

## TOP TOY PRIVACY STATEMENT

### Summary of Statement

Thank you for choosing TOP TOY! We will help you understand our processing of your personal information (including collecting, using, storing, sharing etc.) and your rights through the "TOP TOY Member Service Agreement" and "TOP TOY Privacy Statement", which you should read carefully and fully understand. This summary highlights the following:

1. [How we collect and use your personal information?] In order to offer services of account registration/login, we collect your cell phone number and third-party account information. For shopping transactions, we collect and use your order information and share your order information with third-party service providers. In order to provide you with customer service and other user response functions, we collect your correspondence/call history with customer service and your information on third party e-commerce platforms. In order to provide you with safety and security features, we collect your device information, log information, and gain access to your storage. Most of the above-mentioned personal information is provided to us by you voluntarily, some is obtained by us through cookies, SDKs and other means when you use our products and/or services, and some is obtained indirectly from third parties.
2. [How we share your personal information?] Please understand that we are not capable of providing the above services to you all by ourselves, we need to share or consign your personal information to our affiliates, vendors, partners, and other third parties to the extent necessary for the purposes of the processing. We take the necessary technical and administrative measures to protect the security of your personal information as far as possible. Please refer to the "List of Personal Information Shared with Third Parties" for further details.
3. [How you manage your information?] You may access, check, correct/supplement, delete, and transfer your personal information, and we also provide account cancellation, copies of your personal information, explanation for personal information processing, and other means for realizing your personal information rights.

If you have any questions, please contact our customer service or send e-mail to [privacy@miniso.com](mailto:privacy@miniso.com).

## TOP TOY PRIVACY STATEMENT

Na Shi Jia Da Chao Wan (Guangdong) Cultural Creative Co. and its affiliates (hereinafter collectively referred to as "TOP TOY" or "we") are aware of the importance of personal information to you, and will do our best to protect your personal information safely and securely. We will strictly comply with the requirements of laws and regulations, follow the principles of legality, legitimacy, necessity and good faith, and take appropriate security measures to protect your personal information in accordance with the industry's mature security standards. Please read and understand the "TOP TOY Privacy Statement" (hereinafter referred to as the "Statement") carefully before using TOP TOY's products and services.

This statement applies to the products and services that TOP TOY provides to you in China through its offline stores, official website, WeChat mini program, Alipay mini program, as well as any new forms that emerge from the development of technology. If we or our affiliates have a separate privacy policy for the products or services, then the corresponding privacy policy applies to the corresponding products or services. Except for the processing described in this statement, this statement does not apply to other services provided to you by other third parties, which are subject to the rules on the collection and use of personal information that they have separately explained to you.

This statement is closely related to your use of our products and services, we recommend that you carefully read and understand the entire contents of this statement, to make the choice you think appropriate. We use plain and concise words to express, and bold font to mark the provisions of this statement which have significant impact to your rights and interests, in order to prompt your attention.

**Your ticking of the box "Agree" to this statement indicates that you understand that in order to provide you with products or services, you shall provide TOP TOY, as described in this statement, with the corresponding processing authorization, which however does not imply that you have agreed with additional features, processing of non-essential personal information, the opening of the relevant additional features, the processing of non-essential personal information, and the processing of sensitive personal information. We will ask for your consent separately to your actual use of the situation.**

This statement will help you understand the following:

- I. How we collect and use your personal information
- II. How we use cookies and similar technologies
- III. How we entrust the processing, sharing, transfer and public disclosure of your personal information
- IV. How we protect your personal information
- V. How you manage your personal information
- VI. How we handle minors' personal information
- VII. How we keep your personal information
- VIII. How to update this statement
- IX. How to contact us

## I. How we collect and use your personal information

Personal information is all kinds of information relating to an identified or identifiable natural person, recorded electronically or otherwise, excluding anonymized information.

