

OnePlus Community Privacy Notice

Last updated: January 13, 2025

Version update history

Updated information regarding the content review mechanism(user content, profile pictures, bios, and usernames may be reviewed under the mechanism).We review through a mix of technology (including through automated means) and human review. Updated the privacy notice comprehensively in accordance with applicable laws and company policies.

Thank you for using OnePlus Community. Provided by OnePlus Technology (Shenzhen) Co., Ltd and its affiliates (hereinafter referred to as “we”, “us” or “OnePlus”) , OnePlus Community ("Product","Services", "Platform", or "OnePlus Community") is a product that provides you with official news of OnePlus, contests and discussion with global OnePlus users . 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. We attach great importance to the protection of your personal information and privacy. We fully understand the importance of your personal information to you. In this Privacy Notice, “personal information” or “personal data” refers to all information that can be used alone or in combination with other information to identify a specific natural person.

This Privacy Notice explains how we process your personal information, the purposes for which we collect, use, and disclose your personal information during your use of OnePlus Community, your rights to your personal information, and the security measures we use to protect personal information. Within the meaning applicable law, we will act as a data controller when we process your personal data.

The features or services provided in this Product may vary according to the country or region where it is officially made available and its version. Therefore, the features and services available to you are subject to the Product you use.

Before using OnePlus Community, please carefully read this Privacy Notice to understand our practices regarding the collection, use, and protection of personal information.

This Privacy Notice will help you understand the following:

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2. How We Use Your Information
3. How We Use Cookies and Similar Technologies
4. How We Retain Your Information

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A: General Terms

1. Personal Information We Collect

The term personal data is broadly defined and means any information relating to an identified or identifiable individual. This means that not only the data that, for example, identifies you directly, such as your name or address, is personal data but also other data, which when combined with other information accessible to us, enables us to link that data to you, for example, an IP address.

Our channels for collecting personal data include: 1. personal data that you provide to us directly; 2. personal data that we automatically obtain when you interact with this Product, and/or; 3. personal data that we obtain about you from third parties. The personal data we collect depends on the environment in which you interact with us and the choices you make, including your privacy settings and the features and Services you use.

a. Personal Data Directly Provided by You

You may provide personal data to us directly, in which case you are generally free to choose which personal data you want to provide to us. However, if some personal data is required for the performance of our Services and you choose not to provide that personal data, we may not be able to provide you with the Services you

requested. The following describes in detail the categories of personal information we collect.

If you register an OnePlus Community account: Some of our Services requires you to create an account or to complete a personal profile. In these Services, we may ask you to provide personal data to set up an account or a personal profile. Types of personal data include email address, username and password created, region, phone number, profile picture, bio.

If you generate User Content: We process the content you generate on the Platform, including texts, photographs, audios and videos you upload or create, comments, hashtags, feedback and reviews you make, and the associated metadata, such as when, where, and by whom the content was created ("User Content"). Even if you are not a user, we may collect information about your appearance in User Content created or published by users on the Platform. We collect User Content through pre-loading at the time of creation, import, or upload, regardless of whether you choose to save or upload that User Content.

When you follow our social media accounts or interact with us in any other way: We may collect your profile information, the content and details of the timing of the communication exchanged or other personal data as required to respond to your request. The data we receive is dependent on your privacy settings with the social network.

When you share content with others: Some of our Services allow you to communicate and share content with others. The communicated or shared content shall be transmitted through and stored in our system.

We may ask you to provide personal data or collect it under other circumstances such as in connection with marketing: Such activities include when you enter prize draws, use coupons or enter competitions, participate in promotional or marketing activities organised by us or our business partners on our behalf, complete questionnaires or participate in user forums or blogs hosted by us or our business partners. To this extent, we may ask you to provide personal data such as your name, address, email address, phone number and other personal data as indicated in connection with such activities.

b. Personal Data We Automatically Collect About Your Use of Our Services

Please see the Section "How We Use Cookies and Similar Technologies" below for further information on personal data that we automatically collect via cookies and other tracking technology when you visit our website.

