

OnePlus Community Privacy Notice

OnePlus Technology (Shenzhen) Co., Ltd , having its registered office at F18, Block C, Tairan Building, Tairan 8th Road, Chegongmiao, Futian District, Shenzhen, China , ZIP Code: 518040, (herein interchangeably referred to as ‘**OnePlus**’, **we**, or ‘**us**’), is committed to protecting and respecting your privacy. We may/ will collect, use, disclose, transfer, process, share and store information that could identify you or relating to you (herein collectively referred to as ‘**Your Information**’) when you access, browse through and contribute contents to the website and its cognate platforms (herein referred to as the ‘**Platform**’) and by doing so you unequivocally agree to be bound by this Privacy Notice. Please read carefully and familiarise yourself with our privacy practices before using our Platform.

In this Privacy Notice, we explain about the purposes, methods and scope of our collection and use of Your Information, your rights in and/ or with respect to Your Information and the security measures we take to protect your information.

A. Definitions

“**Personal Information**” refers to any information that relates to a natural person, which, either directly or indirectly, in combination with other information available or likely to be available with a body corporate, is capable of identifying such natural person.

B. Personal Information We Collect

To use the Platform, you may have to register and log on to your OnePlus account. To register for an OnePlus account, you may need to submit your phone number, email and password to us.

We will collect your nickname and profile pictures to identify you and let other users on the platform to identify you.

We will collect your community user ID and content including but not limited to comments, replies, articles, pictures you post and circles you create. We collect these data in order to provide community service to you and let you and other Platform users share your thoughts about our products. These data will also be used for internal data analysis so as to provide a better service experience.

C. How We Use Your Information

a. Your Information will be processed to implement core functionalities for services on the Platform such as user login, user comment and content contribution to this Platform. When you contribute contents, make comments on the Platform, your username and profile picture will be shown as your profile so the Platform and other users of the Platform could identify you.

b. We may use Your Information for sending you promotional and other commercial offers and communications. We may use third-party tools to send you commercial and promotional offers and communications in which you may be interested. You may unsubscribe from these direct marketing messages by clicking the un-subscription link in the email.

c. To comply with activities related to the law and legal processes.

D. How We Retain Your Information

The retention period of Your Information we collect is the minimum amount of time required to achieve the purposes of collection stated in this Privacy Notice, unless a longer retention period is required by law. We will delete or anonymize Your Information upon expiry of the retention period as

described above.

E. To Whom We Disclose Your Information

We may share, transfer or disclose Your Information to the following:

- i. **Affiliated Companies:** We may share Your Information with our Affiliated Companies which may include any of the group companies of OnePlus or companies and/ or enterprises functioning under the multiple brand names owned and/ or controlled by us.
- ii. **Persons Who Acquire Our Assets or Business:** If we sell or transfer, wholly or in part, any of our businesses or assets, Your Information may be a part of that sale or transfer but it will remain subject to the promises made in this Privacy Notice (unless, of course, you consent otherwise, thereafter).
- iii. **Legal and Regulatory Authorities:** We may be required to disclose Your Information due to legal or regulatory requirements. In such instances, we reserve the right to disclose Your Information as required in order to comply with our legal obligations, including but not limited to complying with court orders, warrants, or discovery requests. We may also disclose Your Information (a) to law enforcement officers or others; (b) to comply with a judicial proceeding, court order, or legal process served on us or the Platform; (c) to enforce or apply this Privacy Notice or the Terms and Conditions or our other policies or agreements; (d) for an insolvency proceeding involving all or part of the business or asset to which the information pertains; (e) respond to claims that any information violates the rights of Third Parties; (f) or protect our rights, property, or personal safety, or the general public. You agree and acknowledge that we may not inform you prior to or after disclosures made according to this section.

Notwithstanding anything mentioned hereinabove, we shall not be responsible for the actions or omissions of any third parties with whom Your Information is shared by you nor shall we be responsible and/ or liable for any additional information you may choose to provide directly or indirectly to any of the third parties while applying for or activating their services and products whether directly or indirectly or whether through the Platform or otherwise.

F. How We Protect Your Information

- a. We have taken reasonable technical security and organizational measures to protect Your Information which is collected and stored with us. However, it is imperative to appreciate and acknowledge, which you must, that although we take reasonable steps to protect Your Information, no website, Internet network or transmission, computer system or wireless connection is completely secure.
- b. We will strictly control the access to Your Information and only allow our employees who need to know Your Information to help us process such information, and personnel of companies authorized to handle the services on our behalf to access Your Information.
- c. The security of Your Information is of great importance to us. Therefore, we will continue our efforts to protect Your Information and implement safeguard measures, such as providing encryption for information storage and transmission in an effort to prevent Your Information from unauthorized access, usage or disclosure.
- d. In the event of Your Information security incident, we, if and how required and in accordance with the requirements of relevant laws and regulations promptly inform you of the same and the preventive measures to be undertaken to mitigate the damage.

G. Your Rights to Your Information

Below is a list of your, non-exhaustive, legal rights as well as the measures that we take to protect your rights.