**Sensitive personal information refers to personal information that, once leaked or illegally used, can easily lead to the infringement of a natural person's human dignity or jeopardize the safety of his or her person or property, including information on biometrics, religious beliefs, specific identities, medical care and health care, financial accounts, location and trajectories, as well as the personal information of minors who are under fourteen. Sensitive personal information involved in this statement is prominently identified in bold and underlined.**

We will follow the principles of justification, lawfulness and necessity to collect and use the personal information that you voluntarily provide in the course of or as a result of the use of the products and/or services, as well as to obtain the relevant personal information about you from third parties, for the following purposes as stated in this statement. **We will not use your personal information for purposes other than those set out in this statement, or use information collected for a specific purpose, without your consent.**

We collect and use two types of personal information about you:

- i. In order to perform the essential functions of providing you with our products and services, you must authorize us to collect and use the necessary information. **If you refuse to provide such information, you will not be able to use our products and/or services properly.**
- ii. In order to provide you with additional functionality of our products and/or services, you may choose to separately consent or not to consent to the information we collect and use. **If you refuse to provide it, you will not be able to use the relevant additional functionality properly or achieve the results of the functionality we intend to achieve, but it will not affect your ability to use our basic functionality.**

In the specific functional scenarios below where we collect and use personal information, we will detail the types of personal information we are required to collect from you for specific processing purposes and the types of personal information that you can opt out of when we provide you with additional functionality, as well as the possible impact of your opting out, which may, for example, affect your ability to have a better shopping experience.

### (I). Where you have to authorize us to collect and use your personal information in order to enjoy the corresponding functions

- i. Help you become our member.

In order to become our member so that we can provide you with our services, you will need to provide your nickname, cell phone number, and create a username and password. We will verify the validity of your identity by sending an SMS verification code or email, identifying and displaying the corresponding operator by SIM card information.

If you choose to authorize the use of a third-party account to log in, we will obtain from the third party your shared account information (avatar, nickname and other page prompts) to bind with your member information for quick login, and we will use your personal information according to the agreement with the third party and in compliance with relevant regulations.

If you only need to use basic services such as browsing and searching, you do not need to register as a member and provide the above information.

In the process of member registration, if you provide the following additional information to supplement your personal data, it will help us to provide you with more personalized member services such as member birthday privileges: your nickname, avatar, gender, location, date of birth. If you do not provide this information, it will affect your use of

personalized member services, but it will not affect your use of basic functions such as browsing, searching, purchasing and other functions of TOP TOY products or services.

When you voluntarily deregister your account, we will anonymize or delete your personal information in accordance with the requirements of applicable laws and regulations.

ii. promoting goods or services for you

In order to provide you with page display and search results that better meet your needs, as well as to facilitate your understanding of product suitability and identification of abnormal account status, we will collect and correlate information about your use of the services and the way in which you use the services, within the scope of the permissions granted by you, including:

**Device information:** We will receive and record information about the device you use (including device name, device model, operating system and operating system version, language settings, Unique Device Identification Number code, network operator type, sensor model) and **information about the location of the device (including IP address, GPS location, and WLAN access points, Bluetooth, and base stations that can provide relevant information)** in accordance with the specific permissions granted by you in the installation and use of the software.

**Log Information:** When you use the products or services provided by our clients or websites, we will automatically collect details of your use of our services and save them as relevant web logs, including **your search history**, browser type, **browsing history, order information, IP address**, date and time of access and **records of web pages you visit**.

**In order to show you information about goods or services you may be interested in, we will extract the characteristics of your preferences based on your information on the above-mentioned devices, log information, etc., and promote them to you based on the characteristic labels.** We may also obtain other information about you that is reasonably necessary to provide our services and improve the quality of our services, including information you provide when you contact our customer service, information you send us in response to a questionnaire when you participate in a survey, and information we obtain when you interact with our affiliates and our partners. For information collected from your various devices, we may correlate it so that we can provide you with consistent service across those devices. We may combine information from one service with information from other services in order to provide you with services, personalized content and recommendations, and to forward commercials and other information to you that may be of interest to you.

**If you refuse to be subjected to personalized content as well as commercial advertisements, you may act as follows:**

- unsubscribe from marketing SMS according to the SMS content prompts;
- unsubscribe from WeChat message promoting;
- block the advertisement by clicking "Advertisement" in the upper right corner of the WeChat, Circle of Friends advertisement and selecting "Close this advertisement" in the drop-down option;
- unsubscribe by sending an e-mail to [privacy@MINISO.com](mailto:privacy@MINISO.com) or unsubscribe via other methods we provide;
- delete or manage your previously entered search keyword information below the search box;
- choose to browse and find goods and services by category on the product display page;
- choose to sort by price, popularity and other non-personalized options in the search results;

iii. Helping you with order placement and order management

When you order a specific product and/or service from TOP TOY, we will generate an order for you to purchase that product and/or service through our system. During the ordering process, **you will be required to provide at least the name of the consignee, the address of the consignee, the consignee's contact telephone number, and the order will contain the order number, the name of the product or service you are purchasing, the amount of the payment, the method of payment, and the date on which the order was created.**

All of the above information constitutes your "**Order Information**", which we will use for the purposes of verifying your identity, confirming the transaction, settling the payment, completing the delivery, inquiring about the order for you, and providing customer service and after-sales service, and for other purposes as we may specify. We also use your order information to determine whether there is any abnormality in your transaction to protect your transaction security.

