated company intends to change the purpose of processing personal information, it will obtain your authorization and consent again;

3.1.4 Necessary sharing with partners: **You understand and acknowledge that, in order to provide you with more comprehensive and high-quality products and services, we may entrust partners to provide services. We may share certain personal information with partners to provide better customer service and user experience. Please note that we will only share your personal information for legal, legitimate, necessary, specific, and explicit purposes, and only to the extent necessary for providing services. We will conduct security assessments and processing with respect to the information data output, transfer, and use to protect data security. At the same time, we will strictly supervise and manage partners, and once we discover any behavior of illegal handling of personal information, we will immediately terminate cooperation and pursue their legal responsibilities.** Our current partners include the following types:

(1) **Third-party Logistics Providers:** If you purchase products or services through the Website, for the purpose of completing delivery, we may need to provide necessary **delivery information (such as recipient's name, contact phone number, delivery address, etc.)** to the logistics service provider. Third-party Logistics Providers will inevitably obtain your relevant delivery information during the shipping and delivery. We will make the best effort to protect your personal information and strictly require the providers to keep your personal information confidential and use it solely for the purpose of delivery.

(2) **Third-Party Service Providers:** To implement certain functions of the Website or enhance service stability and user experience, we may integrate third-party software development kits (SDKs) or similar technical tools in some scenarios. We will conduct necessary compliance and security assessments of relevant third parties and require them to process personal information only within the scope of the agreed purpose through agreements and other means. If the relevant functions involve collecting your sensitive data or information beyond the necessary scope, we will separately obtain your explicit consent.

3.1.5 Other circumstances provided by laws and regulations.

You understand and acknowledge that if you voluntarily disclose your personal information to unspecified third parties through functions such as comments, postings, and community interactions on the Website, such information may be viewed, collected, or used by others. Any risks arising from your voluntarily disclosure shall be borne by you.

3.2 Transfer

Transfer refers to the transfer of control over your personal information to other companies, organizations, or individuals. We will not transfer your personal information to any company, organization, or individual without obtaining your explicit consent, except in the following circumstances:

- (1) We have obtained your explicit consent or authorization in advance;
- (2) You voluntarily initiated the transfer;
- (3) In the event of mergers, acquisitions, or bankruptcy liquidations involving information transfer, we will require the new company or organization that holds your personal information to continue to be bound by this Privacy Policy; otherwise, we will require the company or organization to obtain your authorization and consent again.
- (4) Other circumstances provided by laws and regulations.

3.3 Public disclosure

Public disclosure refers to the act of releasing information to the public or an unspecified individuals. In principle, we will not publicly disclose your personal information, except in the following circumstances:

- (1) We have obtained your explicit consent or authorization in advance;
- (2) Disclosure is required by laws and regulations, judicial authorities, or administrative departments.

IV. How We Store and Protect Your Personal Information

4.1 Storage Location and Duration

In principle, the personal information we collect and process during operations within China will be stored within China. Under the following circumstances, we will only provide your personal information to overseas entities after fulfilling the obligations stipulated by law:

- (1) The applicable laws have clear provisions;
- (2) Obtain your explicit authorization.

We ensure that all such transfers comply with local applicable data protection laws by implementing unified security safeguards.

We undertake to retain your personal information only for period required by law or for a reasonable and necessary duration. For personal information that has exceeded the period, we will delete or anonymize your personal information. Unless otherwise required by laws and regulations, such as the Cybersecurity Law requiring the retention of relevant network logs for no less than six months as stipulated, we determine the storage period mainly by referring to the following criteria, with the longer period taking precedence: the necessary period required to complete the services related to you; the need to respond to your possible inquiries or complaints; the need to ensure the security and quality of the services we provide to you; whether you have agreed to a longer retention period; and whether there are other special agreements or statutory requirements regarding the duration.

4.2 Personal Information Protection

4.2.1 To protect the security of your personal information, we strive to implement various industry-standard security measures to minimize the risks of such as damage, theft, leakage, unauthorized access, use, disclosure, or alteration of personal information. We will actively establish a data classification and grading system, data security management specifications, and data security development specifications to manage and standardize the storage and use of personal information, ensuring that we do not collect personal information unrelated to the web pages or services we provide.

