



EU Data Act Addendum

If the EU Data Act applies to your use of our products and services, the following provisions will be incorporated into the terms of service for the respective products and services:

I. How We Will Obtain Your Product Data and Service Data

When you use the connected devices and related services we provide, the following data may be generated:

Smartphones/Pads:

(1) When using our smartphone devices, data is continuously generated during operation to provide certain functionalities. This includes data generated during the device's operation/standby state, as well as analytic data generated during usage. Such data may include technical details about device performance or usage, such as sensor-generated data, crash logs, performance metrics, abnormal events, restart events, hardware operation parameters/power consumption data, memory performance data, network/communication/Bluetooth parameters, external device connection data, and approximate geo-location information.

(2) Data generated when using our operating system services, including data produced during direct interaction with the device, such as physical button operation records, software operation logs, software power consumption, system operation logs, and device activation information.

Smart Earphones:

(1) When using our smart earphone devices, data is occasionally generated during operation to provide certain functionalities. This includes approximate geo-location data of the device.

(2) Data generated when using our accompanying software services, including data produced during direct interaction with the device, such as software operation logs and device activation information.

Smart Watches/Bands:

(1) When using our smart watch/band devices, data is occasionally generated during operation to provide certain functionalities. This includes approximate geo-location data, firmware version information, device connection status, and device battery level.

(2) Data generated when using our accompanying software services, including data produced during direct interaction with the device, such as software operation logs and device activation information.

Laptops:

While using our laptop devices, data is continuously generated during operation to provide certain functionalities. Such data may include technical details about device performance or usage, specifically: Device Configuration Data: including Serial Number (SN), product model, CPU specifications, motherboard information, RAM capacity, and storage details (hard drive serial number and capacity); Technical and Network Identifiers: including IP address and approximate geo-location information.

The types and volume of data generated during the use of connected products may vary depending on the type of device, software version, device functionality, your configuration and settings, and how you use it. The data generated by connected products may remain on your device for a few days until it is overwritten by newer data or deleted upon device restart. If you



choose to share your data with us, except as otherwise required by law, this data will be retained on our servers for up to three years after the service ends. We will take other necessary measures to protect the security of the data and prevent misuse, unauthorized access, unauthorized modification, disclosure, or destruction.

You acknowledge and agree that during the provision of services, we and our affiliates may process the aforementioned data for the purposes of statistical analysis and service optimization. For the purpose of after-sales service, we may provide relevant data when you utilize after-sales services offered by our partners. If the data generated in connected products and related services contains trade secrets, we will act as the holder of such trade secrets.

We reserve the right to update or modify this Addendum at any time to reflect changes in our business, technology, applicable laws, and practices.

II. Your Data Rights

You have the right to contact us at privacy@tecno.com to request access to the aforementioned data or to request the transfer of your data to a third party in a structured and commonly used format. We reserve the right to deny certain requests under applicable exemptions or in compliance with applicable laws, or to charge specific fees within the scope permitted by law.

You have the right to contact us by sending an email to privacy@tecno.com to file a complaint. We will respond to your complaint promptly upon receipt. If you are not satisfied with our response, particularly if you believe our data processing activities have infringed upon your legitimate rights, you may also file a complaint or report to the competent authority designated under Article 37 of the EU Data Act or initiate legal proceedings in a competent court.

III. Contract Term and Termination

Unless otherwise stipulated in the User Agreement, this Addendum remains effective during your use of our products and services.

IV. About us

TECNO MOBILE LIMITED will act as the data holder to provide you with products and services. You can contact us through the following methods:

Address: Flat N, 16/F., Block B, Universal Industrial Centre, 19-25 Shan Me Street, Fotan, New Territories, Hong Kong.

Email: privacy@tecno.com