c. Types of Data Processed Locally on Your Device

For the avoidance of doubt and to ensure transparency about the processing of data, please note that the data set out in this section will only be collected and processed locally on your device and not uploaded to our servers. Therefore, we will neither access, collect nor otherwise process such data, nor will we be able to disclose this information to any third party or use it for any other purpose. This also means that this data processing is done by you only and is thus not subject to this Privacy Notice. If you want to exercise your rights in relation to such data or would like to modify or delete it, we will not be able to support you, except to provide information on how you can handle your data yourself.

d. Other Non-personal Data

Non-personal data refers to information which cannot be directly or indirectly associated with any specific individual. We may process aggregated or otherwise anonymised data.

We collect non-personal data to understand users' preferences, improve our operational efficiency and optimise our websites and your product experience. If the non-personal data is combined with personal data, all such data will be treated as personal data.

2. 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. Enforce our Terms and Conditions, and other policies that apply to you. We review User Content, profile picture, bio as well as username through a mix of technology (including through automated means) and human review to protect the safety and well-being of this Platform. In the process of User Content/profile picture/bio/username review, we will not use purely automated decision-making processes, including profiling, to significantly affect you.

c. We may send Your 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. 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. If you have any feedback regarding our Services or Platform, we may communicate with you based on your feedback.

d. We may ask you to provide personal data or collect it under other circumstances such as in connection with marketing: such activities include when you enter prize draws, use coupons or enter other competitions, participate in promotional or marketing activities organised by us or our business partners on our behalf, complete questionnaires or participate in user forums hosted by us or our business partners. To this extent, we may ask you to provide personal data such as your username, name, address, email address, phone number and other personal data as indicated in connection with such activities.

e. To comply with activities related to the law and legal processes, or as necessary to perform tasks in the public interest, or to protect the vital interests of our users and other people.

f. When we want to use the personal data for other purposes not covered by this Privacy Notice, we will inform you thereof and ensure that said use of your personal data is lawful.

3. How We Use Cookies and Similar Technologies

We use cookies and similar tracking technologies on our website and other Services.

a.What Are Cookies?

Cookies are small text files that are transferred from our Services and stored on your device. Our Services may use "cookies" and other technologies such as pixel tags and web beacons (collectively referred to as "Cookies"). Cookies may be stored on your computer. Cookies not set by us will not be accessible to us.

b.How We Use Cookies?

We and our third-party partners use Cookies to better understand the functionality of our mobile software on your device, and to monitor and analyse how you use and interact with our Services so that we can continue to improve them (such as to evaluate information on how often you use the Services, events that occur on our Services and where an app was downloaded). We do not link information that we store in analytics software to any personal data you may submit through our mobile apps.

We and our third-party partners also use Cookies to analyse trends, manage websites, track user activity across these websites and collect aggregate demographic information about our user base.

c.Types of Personal Data We Collect

This information may include Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, files viewed on our site (such as html pages and graphics), operating system, date/time stamp and/or touch stream data.

d.Clear/Disable Cookies

Depending on your mobile device and operating system, you may not be able to delete or block all cookies. Please note that if you choose to refuse all cookies, you may not be able to use the full functionality of our Services. These settings will typically be found in the "Options" or "Preferences" menu of your browser. See the instructions below on how to manage cookies in some common web browsers:

[Microsoft Internet Explorer](#)

[Microsoft Edge](#)

[Mozilla Firefox](#)

[Google Chrome](#)

[Safari for macOS](#)

[Safari for iOS](#)

For more information about cookies and instructions on how to configure your browser to accept, delete or reject cookies, see www.allaboutcookies.org.

Please note that deleting or blocking cookies may not be effective for all types of tracking technologies, such as Local Storage Objects (LSOs) like HTML5.

If the "Do Not Track" function is enabled in your browser, we will respect your choice.

Where required by law, we will provide you with further information about cookies.

If you wish to obtain detailed information on the use of cookies and other tracking technology, please read our [Cookies Statement](#).

4. 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.

If we discontinue the operations of some or all of our products or services for any special reason, we will promptly inform you and stop the processing of Your Information in connection with such products or services. We will also delete or anonymize such information that we hold unless otherwise specified by laws and regulations.