4.2.2 We recommend that you pay full attention to the protection of personal information when using the Website, and we will do our best to ensure the security of your personal information. Although we have taken security protection measures, please also note that there is no “perfect information security measure”. To help prevent security incidents, we have established an early warning mechanism and emergency response plan in accordance with the provisions of laws and regulations. In the event of a security incident, we will promptly notify you of the relevant situation by email, letter, phone, push notification, and other relevant means as required by law. When it is difficult to notify individual one by one, we will issue announcements in a reasonable and effective manner. We will also proactively report the handling of personal information security incidents to regulatory authorities and closely cooperate with government agencies.

4.2.3 When our Website or service ceases operation, we will promptly stop the activities of continuing to collect personal information. We will notify you via push notifications, announcements, and other appropriate means, and will delete anonymize your personal information within a reasonable period (anonymization refers to the process by which personal information is technically processed so that the personal information subject cannot be identified and the processed information cannot be restored. Information obtained after anonymization does not constitute personal information.).

4.2.4 Please be aware and understand that the Internet is not an absolutely secure environment. We strongly recommend that you assist us in ensuring the security of your account by using secure methods, complex passwords, and other means. If you discover that your personal information has been compromised, especially if your account or password has been leaked, please immediately contact us using the contact information provided in this article so that we can promptly take appropriate measures to protect the security of your personal information.

V. How You Manage Your Personal Information

You have the right to access, copy, correct, and delete any personal information related to you that we hold. In order to safeguard your rights to withdraw consent for personal information processing and cancel your account, in accordance with relevant Chinese laws and regulations as well as

common practices in other countries, we ensure that you can exercise the following rights over your personal information:

5.1 Access, copy, and correct your personal information

You have the right to access, copy, and correct your personal information in accordance with the applicable laws and regulations.

If you wish to access or edit your personal profile information and payment information in your account, change your password, add security information, or close your account, etc., you can perform such operations by visiting the relevant pages such as the profile and password modification pages on our website or application. However, for security and identity verification reasons or as required by laws and regulations, you may not be able to modify the initial registration information provided at the time of registration.

When you find that the personal information about you that we process is incorrect, you have the right to request us to make corrections.

If you are unable to access this personal information through the above methods, or if you need to correct such personal information, you may contact us at any time through the means provided in the “Contact Us” section of this Policy.

5.2 Delete your personal information

You may contact us to request the deletion of personal information in the following situations:

- (1) The purpose of data processing has been achieved, cannot be achieved, or is no longer necessary for achieving the data processing purpose;
- (2) We cease to provide services, or the duration has expired;
- (3) You have explicitly withdrawn your consent;
- (4) If you have sufficient reasons to believe that we have violated laws, administrative regulations, or agreed terms;
- (5) Other circumstances provided by laws and regulations.

Please understand that after you or we assist you in deleting relevant information, due to applicable laws and security technologies, we may not be able to immediately delete the corresponding information from the system. We will securely store your personal information and isolate it until the backup can be cleared or anonymization can be achieved.

5.3 Change or withdraw your authorization scope

The delivery of our products or services or the implementation of specific functions may require you to provide necessary personal information. Regarding the processing of additionally collected personal information, you can reconfigure your authorization and consent for your personal information by accessing the authorization page of our website or application.

After you withdraw your authorization consent, we will no longer collect information related to these permissions, but please note that this will result in certain functions becoming unavailable. Your decision to change or withdraw authorization will not affect our previous processing of personal information based on your authorization.

If you do not wish to receive the commercial advertisements we send you, you may unsubscribe at any time through the methods provided in our emails or text messages.

5.4 Account cancellation and personal information transfer

If you need to cancel your previous Website account (if any), or transfer your personal information to other website, enterprises, or organizations, you can contact us through the methods described in the “Contact Us” section of this Policy. After canceling your account, we will stop providing you with the corresponding services and, in accordance with your request, delete your personal information or anonymize it, except as otherwise provided by laws and regulations. On the premise of meeting the conditions stipulated by laws and regulations, we will provide you with appropriate ways to transfer your personal information in accordance with relevant requirements.

