Grandblue Environment Co., Ltd.
Customer Personal Information Protection Policy

I. Background and Purpose

Grandblue Environment Co., Ltd. (hereinafter referred to as the "Company") firmly believes that respecting and protecting customers' personal information is fundamental to building customer trust and fostering mutual development between the Company and its customers. The Company attaches great importance to the protection of customers' personal information, strictly regulates the use and processing of such information, and takes effective measures to ensure the integrity and security of customers' personal information collected and used in the course of business operations, thereby safeguarding customers' lawful rights and interests.

We strictly comply with applicable laws and regulations governing personal information protection, including but not limited to the Personal Information Protection Law of the People's Republic of China and the Data Security Law of the People's Republic of China, as well as relevant laws and regulations in the countries and regions where the Company

conducts business. This Policy is formulated to standardize the Company's processing of customers' personal information.

II. Application Scope

This Policy applies to all departments of the Company, its wholly owned and controlled subsidiaries, and third-party partners such as external information system developers.

The Company's overseas businesses shall, within the framework of this Policy, strictly comply with applicable local laws and regulations governing data protection and information security.

III. Policy Requirements

1. Collection and Use of Information

The Company formulates clear rules governing the collection and use of customers' personal information and publishes such rules through its business or service premises, websites, online customer service platforms, and other applicable channels. Before collecting and using customers' personal information, the Company clearly informs customers of the purpose, method, and scope of information collection and obtains their authorization and consent as required by law. The Company undertakes to:

- collect only the personal information of customers necessary to provide services and not collect information beyond the required scope;

- not obtain customers' personal information through deception, misleading practices, coercion, or other improper means;
- not use customers' personal information for purposes beyond the agreed scope;
- cease collecting and using customers' personal information when customers terminate or decline to use services, and provide account cancellation services;
- conduct security assessments in accordance with the law where customers' personal information needs to be transferred overseas for business purposes; and
- keep customers' personal information collected during business operations strictly confidential and prevent the disclosure, tampering, destruction, or unlawful provision of such information to others.

2. Security Protection and Risk Control

The Company adopts stringent technical and management measures to prevent the disclosure, destruction, tampering, or loss of customers' personal information.

The Company requires its business units to enter into security and confidentiality agreements with relevant personnel who have access to customers' personal information and to provide training on the protection of customers' personal information. Through systematic communication

and awareness programs, the Company ensures that all employees fully understand the importance of data security and maintain awareness of privacy protection throughout all stages of daily business operations.

Under its internal risk control management system, the Company conducts risk assessments relating to the protection of customers' personal information and formulates corresponding response measures. The Company carries out internal inspections of its management practices for protecting customers' personal information, promptly identifies and addresses security risks, and continuously improves the security and stability of the processing environment for customers' personal information.

3. Third-Party Cooperation and Supervision

For external information system developers involved in processing customers' personal information, the Company clearly specifies data protection responsibilities, confidentiality obligations, and compliance requirements in relevant contracts and monitors compliance with these requirements. The Company also regularly reviews and monitors external system developers' compliance to minimize information security risks arising from external cooperation.

4. Disciplinary Measures for Violations

The Company maintains a "zero-tolerance" approach to violations of this Policy or the Company's requirements regarding the protection of

customers' personal information. Personnel who, through intentional misconduct or gross negligence, cause a security incident involving customers' personal information or unlawfully process customers' personal information will be subject to appropriate disciplinary action in accordance with the Company's applicable rules.

5. Contact Information for Customer Personal Information Protection Matters

Tel: 0757-86399222 / 81234111

Email: 86399222@grandblue.cn / 81234111@grandblue.cn

In the event of any discrepancy in meaning or interpretation between the English and Chinese versions of this document, the Chinese version shall prevail.