5. 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. We will only share the necessary personal information. If we or our affiliates intend to change the purpose for which your personal information is used and processed, we will obtain your authorization or consent again.

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.

6. 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.

7. 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 us in the manner disclosed in this Privacy Notice. 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: You can choose to delete some of Your Information you have

submitted to us. For personal information that has not been made available for your deletion or personal information that you believe to have been collected or used in violation of the agreement between you and us, you can contact us in the manner disclosed in this Privacy Notice to have such personal information deleted. 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 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 us in the manner disclosed in this Privacy Notice. 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.

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.

8. How We Process Personal Information of Children

a. Our Platform and Services are mainly intended for adults and are not aimed at children. We do not provide services directly to children. In other words, children are not allowed to use features related to OnePlus Community without the consent of their guardians. Please note that we treat anyone under the age of 18 (or under the minimum age of full legal capacity in the jurisdiction concerned) as a child. Please note that due to technical limitations and other objective factors, OnePlus Community

may not be able to actively identify the age of users.

b.If we discover that a child's personal data has been collected, we will delete the corresponding data as soon as possible.

c.If you believe that we might have any personal data concerning a child, please contact us in the manner disclosed in this Privacy Notice .

9. 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.

10. How Your Information is Stored and Transferred Globally

a.We leverage our resources and servers around the world to provide Services. We have data centre in France, which means that in compliance with applicable laws, your personal data might be transferred to or accessed from countries or regions outside of where you use our Services.

b. Please note that different countries or regions offer different levels of data protection. This means that Your Information could be stored in a country that offers a level of protection that may, in certain instances, be less protective of your personal data than the country or region in which you are located. However, in such cases, we will take measures to ensure that the personal data we collect is processed in accordance with this Privacy Notice and applicable laws, and that Your Information is adequately protected. For example, we might ask your permission to transfer Your Information across borders, and we will implement adequate security measures (such as encryption and de-identification where feasible) and sign the necessary data transmission/sharing agreements with the recipients of your personal data prior to the transfer taking place.

11. 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.

12. Contact Us

If you have any questions regarding this Privacy notice or matters related to personal information protection, or if you have any suggestions or complaints, you may contact us through the following means. We will complete identity verification and respond within the timeframes required by local laws and regulations. Please note that, considering the complexity and volume of individual requests, as well as the technical feasibility of implementation, this timeframe may be extended if necessary.

- Email: privacy@oneplus.com
- Postal address: F18, Block C, Tairan Building, Tairan 8th Road, Chegongmiao, Futian District, Shenzhen, China, ZIP Code: 518040

For European users, we have appointed a Data Protection Officer in Europe:

- Collegium Auditores GmbH
- Email: datenschutz@collegium-auditores.de
- Mailing Address: Haufeld 2a, 53721 Siegburg, Germany

For European users, our European representative is Reflection Investment B.V.:

- Email: eurepresentative@oneplus.com
- Mailing Address: Hofplein 20, 3032AC Rotterdam, the Netherlands

For UK users, our UK representative is Unumplus Limited:

- Email: ukrepresentative@oneplus.com
- Mailing Address: 7 Albert Buildings, 49 Queen Victoria Street, London, United Kingdom, EC4N 4SA

For USA users, you can contact us through the following method:

- Email: privacy.na@oneplus.com

- Hotline: +1 (833) 777-3633

For Indian users, you can contact us through the following method:

- Email: legal.india@oneplus.com

For UK users, our UK representative is Unumplus Limited:

- Email: ukrepresentative@oneplus.com
- Mailing Address: 7 Albert Buildings, 49 Queen Victoria Street, London, United Kingdom, EC4N 4SA

B. Appendix: Europe-Specific Privacy Notice (GDPR-Based Terms)

This section only applies to users located in the European Union, Liechtenstein, Norway, the United Kingdom, or Switzerland ("Europe"). If you are a user located in Europe, OnePlus Technology (Shenzhen) Co., Ltd and its affiliates act as the "data controller" as defined in the EU General Data Protection Regulation (GDPR) and is able to determine the purpose for which your personal information is collected and processed and process your personal information in compliance with this Privacy Notice and applicable terms in the GDPR.