In order to ensure that your Order Information can fulfill the above services and functions, we need the Order Information provided by you to be true and accurate. If you change your Order Information after the order has been generated, including the change of the inbound logistics carrier, you agree that the third party will share your revised Order Information with us in its entirety.

iv. Helping you pay for your transactions

When you pay for your order on TOP TOY, you can choose to pay with the services provided by TOP TOY (e.g., Postcards, coupons) or TOP TOY's third-party partners (e.g., partners such as WeChat Pay, Alipay, etc.). The payment function itself does not collect your personal information, but we need to share **your order number, transaction amount information, order security-related device information, third-party payment account** (including Alipay, WeChat Pay, etc.), and other necessary information required by law with these partners in order to confirm your payment instructions and help you complete the payment.

v. Delivery of Products or Services Functions

In order to facilitate the delivery of goods or services to you, you are required to provide **the real name of the consignee, the address of the consignee, the postal code, and the consignee's contact telephone number.** If we entrust a third party to deliver to you, you agree to share the above information with the third party. If you change the above information after the order is generated, you agree that both Top Toy and the third party can share the above information. If you refuse to provide or consent to the sharing of such information, we will not be able to complete the relevant delivery service.

**You may order goods or services for another person through TOP TOY, and you will be required to provide the aforementioned personal information of the actual person who ordered the goods or services. You will need to ensure that you have obtained the authorization and consent of the actual order maker before providing them with the aforementioned personal information.**

vi. Display of Order/Account Information

In order to display the order information of your account, we may collect **order information** generated by you in the course of using our services for the purpose of displaying it to you and facilitating your order management.

vii. Customer Service and Dispute Handling

When you contact us or apply for in-sale, after-sale or dispute handling, in order to protect your account and system security, we need you to provide your account information and order information to verify your identity. At the same time, we will keep the records of your **correspondence/calls** with us and the related contents (including account information, order information, other information provided by you to prove the relevant facts, or the

contact information left by you, etc.), in order to contact you or help you to solve the problem, or to record the solutions and results of the relevant issues.

We may collect your personal information through indirect means (e.g. through third-party e-commerce platforms, third-party takeaway platforms, etc.), and we will obtain your information from such third-party platforms under the premise of obtaining your authorization and consent, **including your user name set up on such third-party platforms, nicknames, date of birth, province, city, email address, telephone number, gender, and order contents**. This is for the purpose of confirming the status of the transaction and providing you with after-sale resolution services, we will share your transaction information with the necessary payment, delivery and other service providers. When you use the above services through our products or services, you authorize us to receive, summarize and analyze your personal information or transaction information from our affiliates according to the actual business and cooperation needs, and we confirm that the source is legitimate or you authorize to agree with them to provide us with your personal information or transaction information.

viii. Issuing invoices at your request

If you request an invoice from us, we will collect relevant information from you, including **your e-mail address for receiving invoices or the address to which invoices are to be sent, your name, invoice header, taxpayer identification number, date of purchase, order information and payment information**.

ix. Your Participation in Surveys, Interactions or Other

If you participate in a survey or interact with us in various other ways, we may collect information about you with your consent, **including your username, income, contact information, employment, educational background and other demographic information**, as well as information about topics that may be of interest to you.

x. Providing you with security

In order to facilitate your understanding of product suitability and to identify abnormal account status, we may use or integrate your **device information** and log information (as defined in "2. Displaying and Pushing Goods or Services to You" above). Such information is the basic information that must be collected to comprehensively determine the risk of your account and transactions, authentication, customer service, security prevention, fraud monitoring, and to take the necessary recording, auditing, analyzing, and disposal measures in accordance with the law. If you do not provide such information, we can not ensure the security of the services we provide to you.

xi. **Exceptions to obtaining consent**

You should be fully aware that your authorized consent is not required for us to collect and use personal information in the following cases:

- (i) Necessary for the conclusion and performance of a contract to which you are a party;
- (ii) Necessary for the fulfillment of legal duties or legal obligations;
- (iii) Necessary to respond to public health emergencies, or to protect the life, health and property of natural persons in emergency situations;
- (iv) To handle personal information within a reasonable scope for the purpose of news reporting and public opinion monitoring in the public interest;
- (v) Processing personal information that you disclose on your own or that has been legally disclosed by others within a reasonable scope in accordance with relevant laws and regulations;

xii. Other cases stipulated by laws and administrative regulations.

