

Privacy Statement for Mobile Broadband Devices

The Soyea Technology mobile broadband device (hereinafter referred to as this "device") is a product provided and operated by Soyea Technology Co., Ltd. (hereinafter referred to as "Soyea Technology", "we", "us", or "our") that provides you with mobile broadband services.

1 Data Collection

We will collect and use your personal data for the following purposes described in this privacy policy.

During the software update service, Soyea Technology will collect your device SN, device model, device version, ID of the service provider network (PLMN), software version number, and client version number to query version updates. If you refuse to provide such information, you may not be able to complete the software update.

To provide you with this service, the Soyea Technology mobile broadband device needs to access the Internet to query and download update packages. During this process, mobile data usage may occur.

This device is enabled with the automatic update feature by default, which allows for automatic download and install of critical updates from Soyea Technology or your carrier. To configure the feature, log in to the WebUI product management page, and go to **Advanced > System > System Settings > Auto Update**.

2 Data Usage

To provide you with services of the mobile broadband device and fulfill our contractual obligations, Soyea Technology will process and use your personal data for services such as software and system update, and will ensure our compliance with applicable laws, regulations, and other regulatory documents. The following items are involved:

- Providing, handling, maintaining, improving, and developing our products or services provided to you;
- Handling your inquiries or requests about the device and services;
- Optimizing the device performance;
- Storing and maintaining information related to you for our business operations (such as business statistics) or for the performance of legal obligations.

3 Data Storage

If you are a user in a European country/region, we will store your data in data centers located in the European Union (EU)/European Economic Area (EEA).

Soyea Technology will take all appropriate technical and organizational measures to prevent your personal information from being obtained or used by any unauthorized third party. Soyea Technology will retain personal information for such period of time as is reasonably necessary to achieve the above purpose.

Soyea Technology will store your personal information on the server for up to six (6) months. The information will be stored for up to seven (7) years if they are used for the purpose of business operation analysis.

4 How Do We Share Your Data?

We share your data in the following circumstances:

There may be a need of processing of your data by third-party vendors that provide us with software update services. These third parties are operating under contract and processing your personal data on behalf of us.

Soyea Technology may disclose your data in response to a legal process or request from a competent authority according to applicable laws or in connection with a legal proceeding or process.

5 Your Rights

You have the following rights: You can access, port, and delete data, as well as restrict data processing. However, you need to contact Soyea Technology to exercise your preceding rights.

If you have any request concerning the data processing, please contact us using the contact information indicated in this privacy policy. When making a request, please specify the scope and grounds for it and provide us with your contact email address or mobile number.

We will contact you to verify your identity in order to proceed with your request.

You also have the right to lodge a complaint with the relevant EU regulatory authorities. A list of such authorities and their contact details can be found here: https://edpb.europa.eu/about-edpb/board/members_en.

6 Contacting Us

If you have any questions, comments, or complaints about this privacy policy, please contact us at support@soyea-tech.com.cn.

Our address: Soyea Technology Co., Ltd., No. 1, Jiaogong Road, Hangzhou, China, 310012

If you are a user in a European country/region, you can contact us through our data officer for Europe at DPO@soyea-tech.com.cn.

7 Privacy Statements for Customized Features for %s

To enable remote management of the mobile broadband device based on the CPE WAN Management Protocol (CWMP), %s will collect and process your following data: device, network, account, and location information. %s is the data controller and processor of the preceding data, while Soyea Technology provides only the mobile broadband device.

If you have any questions, comments, or suggestions on your rights as the data subject or

the processing of your personal data by %s, please contact %s.

This device comes with an account customized for %s. %s can use this account to log in to the WebUI locally to help you with the configuration.

This device comes with an account customized for %s. %s can use this account to log in to the WebUI locally or remotely to help you with the configuration.

This device is enabled with the overnight update feature by default, which allows for automatic download and install of critical updates from Soyea Technology or your carrier. To configure the feature, log in to the WebUI for product management and go to Advanced > Updates > Overnight updates.

8 Updates

In the event that there are any changes to the processing of your personal data, Soyea Technology will notify you in the form of a pop-up prompt after the device software update, for you to learn about the changes timely.

9 Effectiveness of the Privacy Policy

This privacy policy is last updated on July 15, 2021 and takes effect since July 15, 2021.