- a. Right to be informed: We publish this Privacy Notice to inform you of what we collect and store and how we use, process, share, transfer or disclose Your Information. We are committed to being open and transparent about how we collect, stores, use, process, share, transfer or disclose Your Information within and beyond OnePlus.

b. Right to access and review: You may request access to Your Information and/ or review Your Information which is collected and stored by us.

c. Right to correct: If you find that Your Information stored with us is inaccurate or incomplete you may, on most occasions, have the right to request us to rectify or amend it unless we or any of our partners have acted upon or made to have acted upon such incorrect or incomplete information provided by you. You may have access to rectify or complete Your Information directly on the relevant page of the Platform. However, for that part of Your Information that has not been made available for your modification, you can request correction or supplementation by contacting privacy@oneplus.com. You undertake to provide us with true, accurate and complete information about yourself and to keep Your Information updated to be true, accurate and complete, at all times, to help us serve you better and that you shall be solely liable for any consequences which ensue as a consequence of you being in breach of this clause including we or any of our partners acting upon Your Information which has been provided by you to us or to any of our partners.

d. Right to Delete: If you find us collecting or using Your Information in violation of relevant laws, administrative regulations or this Privacy Notice you have the right to ask for deletion of relevant use of Your Information and in such situations you may ask us to delete Your Information submitted by you or make them anonymous by contacting our grievance officer (from your registered sources of communication such as registered mobile or email) and our grievance officer will look into the same and revert or act upon the same accordingly. Provided that, in case we and/or our Partners are required to delete any part of Your Information, then we and/ or any of our partners , as the case may be, may no longer be able to provide you with the requested services, in whole or in part. Please also note that, there may be circumstances where you ask us to delete Your Information, but we are legally obliged to retain it.

e. Right to Withdraw Consent: You can grant or withdraw your authorisations and consents at any time. Please also note that, if you withdraw your authorization or consent we may no longer be able to provide you with the corresponding services. If you withdraw your consent we will

you with the corresponding services. If you withdraw your consent we will no longer process Your Information. But your decision to withdraw your consent will not affect the processing of Your Information already done based on your previous consent prior to the withdrawal.

f. Right to complain: You have the right to file complaints in respect of privacy concerns by contacting privacy@oneplus.com. Pursuant to receiving complete information and details of your complaint, we will respond within 30 days from the date of receipt of your complaint and try and resolve your complaint.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.–based third–party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>

g. The right to deactivate your OnePlus account. You can deactivate your account via <https://www.oneplus.com/customer/info#/> by choosing “Deactivate my account”. Your account will have a 15–day deactivation period, followed immediately by account deletion. You may choose to reactivate your account at any time within 15 days. Afterwards, your account will be permanently deleted.

Please note that due to security reasons we may verify your identity before processing your request pursuant to any of your rights as described above. In principle, we do not charge any fees if your request is reasonable.

However, based on the actual situation we may impose a certain fee to cover our costs for repeated requests or requests that extend beyond reasonable limits. We may reject requests that are unreasonably repetitive, require disproportionate technical effort (for example, developing a new system or fundamentally changing an existing practice), may be detrimental to the legal rights and interests of others or are very impractical. In addition, we may not be able to respond to your request if your request is directly related to matters involving national security, national defence, public health, criminal investigation and other public interests, or if the request may severely impair the legitimate rights and interests of yours or those of other individuals and organizations.

H. How We Process Personal Information of Children

a. Our Platform and Services are mainly for adults i.e. for those who are aged 18 years or above. We consider it the responsibility of the parents to monitor their children’s activity. Children (we regard anyone who is under

the age of 18 as a child) may not use our Platform.

I. Third Parties and Their Products and Services

a. The Platform may contain links, products and/ or services to third party websites. You have complete freedom to choose whether or not to visit them. However, if you choose to visit them then you do so subject to adherence with their terms and conditions and privacy policies which you can view at their websites or by contacting them. Any grievance which you have in respect of their terms and conditions and privacy policy including but not limited to what all and how Your Information is being collected, processed, transferred, disclosed and/ or used, you shall seek the remedy from such Third Parties whose websites you have visited and/ or whose services and products you may have applied for or activated including any bundled subscriptions. Should you wish to provide your information while taking any such services or products, you consent and authorise us to collect Your Information and other information, documents and transfer them to our respective Partners whose products and services you desire to activate or apply.

b. OnePlus Store provides shopping online services for OnePlus Mobiles and Accessories via OnePlus Store SDK in the "OnePlus Community App–Profile–Store" . Depending on your interaction with the OnePlus store SDK, it may collect your email address, username and password created, region, phone number, profile picture, delivery details, bank account number, credit card details, billing address, device information, location information, in order to provide you with product browsing, purchasing, and after–sales services. For more details on personal information protection related to OnePlus store online shopping services, please refer to the "Privacy Notice" at <https://www.oneplus.com/legal/privacy-policy>.

c. We have no control over our partner's privacy and data protection policies. Before you submit Your Information to our partners, please read and understand their privacy policies and terms and conditions as you will be governed by them and your remedies shall lie against such partners and/ or Third Parties whose websites you visit and/ or whose services and products you apply and/ or activate.

J. How Your Information is Stored and Transferred Globally

Your Information will be stored on AWS cloud server located in the EU.

K. Communications from the Platform

a. Special Offers and Updates: We may send you information on products, services, special deals, newsletters and such other kinds of promotional offers and messages. Out of respect for your privacy, we present you with the option of not receiving these types of communications. You may unsubscribe via the unsubscribe mechanism provided in each such communication.

b. Service Announcements: On certain occasions or as per requirement of any laws, rules or regulations we may be required to send out service-related announcements and communications. These communications would not be deemed as promotional in nature.

c. Customer Service: We may communicate with you on a regular basis to take our feedback, provide requested services and/ or in regard to issues relating to your user account. We may call or reply via email, text or phone.

L. How This Privacy Notice Is Updated

We may update this Privacy Notice from time to time and you are encouraged to check this Privacy Notice on a regular basis to be aware of the changes made to it. Your continued access or use of the Platform, continued use of the services (whether actively or passively) provided or availed from or through the Platform shall be deemed to be your acceptance of this Privacy Notice and its future versions or amendments.

Effective date: Dec 8, 2023

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