

Cudy Privacy Policy

Your privacy is important to Cudy, and so is being transparent about how we collect, use, and share information about you.

This Privacy Policy applies to the information we collect about you in the course of our business, including through Cudy websites, products, mobile applications, services, marketing activities, research, retail locations, and other online or offline offerings operated by or on behalf of Cudy. We refer to these products, services, and offerings collectively as the “Services.”

In this policy, "we", "us", “Cudy” and "our" refer to Shenzhen Cudy Technology Co., Ltd.

If you choose to use the Services, then you agree to the collection and use of information in relation to this policy. The Personal Information that we collect is used for providing and improving the Service. We will not use or share your information with anyone except as described in this Privacy Policy.

The terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, which are accessible at Cudy unless otherwise defined in this Privacy Policy.

The Information We Collect

For a better experience, while using our Service, we may require you to provide us with certain personally identifiable information. The information that we request will be retained by us and used as described in this privacy policy.

We collect information in three main ways: (1) information you provide directly to us; (2) information we collect automatically through technology when you use the Services; and (3) information we collect from other sources.

Information you provide directly to us

Contact and account information, such as name, address, telephone number, email address, and login credentials, including your Cudy account information.

Customer service interaction information, such as messages submitted to us through email and summaries or voice or video recordings of interactions with our customer service personnel. you provide in connection with surveys and sweepstakes , such as your interests, preferences, demographic data (e.g., gender), photos and videos, and information needed for you to participate and for us to fulfill your prize or participation incentives (if any).

Information we collect automatically through technology when you use the Services

When you use our Services, we may automatically collect certain information. We use a variety of third-party technologies, including cookies and similar tools, to assist in collecting this information. Some of the information we automatically collect when you use our Services includes:

Information about your access to and use of Cudy websites and applications, such as your IP address, browser language, the state or country from which you accessed the Services, software and hardware attributes (including device IDs, operating system, and browser type), referring and exit URLs, the links you click and files you download, pages viewed and the order

of those pages, the amount of time spent on particular pages, the terms you use in searches on our websites, the date and time you accessed our websites or opened our emails, and other similar information.

Log Data about errors of Cudy applications, such as a log of an error in the app. We collect data and information (through third-party products) on your phone. This Log Data may include your IP address, device name, operating system version, the time and date, the configuration of the app when using the Services, and other statistics.

Information about your use of Cudy products, including:

Information about your Cudy product or software, such as your product's serial number, operating system version, MAC address, software version, battery life, system updates, and the name you assigned to your product.

Information about the devices and network that your Cudy product or software is connected to, such as your Internet connection type and service provider, IP address, SSID, wireless connection quality/signal strength, and its device operating system and browser type.

Information about the services and content you access via your Cudy product or software, such as media, external sources, and third-party services you connect to your Cudy product or software, user IDs service tokens that allow you to access and sync to your third-party accounts, and content accessed via your product or software (e.g., remote control).

Usage and interaction information, such as date and time spent using different features of your Cudy product or software, button presses, and system settings.

Information we collect from other sources

We may receive information about you from other sources, such as business partners, marketers, researchers, analysts, social network services, and other parties to help us supplement our records.

If you access our Services through a third-party website, application, or social media platform, we may receive information about you from that third-party site, application, or platform, depending on the third-party's data practices and your settings (for example, your name, username, email address, and comments or content you post).

We employ third-party companies and individuals due to the following reasons:

To facilitate our Service;

To provide the Service on our behalf;

To perform Service-related services; or

To assist us in analyzing how our Service is used.

We want to inform users of the Services that these third parties have access to their Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose. Cudy is not responsible for the content or practices of third-party websites, applications, or platforms. We urge you to read the privacy and security policies of any third-party websites, applications, or social media platforms you choose to use.

The privacy policy of third-party services we currently use that may collect information used to identify you is listed as the links below.