5.5 Respond to your above request

To ensure security, you may need to provide a written request. We may first ask you to verify your identity before processing your request. If you are not satisfied with our response, you may also file a complaint or report to regulatory authorities such as the Cyberspace Administration, telecommunications, public security, and market regulation authorities.

In principle, we do not charge fees for your reasonable requests, **but for requests that are repeatedly made, exceed reasonable limits, we will charge a certain cost based on the circumstances. For requests that are unreasonably repetitive, require excessive technical means (such as developing a new system or fundamentally changing current practices), pose risks to the legitimate rights and interests of others, or are highly unrealistic, we may reject the requests but will explain the reasons to you.**

In the following situations, we will be unable to respond to your request in accordance with laws and regulations:

- (1) Directly related to national security and national defense security;
- (2) Directly related to public safety, public health, and major public interests;
- (3) Directly related to criminal investigation, prosecution, trial, and enforcement of judgment;
- (4) Sufficient evidence to show that you have subjective malice or abuse of rights;
- (5) Responding to your request will cause serious damage to the legitimate rights and interests of you or other individuals or organizations;
- (6) Necessary to protect major legitimate rights and interests such as life and property but it is difficult to obtain your personal authorization and consent;
- (7) Involving trade secrets;
- (8) Related to our fulfillment of obligations stipulated by laws and regulations.

VI. Special Notes on Products and/or Services Provided by Third Parties

You may be redirected from the Website to other platforms we operate or third-party platforms. **When you use their services, you will be subject to their privacy policies (not this Policy), and you should carefully read the terms and decide whether to accept them.** Please properly protect your personal information and only provide it to others when necessary. This policy only applies to our information processing and does not apply to any services provided by third parties or their information usage rules. Third parties are responsible for their own actions when using your information.

VII. Protection of Minors

7.1 The Website mainly provides services to adults, but we still attach great importance to the protection of minors' personal information. If you are under 18 years old, or under the age required to use the Website in your place of residence, or there are other situations where you do not meet the legal requirements corresponding to user behavior, please read this Policy under the accompaniment and guidance of your guardian, and obtain their consent to this Policy before using the relevant products and services provided by the Website.

7.2 We will not actively collect the personal information of minors under the age of 14 ("children"). If we discover or receive feedback that we have automatically collected a child's personal information without prior consent from the guardian, we will endeavor to delete the relevant information as soon as possible.

VIII. How We Update This Privacy Policy

8.1 We encourage you to review this Policy each time you use our services. To provide you with better services, we will update the terms of this Policy based on the updates of the Website and relevant requirements of laws and regulations, and these updates will form part of this Policy. For materials changes that would result in a substantial reduction of your rights under this Policy, we will also provide a more prominent notice to explain the specific changed parts of this Policy (including but not limited to email, texts, or special notices on the browsing page).

IX. Contact Us

9.1 If you have any complaints, suggestions, or questions regarding this Policy or the protection of your personal information during the use of the website, you can contact us through the following contact information:

- (1) Online self-service complaint feedback entry: Log in to the Website page and click the "Contact Us";
- (2) Contact Email: privacy@limxdynamics.com
- (3) Contact Address: 15th Floor, Building E, Nanshan I Valley, Shenzhen, China
- (4) Working Hours: Monday to Friday, 9:00 - 18:00 (excluding statutory holidays)

9.2 We may require you to submit proof of identity, valid contact information, written requests, and relevant evidence. We will process your request after verifying your identity. We will review the issues involved as soon as possible and respond within fifteen (15) business days after verifying your user identity.

X. Miscellaneous

10.1 This Policy may be available in multiple language versions. In the event of any inconsistency or conflict between different language versions, the Simplified Chinese version shall prevail. The headings in this Policy are provided for convenience of reading only and shall not affect the meaning or interpretation of any provisions in this Policy.