

T-Service App Privacy Policy

Effective Date:[08,20,2026]

We value the trust you place in us and further we recognize the importance of secure data and information privacy. This Privacy Policy (“**Policy**”) sets out how Shenzhen TCL New Technology Co.,LTD. registered and its affiliates (“**we**”, “**us**” , “**our**” or “**TCL**”) protect the personal data we process relating to you (your “**Personal Data**”) , what types of Personal Data we collect about you, what we do with it, how we disclose it and which rights you have in relation to the processing of Personal Data.

T-Service Application

T-Service Application (“**T-Service App**”) is designed for overseas maintenance service providers and their engineers to manage and assign maintenance tasks, monitor maintenance quality, manage parts orders, provide door-to-door services and return to factory for repairs, etc.

For engineers who are employees of independent maintenance service providers, such providers shall abide by this Privacy Policy as part of the obligations assumed under their respective agreement with TCL, and shall cause and direct their assigned employees to acknowledge and abide by this Privacy Policy. Compliance with this Privacy Policy by an independent maintenance service provider or an employee of such an independent maintenance service provider shall not be construed or interpreted as creating an employment relationship between such an independent maintenance service provider, or an employee of such an independent maintenance service provider, and TCL.

This Privacy Policy describes how we collect, use, share, protect or otherwise process your Personal Data through our T-Service App. By visiting this T-Service App, providing your information or availing on the T-Service App, you expressly agree to be bound by the terms and conditions of this Privacy Policy, the User Agreement and the applicable terms and conditions, and agree to be governed by the laws of local country shall have jurisdiction including but not limited to the laws applicable to data protection and privacy.

Consent

By accepting our Privacy Policy, you consent to the collection, use, storage, disclosure and otherwise processing of your information (including sensitive Personal Data) on the T-Service App in accordance with this Privacy Policy

Personal Data We Collect About You

Through the app, we currently collect and process the following information:

- **Account and log-in data:** including your name and email to register and create a user ID and login password for you. If you are an engineer who signs a labor contract with our

maintenance service providers, we will legally obtain your above Personal Data through the maintenance service providers.

- **Contact data:** including your email and contact number and any such information shared as proof of identity or address to get in touch with you, which you can choose to provide.
- **Training data:** including your training and learning record, question record, exam record and score to provide training services. We will legally obtain your above personal data through your consent.
- **Comment data:** including your questions, suggestions, and knowledge you share in the technical forum module. We will legally obtain your above personal data through your consent.
- **Map and navigation service data:** To provide route planning and navigation services, T-Service App integrates **Google Maps SDK** provided by Google. When you use the map and navigation features, your location-related data will be processed by Google Maps SDK in accordance with **Google's Privacy Policy**(<https://policies.google.com/privacy>). Google acts as an independent data controller for such processing. Please note that TCL does not store or retain your location-related data. When you use the navigation feature, the start and end point information is passed locally from your device to the **Google Maps SDK** solely for route calculation. TCL's servers do not log or store any location-related data.
- **Service check-in data:** To verify on-site service punctuality in accordance with the agreements with maintenance service providers, we receive the calculated distance between your check-in location and the customer's service address. When you click "check-in" to verify your arrival, **Google Maps SDK** collects your location data and performs the distance calculation, returning only the result value to TCL. Please note that TCL does not store or retain your location-related data.

We may also collect other information about you or the use of T-Service App. We will inform you of such use at the time of collection in accordance with applicable laws.

Uses of Personal Data

Your personal data may be collected, stored, processed or otherwise used by us in the following ways and for the following purposes:

- **To provide maintenance management service.**

We process your account data to register and create a user ID and provide you with maintenance management service.

- **To provide maintenance service acceptance.**

To enable you to complete the maintenance service acceptance process, you may need to grant the T-Service App access to the following permissions on your device:

Camera permission: to scan the device's SN code, take photos of the faulty product before and after repair, and capture customer signatures for service confirmation;

Photo/Gallery permission: to upload service acceptance forms, repair-related images, invoices, receipts and other supporting documents from your device;

File/Documents permission: to upload service acceptance forms, maintenance tickets, invoices, receipts and other documents in PDF or other file formats for service acceptance and reimbursement purposes.

Location permission: to enable route planning and navigation to the customer's service address, and to calculate the distance between your check-in location and the customer's service address for on-site service punctuality verification. Location data is processed locally by Google Maps SDK and TCL does not store or retain your location-related data.