Google Play Services

Google Analytics for Firebase

Firebase Crashlytics

Additional explanation on cookies

Cookies are files with a small amount of data that are commonly used as anonymous unique identifiers. These are sent to your browser from the websites that you visit and are stored on your device's internal memory.

How We Use the Information

Cudy may use the information we collect in the following ways:

To provide the services you have requested, such as offering customer support or providing application services you select.

To communicate with you, for example, keeping you posted on product/software updates, and changes to our terms, conditions, and policies.

For marketing and advertising purposes, including providing you with the latest product announcements, promotions, and information about upcoming events.

To personalize your experience and customize the Services, such as delivering relevant content, recommending features through our Services, and maintaining your product wish lists.

To improve our Services, including error reporting, to understand how users interact with our Services and advertisements, improve usability and effectiveness of our products, perform research and analytics, and to test and create new products, features, and services.

For our business operations, including maintaining your account, reviewing and processing employment applications, and for security, fraud prevention, and legal compliance, such as detecting security incidents and protecting against malicious, deceptive, fraudulent, or illegal activity.

To recognize a user across multiple touchpoints. Sometimes, we or our service providers may use the information we collect (for example, username, IP address, and unique device identifiers) to try to identify the same unique user across multiple Cudy Services, personal devices (such as smartphones, tablets), and browsers (such as Safari, Chrome, Edge, or Firefox), to create a single record for the user. This helps us to better understand your needs and preferences, and provide you with a more seamless and personalized experience across these different touchpoints.

Other purposes for which we seek your consent. We may also use your information for a specific purpose that we communicate to you. We will ask for your consent to process your information for such purpose in accordance with applicable legal requirements.

The laws in some jurisdictions require companies to tell you about the legal grounds they rely on to process your information. Our legal bases for processing your information as described in this Privacy Policy are as follows:

Where use of your information is necessary to perform our obligations under a contract or commitment to you. For example, to provide the services you've requested from us, or to comply with our website terms of service.

Where use of your information furthers our legitimate interests or the legitimate interests of others. For example, to provide security for our Services, operate our business and our Services, make and receive payments, defend our legal rights, and prevent fraud.

Where we use your information to comply with applicable legal obligations. For example, keeping track of purchases for tax and auditing purposes.

Where you have consented to our processing of your information for a particular purpose.

For the purposes discussed in this Privacy Policy, we may combine the information that we collect through the Services with information that we receive from other sources, both online and offline, and use such combined information in accordance with this Privacy Policy.

Security

We value your trust in providing us your information, thus we are striving to use commercially acceptable means of protecting it. But no method of transmission over the internet, or method of electronic storage is 100% secure and reliable, and we cannot guarantee its absolute security. When creating a Cudy account, it's important that you select a strong password and do not disclose it to others. Alert us immediately via support@cudy.com if you have any concerns about unauthorized use of your account.

Retention of your Information

We retain information for different periods of time depending on the purposes for which we collect and use it, as described in this Privacy Policy. We will delete or de-identify information when it is no longer needed to fulfill these purposes unless a longer retention period is required to comply with applicable laws. There may be technical or other operational reasons where we are unable to fully delete or de-identify your information. Where this is the case, we will take reasonable measures to prevent further processing your information.

Links to Other Sites

The Services may contain links to other sites. You will be directed to that site if you click on a third-party link. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over and assume no responsibility for any third-party sites or services' content, privacy policies, or practices.

Children's Privacy

These Services do not address anyone under the age of 13. We do not knowingly collect personally identifiable information from children under 13 years of age. In the case we discover that a child under 13 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us via support@cudy.com so that we can take the necessary actions.

Changes to This Privacy Policy

We may update our Privacy Policy from time to time. Thus, you are advised to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page and sending you an email alert if you subscribe to Cudy.

This policy is effective as of 2023-10-09.

Cudy Contact Information

If you wish to contact us or have any questions about or complaints in relation to this Privacy Policy, please email us at support@cudy.com.