1. Legal Basis for Processing Personal Information

The processing of your personal information described in "Personal Information We Collect" and "How We Use Your Information" are lawful only if and to the extent that at least one of the following applies:

- (1) We have obtained your express consent in advance, and you can withdraw your consent at any time;
- (2) Information processing is necessary for us to enter into a contract or perform the contract concerning our products and/or services;
- (3) The processing of relevant personal information is indispensable for fulfilling our legal obligations;
- (4) Disclosing your personal information is necessary for the purpose of the legitimate interests pursued by us or a third party. We will process your personal information on this lawful basis only after balancing our or the third party's interests against your privacy rights.

2. Additional Information on How Your Personal Information Is Transferred Globally

In principle, personal information generated and collected in the European Union area will be stored within European Union.

Where your personal information is transferred to a country or region outside the European Economic Area (EEA), we will take the necessary security measures. For example, we will ensure that:

- The recipient is located in a country covered by a European Commission adequacy decision;
- The recipient has signed a contract in accordance with the "Standard Contractual Clauses" issued by the European Commission, requiring them to protect your personal information; or
- In the absence of appropriate safeguards, we will obtain your express consent for

the transfer of your personal information. In addition, we will use techniques such as encryption or de-identification to protect your personal information.

3. Your Rights Regarding Personal Data

According to the GDPR, you have the following rights:

3.1 Right to access

We inform you of how we process your personal information by publishing this Privacy Notice and, where required by laws and regulations, by posting a notice or sending you a community notification. We are committed to staying transparent about how we use your personal information.

3.2 Right to rectify

If you find that the personal data we process about you is inaccurate or incomplete, you are entitled to ask us to make rectifications without undue delay and to request the supplementation of your personal data where appropriate.

3.3 Right to delete

You may choose to delete all the App data or the cached data locally stored on your device. To remove such data from your device, go to "Settings - App management - OnePlus Community APP - Clear data".

3.4 Right to restrict processing

In certain cases, for example, when you contest the accuracy of your personal data, you are entitled to request that we restrict the processing of your personal data so that we can verify its accuracy. We will keep enough data or process such data as is necessary to ensure that we will comply with your restriction requests in the future.

3.5 Right to object

You are entitled to object, on grounds relating to your particular situation, at any time to any processing based on your legitimate interests. Should you decide to object to the processing, we will stop processing the personal information concerning you, unless we can demonstrate compelling reasons for continued processing that override your interests, rights, and freedoms, or in the case that we establish, exercise, or defend our legal claims. You can object to direct marketing activities at any time for any reason.

3.6 Right to data portability

You are entitled to obtain a copy of your personal data in a structured, commonly used, and machine-readable format and transmit such data to another provider. In certain circumstances, you can transmit your personal data to any other provider.

3.7 Right to change the scope of authorization or withdraw consent

If we process your personal information based on your consent, you have the right to withdraw your consent at any time, and we will stop processing your personal information immediately.

3.8 Right to complain

You have the right to lodge a complaint with the national data protection authority in your country about the ways we process your personal information. You can tap here

(https://www.edpb.europa.eu/about-edpb/about-edpb/members_en) to view information about the national data protection authority in your country. We will respond to your complaint as soon as possible. In general, we will respond within one month following the receipt of your complaint. (If the complaint is overly complex or requires large amounts of personal information, we may extend this time limit by two months when necessary or permitted by law. In such cases, we will notify you of the reason for the extension within a month of receiving your complaint.) If you are not satisfied with our response, you can file a lawsuit with the supervisory authority in your jurisdiction.