You may manage these permissions at any time through your device system settings (on Android, navigate to Settings > Application management > T Service > Location; on iOS, navigate to Settings > T Service > Location). Please note that the T-Service App will not access your camera, photos, files or location without your explicit action, and the information you provide will only be used for the specific maintenance service and not for any other purposes. Refusing these permissions may affect your ability to complete the maintenance service acceptance process, but will not affect your use of other functions of the T-Service App.

Who Do We Share Personal Data With

We may share your Personal Data with the following categories of recipients:

- our third-party service providers who perform certain business-related functions for us, such as map services, human services, IT services and other similar services to enable them to provide services to us.
- affiliates of our company, to carry out regular business activities, and/or with another company or third party in the event of a reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including, without limitation, in connection with any bankruptcy or similar proceedings). In such an event, you will be notified via email and/or a prominent notice on our website of any change in ownership, new uses of your personal data, and choices you may have regarding your personal data.

These disclosures are necessary: (a) to comply with applicable laws and regulations; (b) to comply with legal process; (c) to respond to requests from public and government authorities, including public and government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to manage and protect our operations, business and systems; (f) to protect our rights, privacy, safety or property, and/or that of other users, including you; and (g) to allow us to pursue available remedies or limit the damages that we may sustain.

Except for the third parties described above, we may also disclose your personal data to other third parties with your consent.

International Transfers

We share your personal data with other entities that are part of our corporate group, some of which are located outside your country, for example in China, to carry out the activities specified in this Policy. We may also subcontract the processing or sharing of your personal data to third parties located outside your country. When you use our Products, we may transfer, store and process your information within and outside of your country of residence, consistent with this Policy. The processing of your personal data may, therefore, also be subject to laws other than those applicable in your country of residence.

We take appropriate steps to ensure that any international transfers of personal data are carried out in accordance with applicable privacy laws and, in particular, that contractual, technical and organizational measures will be in place under our agreements with recipients of the data. You can obtain a copy of such agreements upon request.

Your Rights Relating to Your Personal Data

In relation to our use of your personal data, applicable law may grant you rights of access, correction, restriction, erasure, and opposition and portability, subject to applicable limitations under the law. You may also have the right to lodge a complaint with a supervisory authority.

If you decide to email us, in your request, please make clear what information you would like to have corrected or updated, whether you would like to have your personal data deleted from our database, or otherwise let us know what limitations you would like to put on our use of your personal data. Please note that we may ask you to verify your identity before taking further action on your request, for security purposes.

You can exercise your rights by contacting us using the details set out in the “Contacting Us” section below.

Security

We use commercially reasonable physical, administrative, and technical safeguards to preserve the integrity and security of your personal data, and provide various security strategies to effectively ensure data security of user devices, including the following:

- We will use SSL and other technical measures to ensure encryption with regards to our services and products. We will regularly examine our practice of information collection, storage, and processing (including physical security measures) to prevent unauthorized system access.
- We will authorize our employees and personnel of third parties to access your personal data on a need-to-know basis in order to help us process your personal data and provide services to you. These employees and external personnel (of third parties authorized by us) are subject to contractual confidentiality obligations.
- We will prudently select business partners and service providers, and implement the requirements for personal data protection to the business contracts between both parties.
- We adopt industry standard security measures and keep updating our systems from time to time to protect your Personal Data against any hacking or virus dissemination. However, by using the T-Service App, the users accept the security implications of data transmission over the internet and the World Wide Web which cannot always be guaranteed as completely secure, and therefore, there would always remain certain inherent risks regarding use of the T-Service App.
- You as a user are responsible for ensuring the protection of login and password records for their own account.

Data Retention

We shall have the right to retain personal data only for as long as needed for the purposes to provide the service, or for other legitimate purposes such as complying with our legal obligations, resolving disputes, and enforcing our agreements. Your account data will be retained until you request deletion of your account at the end of contract services.

Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes to our information practices. If we make any material changes, we will notify you by email (sending a message to the e-mail address specified in your account) or by means of a notification or other notice in the mobile application(s) prior to the change becoming effective when we are required to do so by applicable laws. We encourage you to periodically review this page for the latest information on our privacy practices.

Contacting Us

If you would like further information on the collection, use, disclosure, transfer or processing of your Personal Data or the exercise of any of the rights listed above, please contact us through the specific channels indicated below.

For users in **Overseas**, the data controller is Shenzhen TCL New Technology Co.,LTD., with its address at 9th Floor, Building D4, International E-City, No. 1001 Zhongshan Yuan Road, Xili Street, Nanshan District, Shenzhen. Please contact us by sending an email to privacy_management@tcl.com.