**(II). Rules for the use of your personal information**

- i. **Please understand and agree that we have the right to use de-identified information that does not personally identify you, as permitted by law and regulation.**
- ii. **Please note that all personal information you provide when using our products and/or services will be continuously licensed to us for the duration of your use of our products and/or services, unless you delete it, refuse to allow us to collect it through a system setting, or through the channels we provide for you to exercise your rights.**
- iii. We may conduct research, statistical analysis and forecasting after de-identifying the collected information for the purpose of improving Famous Brand's products and/or services, providing product or service support for business decisions, and improving our products and services, for example, by using the de-identified data for machine learning or simulation algorithm training.
- iv. We may share statistical information about product and/or service usage with the public or third parties to demonstrate overall usage trends of our products and/or services, but such statistical information does not contain any identifying information about you.
- v. When we use your personal information for purposes other than those set forth in this statement, or when we use information collected for a specific purpose for other purposes, we will ask for your consent separately and in advance. If you do not consent to the provision of such information, you may not be able to use the product and/or service, but it will not affect your use of existing products and/or services.

**II. How we use cookies and similar technologies**

**(I). Use of Cookies**

In order to provide you with a better personal browsing experience, when you use our website or mini program, TOP TOY will store a plain text file called Cookie on your computer or mobile system, including login verification.

**(II). Use of SDK technology**

In order to ensure the stable operation of our products and /or services and that you can fully enjoy and use the necessary and additional functions of our products and/or services, our applications will embed the SDK of authorized partners or other similar applications. We will conduct strict security inspections on the application programming interfaces (APIs) and software tool development kits (SDKs) used by authorized partners to obtain relevant information , and will strictly monitor these SDKs and agree on strict data protection measures with third-party companies to ensure that your personal information will be processed in accordance with this statement and other relevant confidentiality and security measures to protect the security of your personal information .

Please read the list of SDKs we use below for details. Please note that as our services improve, the third-party SDKs we access may also change, and we will update this directory in due course. For plug-ins used by WeChat mini programs, you can view service provider information by entering the mini program, clicking the "... " symbol in the upper right corner - the name of the mini program in the lower left corner - "More Information".

SDK	purpose	company	Information collected by SDK	Privacy policy
Sensorsdata	statistics	Sensors Data Internet Technology limited	<u>IP address</u> , rough geographic location, device model, operating system information, network type, browser information, <u>click-review information</u>	<a href="https://manual.sensorsdata.cn/sa/latest/tech_sdk_client_privacy_policy-22255998.html">https://manual.sensorsdata.cn/sa/latest/tech_sdk_client_privacy_policy-22255998.html</a>
Weixin	payment	Shenzhen Tencent limited	Device information, network information, rough geographic location	<a href="https://weixin.qq.com/cgi-bin/readtemplate?lang=zh_CN&amp;t=weixin_agreement&amp;s=privacy">https://weixin.qq.com/cgi-bin/readtemplate?lang=zh_CN&amp;t=weixin_agreement&amp;s=privacy</a>
Tongdun	Security and risk controll	Tongdun Technology limited	Unique identification information (IMEI number), IDFA, MAC address, device type, device model, system type, geographic location, login IP address, application list-related device information	<a href="https://www.tongdun.cn/other/privacy/id=1">https://www.tongdun.cn/other/privacy/id=1</a>

### III. How we entrust you to process, share, transfer and publicly disclose your personal information

#### (I). Entrusted processing

Certain specific modules or functions in this business function are provided by external suppliers. For example, we will entrust a third party to deliver relevant products and /or services to you.

For companies, organizations and individuals that we entrust to process personal information, we will sign strict confidentiality agreements or personal information entrustment processing agreements with them, requiring them to process personal information in accordance with our requirements, this statement and any other relevant confidentiality and security measures.

