

Privacy Policy

Raytron Technology Co., Ltd. (hereinafter referred to as "the Company", "we", or "our") respects and protects the privacy of users. This Privacy Policy explains how the Company uses personal data collected from you when you visit our [Raytron official website].

We understand the importance of your personal data and will ensure personal data security. We are committed to maintaining your trust and protecting your personal data by following the principles of legality, fairness and transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity and confidentiality, and accountability. We will take appropriate security measures to protect your personal data in accordance with common industry security standards.

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1. Application scope

This Privacy Policy applies to the products and services we provide on the [Raytron official website].

Note: This Privacy Policy does not apply to any products and services provided to you by any third party unless such third party processes your personal data in accordance with this Privacy Policy. This Privacy Policy does not apply to products and services with separate privacy policies. If you provide personal data to third-party websites or use third-party products or services, the processing of your personal data is subject to the privacy policies of such third parties. We do not assume any legal responsibility. Before you provide any personal data, please read the privacy policies of third parties carefully.

2. What data do we collect?

The Company collects the following data:

- Customer contact information (customer name, province, company name, company

address, phone number, and problem description).

- Customer questionnaire and feedback (if applicable).

3. How do we collect and use your data?

Your data is collected by the Company in the following ways:

- You can provide your personal data directly: Provide data on the [Raytron official website]; contact us by phone or email, as specified in the contract; provide data through other interaction channels.
- [We may also receive personal data from various third parties and public sources (including social media platforms), but only where permitted by law.]

We will use your personal data for the following purposes:

- Verify your identity when you contact us or use our services.
- Provide services for you.
- Send reports and invoices to you and collect payments from you.
- Conduct business communication with you.
- Perform statistical analysis.
- Operate and improve our website and services.
- Provide technical and customer support for you.
- Exercise our legal rights and comply with legal requirements.

The Company may also collect your data from the following sources and use your data for the following purposes:

- To ensure the safe and stable operation of the [Raytron official website], we will use third-party servers for website construction and maintenance. We strictly monitor the security of products provided by our partners to protect data security. The relevant third-party servers we use are shown in the table below:

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Third Party Name	Alibaba Cloud
Purpose	Store data for Raytron's business consultation replies and business strategy research.
Personal Data Scope	Customer name, province, company name, company address, phone number, and problem description.
Collection Method	Collect data directly from users through the [Raytron official website].
Personal Data Processing Rules for Third Parties	[The data you provided on our website is stored in the MySQL database on the Alibaba Cloud server.] The system firewall ensures data security and only allows local access from 127.0.0.1. Alibaba Cloud Privacy Policy: https://terms.aliyun.com/legal-agreement/terms/suit_bu1_ali_cloud/suit_bu1_ali_cloud202107091605_49213.html?spm=a2c4g.11186623.0.0.3c9e5df9W6eDRb

4. How do we share your data?

With your consent, the Company will share your data with partner companies so that they can provide you with their products and services.

[Raytron Technology Co., Ltd. and its subsidiaries and affiliates]

5. How do we store your data?

The Company uses Alibaba Cloud services to securely store your data. Measures taken by the Company to protect your personal data: [The data you provided on our website is stored in the MySQL database on the Alibaba Cloud server. The system firewall ensures data security and only allows local access from 127.0.0.1.]

The Company only retains your personal data during periods required to provide you with services (including after-sales support). Once your personal data is no longer used for specified purposes, we will delete or anonymize the data.

6. Marketing

The Company expects to send you the following information related to products and services that we think you may like, as well as information related to products and services provided by our partner companies.

- [Raytron Technology Co., Ltd. and its subsidiaries and affiliates]

Even if you agree to receive marketing information, you can choose to stop receiving such information at any time.

You have the right to prevent the Company from contacting you for marketing purposes at any time.

7. What are your data protection rights?

The Company expects that you are fully aware of all your data protection rights.

All users are entitled to the following rights:

- **Right to access:** You have the right to request a copy of your personal data from the Company. We may charge a small fee.
- **Right to correction:** You have the right to request that the Company correct any information you believe to be inaccurate. You also have the right to request that the Company supplement any information you believe to be incomplete.
- **Right to deletion:** In certain circumstances, you have the right to request that the Company delete your personal data.
- **Right to restriction of processing:** In certain circumstances, you have the right to request that the Company restrict the processing of your personal data.
- **Right to objection on processing:** In certain circumstances, you have the right to object to the processing of your personal data by the Company.
- **Right to data portability:** Under certain conditions, you have the right to request that the Company transmit the collected data to another organization or directly to you.

If you initiate a request to exercise any of the above rights, we will respond to the request within 15 days.

8. How do we use cookies and manage your cookies?

Cookies are text files stored on your device. They contain standard Internet log information and visitor behavior information. When you visit the [Raytron official website], we may automatically collect your information through cookies or similar technologies.

The Company uses the following cookies in various ways to improve your experience on the [Raytron official website], as shown below:

- We use session cookies to provide you with the session feature.
- We use persistent cookies to record your behavior related to the [Raytron official website].
- We use automatic login credential cookies to store your login information.
- We use language cookies to provide you with the language service.
- We use pixel tags to track your use of the [Raytron official website] and improve our services by aggregating data related to service use and lawsuit responses.

We will not use cookies or pixel tags for other purposes, such as determining your identity. You can disable certain types of cookies in browser settings, which may affect some of our services.

9. How do we transfer your data around the world?

Given that we are an international organization headquartered in China, your personal data may be transmitted to places other than the European Economic Area (EEA). Your personal data may be transferred to and stored or processed in countries that are not considered to provide the same level of personal data protection as your country. Your personal data may be provided to the governments of these countries upon request, in accordance with the laws of these countries. We will take appropriate measures (such as contracts) in accordance with applicable legal requirements to provide adequate protection for your personal data. For more information on appropriate measures and to obtain a copy of these measures, please contact us via the channel provided in this Privacy Policy.

10. How do we protect the personal data of minors?

Minors under the age of 16 are considered children. In cases where children are under 16 years of age, the processing of children's data is lawful only with the consent or authorization of the children's parents ("guardians").

We will not accept children as users of the [Raytron official website]. If you, as the guardian of a child, believe that we have processed the child's personal data, you can contact us through the [official service hotline] and inform us. We will delete the relevant data promptly after verification and confirmation.

11. Privacy policies of other websites

The [Raytron official website] may contain links to other websites. This Privacy Policy applies only to the [Raytron official website]. If you click a link to another website, please read the corresponding privacy policy carefully before you provide any personal data.

12. Changes to the Privacy Policy

The Company regularly reviews this Privacy Policy. The updated Privacy Policy will be provided on the relevant platforms of the Company or released in other appropriate ways. This Privacy Policy was last updated on [January 17, 2025].

13. Contact us

If you have any questions about this Privacy Policy or your data we collect, or if you want

to exercise your data protection rights, please feel free to contact us.

Official service hotline: 400-998-9038

14. Your right to file a complaint

If you want to file a complaint or are dissatisfied with solutions offered by the Company, you can contact the local data protection authority.