

OZOM PRIVACY POLICY

Effective Date: 01/05/2025

Update date: 23/04/2025

Ozom and its subsidiaries ("we," "us," "our") are committed to protecting your privacy. This Privacy Policy ("Policy") describes our practices with respect to personal information that we process through your individual use of the following related services, products, and mobile applications (collectively, the "Products"):

- Ozom Mobile App (Ozom Smart Home):

Before using our Products, please read this Policy carefully and understand our purposes and practices for the collection and processing of your Personal Data, including how we use, store, share, and transfer it. In this Policy you will also find ways to exercise your rights to access, update, delete or protect your Personal Data.

By accepting this Policy when registering with your Personal Data, or if you start using our Products without expressly objecting to its contents, we will consider that you fully understand and accept this Policy. If you have any questions about this Policy, please contact us through the Ozom Call Center in your country.

Definitions

In this Policy, "Personal Data" means information generated, collected, recorded, and/or stored, electronically or otherwise, that can be used to identify an individual or reflect their activity, either individually or in combination with other information to which we have access.

"Sensitive Personal Data" includes personal biometric information, communication records and content, health information, transactions, and precise location. Where we collect such data, we will explicitly notify you to obtain your prior consent.

"Smart Devices" refers to computational devices with a human-machine interface capable of transmitting data over wireless networks.

"Apps" means mobile applications developed by Ozom that allow users to remotely control their Smart Devices.

What Personal Data We Collect

In order to provide you with our services, we may ask you for necessary data such as your name, email, phone number, username, etc. We may also collect additional data if you enable features such as location, camera, photo album, microphone, storage,

notifications, pop-up, Bluetooth, Home Kit, or HealthKit. Each permission can be disabled from the app's settings.

Information Collected Automatically

We automatically collect information such as device model, IP address, operating system, App version, usage logs, and mobile network. This helps us to ensure the security, functionality and continuous improvement of the service.

Smart Device Related Information

When you connect your Smart Devices, we collect data such as device name, ID, online status, firmware version, Wi-Fi, and MAC address. The information collected may also include health data if the devices allow it, such as height, weight, BMI, etc.

Purposes and Legal Bases for Processing

We process your data to provide you with our services, improve your experience, send you non-marketing notifications, perform data analysis, personalization of services, legal compliance, and more. You can manage your preferences and withdraw your consent at any time from the app.

Who We Share Personal Data With

We may share your data with third-party service providers, business partners, subsidiaries and affiliates, as well as in cases of business reorganization. We will only disclose your data to other third parties with your prior consent.

International Transfers

We may transfer, store, and process your Personal Data outside of your jurisdiction of residence. We will take steps to ensure adequate protection of your data as required by law.

Your Rights Regarding Personal Data

You have the right to access, rectify, delete, restrict processing or request the transfer of your data. You can also object to the processing and withdraw your consent by making settings in the app or by writing to the privacy email.

Data Security and Retention

Ozom uses physical, administrative, and technical measures to protect your Personal Data. We will retain your data only for as long as necessary to fulfil the stated purposes.

Children's Privacy

Our services are not directed to minors under 18 years of age. We do not collect data from minors without the consent of their parents or legal guardians. If we become aware of such collection, we will delete the information immediately.

Changes to this Policy

We may update this Policy to reflect changes in our practices. We will notify you by email via an in-app notice before such changes take effect.

Contact us

If you have questions about this Privacy Policy, please contact us through the Ozom Call Centers in your country.