4. Contact Us

If you have any questions or concerns about this Privacy Notice or our privacy practices, please contact us using the information below:

OnePlus Technology (Shenzhen) Co., Ltd

- Email: privacy@oneplus.com

- Postal address: F18, Block C, Tairan Building, Tairan 8th Road, Chegongmiao, Futian District, Shenzhen, China, ZIP Code: 518040

For European users, we have appointed a Data Protection Officer in Europe:

- Collegium Auditores GmbH

- Email: datenschutz@collegium-auditores.de

- Mailing Address: Haufeld 2a, 53721 Siegburg, Germany

For European users, our European representative is Reflection Investment B.V.:

- Email: eurepresentative@oneplus.com

- Mailing Address: Hofplein 20, 3032AC Rotterdam, the Netherlands

For UK users, our UK representative is Unumplus Limited:

- Email: ukrepresentative@oneplus.com

- Mailing Address: 7 Albert Buildings, 49 Queen Victoria Street, London, United Kingdom, EC4N 4SA

C. Appendix: U.S. State-Specific Terms

Section C applies to users domiciled in California, Nevada, Colorado, Connecticut, Virginia, and Utah in the United States. This section provides more details about personal information to meet the disclosure requirements under the laws of these states.

1. Disclosure, Sale, and Sharing of Personal Information

According to the law in California, "sharing" refers to the act of a business that orally, in writing, electronically or otherwise shares, rents, publishes, discloses, disseminates, provides, transfers, or otherwise transmits a user's personal information to a third party, or provides personal information to a third party for the purpose of providing cross-context behavioral advertising, with or without consideration.

We do not provide cross-context behavioral advertising services.

2. Your Rights Regarding Personal Data

You may enjoy the following data privacy rights. Please note that these rights are not absolute and may be subject to conditions or limitations.

- (1) Right to access and data portability: You have the right to know and access the categories and specific information we collect about you, the sources from which we collect such information, the purposes for our collection of such information, and the types of third parties with which the personal information is shared. Where technically feasible, we provide you with such personal data in a structured, commonly used, and machine-readable format so that you can transmit it to another entity.
- (2) Right to request: You have the right to request information regarding our disclosure of personal data to third parties for business purposes.
- (3) Right to rectify: You have the right to correct inaccurate personal data that we may hold about you.
- (4) Right to erasure: You have the right to request the erasure of your personal data, except in cases where certain exceptions apply.
- (5) Right to opt out: You have the right to opt out of the sale or sharing of your personal data with third parties.
- (6) Right to limit the use of sensitive personal information: We do not use or collect sensitive personal information to infer user characteristics, so this right does not apply.
- (7) Right to not be discriminated: You will not be discriminated against if you exercise any of the above rights.

Right to make requests under the Shine the Light law

The Shine the Light law (Cal. Civ. Code § 1798.83) allows residents of California who are also our service users to request: (1) the list of personal information categories we shared with third parties for direct marketing uses in the last calendar year; (2) the identities of such third parties.

You may contact us as set forth below to exercise any of the above rights.

- Email: privacy.na@oneplus.com
- Hotline: +1 (833) 777-3633

Before handling your request, we need to verify your identity and confirm that you are a resident of California, Nevada, Colorado, Connecticut, Virginia, or Utah, USA. To verify your identity, we usually need to verify your account or match the personal information you provide in your request with the information we hold about you in our systems. This process may require us to request additional personal information from you, including, but not limited to, your email address, phone number, and/or the date of the last transaction made on our services.

In some cases, we may reject requests to exercise the rights described above, particularly if we are unable to verify your identity or locate your information in our systems. If we are unable to satisfy all or parts of your requests, we will explain the reasons for refusing to satisfy the requests.

3. Submitting a Request Through an Authorized Agent

In some cases, to the extent that we can verify the permission given to an authorized

in some cases, to the extent that we can verify the permission given to an authorized agent to act on your behalf, you can designate an authorized agent (a term defined by the California Consumer Privacy Act of 2018) to act on your behalf to submit a request using the method set forth in this Privacy Notice.

For a request to know about, delete, or rectify personal information we hold about you, we need the following information for identity verification:

- (a) An authorization letter from you or your authorized agent that is valid under California laws; or
- (b) Sufficient evidence to indicate that you have: 1) provided the authorized agent with a signed license to act on your behalf; and 2) verified your identity directly with us as set forth in this Privacy Notice; or directly confirmed with us that you have granted permission to your authorized agent to submit the request on your behalf.

For requests to opt out of "selling" or "sharing" personal information, we require a signed license certifying that the authorized agent has authorization to act on your behalf.

D. Appendix: India-Specific Privacy Notice (DPDPA-based Terms)

This appendix applies only to users located in India.

You understand that this appendix has been prepared in accordance with the Digital Personal Data Protection Act (DPDPA) of India and the relevant personal data protection laws. DPDPA defines two roles for data processing: data fiduciary and data processor. A data processor refers to any entity that, alone or together with others, determines the purposes and means of processing personal data. A data processor refers to any entity that processes personal data on behalf of a data fiduciary.

If you are a user located in India, OnePlus India Technology Pvt. Ltd. acts as the "data fiduciary" as defined in the DPDPA and is able to determine the purpose for which your personal data is collected and processed and process your personal data in compliance with this Privacy Notice and applicable terms in the DPDPA.

In the course of providing Services to you, there might be third parties involved. You understand that in some cases, such third parties may have separate purposes and means of processing your personal data and that they will constitute independent data controllers and process your personal data independently.

1. Personal Data We Collect and the Purposes of Data Processing

We collect your personal data only for the purposes of providing OnePlus Community services and realizing relevant features. Please note that processing of your personal data is permitted without your consent in the following circumstances:

- (1) Where you voluntarily provide the data to us for a specific purpose without giving an express representation that you object to our processing of such data;
- (2) As necessary for the country and its agencies to provide or issue prescribed subsidies, benefits, services, certificates, and licenses to you;
- (3) As necessary for the country or its agencies to perform their functions under the laws currently in force in India, or in the interests of safeguarding the sovereignty, integrity, and national security of India;
- (4) As necessary for any person to fulfill any obligation under the laws currently in force in India to disclose any information to the country or its agencies;

- force in India to disclose any information to the country or its agencies;
- (5) As necessary to comply with any judgment, ruling, or order issued under the law currently in force in India, or judgments, rulings, or orders in relation to contracts or civil claims under the law currently in force outside India;
- (6) As necessary to take measures to provide medical treatment or health services to any individual in the event of an epidemic, disease outbreak, or any other threat to public health;
- (7) As necessary to take measures to protect the safety of any individual or to provide assistance or services in the event of any disaster or public disorder.

2. Data Subject Rights

Under the DPDPA, you have the following rights as a data subject: You can exercise such rights in the ways described below. You can also directly submit a data subject rights request in the manner disclosed in the "Contact Us" section.

2.1 Right to be informed

You have the right to know about:

- (1) The scope of personal data we are processing and the data processing activities we are carrying out;
- (2) All the data fiduciaries and processors that process your personal data and the categories of personal data we share.
- (3) Information required to be disclosed by relevant laws and regulations.

2.2 Right to rectification and erasure

You have the right to (1) correct, complete, and update your personal data, and (2) delete your personal data.

2.3 Right to redress for grievances

If you believe that we have deficiencies or omissions in fulfilling our obligations regarding the processing of personal data, you may contact us for redress and remediation. In general, we will respond to your data subject rights request within 15 working days of the date we receive it. If you believe that we are unable to respond to your request, you may file a complaint with the Personal Data Protection Commission of India.

2.4 Right to withdraw consent

You have the right to withdraw your consent to our processing of your personal data. After you withdraw your consent, we will cease to process your personal data accordingly. You understand that the withdrawal of consent does not affect the lawfulness of our processing of your personal data based on consent before its withdrawal.

2.5 Right to designate an authorized agent

If you are a child or disabled person, you have the right to designate an authorized

agent to act on your behalf to exercise your rights as a data subject. When you use an authorized agent, we will take the necessary action to verify the identity of the agent for a qualification review.

You may contact us as set forth below to exercise any of the above rights.

- Email: legal.india@oneplus.com

3. Processing of Personal Data of Children

In principle, we do not provide our products and services to children.

Please note that in India, children refer to natural persons under the age of 18.

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>

[View all versions of privacy notice](#)