#### (II). Sharing

- i. We will not share your personal information with companies, organizations and individuals other than TOP TOY service providers, except in the following circumstances:
  - (i) After obtaining your separate consent, we will share your personal information with third parties.
  - (ii) We may share your personal information externally in accordance with laws and regulations.
- ii. Share with authorized partners

We may engage authorized partners to provide you with certain services or perform functions on our behalf. We will only share your information for legal, legitimate, necessary, specific and clear purposes. Authorized partners can only have access to the information they need to perform their duties and cannot use this information for any other purpose. Currently, our partners include logistics and distribution providers, third-party payment institutions, third-party platforms or media. We must share your order information with the logistics and distribution provider to arrange delivery. The specific service provider information is as follows:



Service provider	Privacy policy	Address	Shared information
SF-Express limited	<a href="https://www.sf-express.com/cn/sc/Privacy_Policy/">https://www.sf-express.com/cn/sc/Privacy_Policy/</a>	Nr. 1111 Hangzhansi Road, Baoan district, Shenzhen	Consignee name, telephone number, consignment address
ZTO express corporation	<a href="https://www.zto.com/legal&amp;privacy/privacy.html">https://www.zto.com/legal&amp;privacy/privacy.html</a>	Building 1, Nr. 1685 Huazhi Road, Huaxin Town, Qingpu District, Shanghai	Consignee name, telephone number, consignment address
Shanghai Yundaex limited	<a href="http://www.yundaex.com/cn/privacyPolicy.php">http://www.yundaex.com/cn/privacyPolicy.php</a>	Nr, 3728 Jiasongzhong Road Huaxin Town, Qingpu District, Shanghai	Consignee name, telephone number, consignment address
YTO express corporation	<a href="http://www.yto.net.cn/privacyPolicy.html/">http://www.yto.net.cn/privacyPolicy.html/</a>	Yangshufang Economic development district, Dalian, Liaoning	Consignee name, telephone number, consignment address
EMS corporation	<a href="https://www.ems.com.cn/privacy">https://www.ems.com.cn/privacy</a>	Nr.3, Jinrongjie Avenue, Xicheng District, Beijing	Consignee name, telephone number, consignment address
STO express corporation	<a href="https://my.sto.cn/">https://my.sto.cn/</a>	Nr. 1888, Zhaozhonggong Road, Qingpu District, Shanghai	Consignee name, telephone number, consignment address

### (III). Transfer

We will not transfer your personal information to any company, organization or individual, except in the following circumstances

- i. Transfer with explicit consent: We will transfer your personal information to other parties after obtaining your separate consent;
- ii. If we need to transfer personal information due to merger, division, dissolution, bankruptcy, etc., we will inform you of the name and contact information of the recipient. The recipient shall continue to perform its obligations as a personal information processor. If the recipient changes the original purpose and method of processing, it will obtain your personal consent again in accordance with legal provisions.

### (IV). Public disclosure

We will only publicly disclose your personal information under the following circumstances:

- i. After obtaining your separate consent;
- ii. Public disclosure based on legal or reasonable grounds: Your information may be disclosed publicly when required by law, legal proceedings, litigation or public and government authorities.

## IV. How we protect your personal information

TOP TOY attaches great importance to the security of personal information. We adopt industry standard practices to protect your personal information from unauthorized access, disclosure, use, modification, damage or loss. To this end, we have taken the following measures in particular:

- i. We take all reasonable and feasible measures to ensure that the collection of personal information is minimized and no personal information irrelevant to the purpose is collected. We will only retain your personal information for the period necessary to achieve the purposes

stated in this statement, unless an extension of the retention period is required or permitted by law;

- ii. We will use TLS, AES and other encryption technologies to ensure the confidentiality of data transmission and storage. We use trusted protection mechanisms to protect our data and the servers that store it from malicious attacks;
- iii. We will deploy an access control mechanism to ensure that only authorized personnel can access personal information; and in accordance with business needs and personnel levels, we will control the number of authorized personnel and implement hierarchical permission management for authorized personnel; access to personal data will be kept logs and audit them regularly by administrators;
- iv. We will strictly select business partners and service providers, and implement the requirements for personal information protection into the business contracts or audits, assessments and other activities of both parties;
- v. We will hold security and privacy protection training courses, testing and publicity activities to enhance employees' awareness of the importance of protecting personal information;
- vi. The Internet environment is not 100% secure, and we will do our best to ensure or guarantee the security of any information you send to us. If our physical, technical or management protection facilities are damaged, resulting in unauthorized access, public disclosure, tampering, or destruction of information, resulting in damage to your legitimate rights and interests, we will bear corresponding legal liability;
- vii. If a personal information security incident occurs, we will promptly inform you in accordance with the requirements of laws and regulations: the basic situation and possible impact, the disposal measures we have taken or will take, and how you can prevent and reduce risks on your own suggestions, remedies for you, etc. We will promptly notify you of the incident-related information through emails, letters, phone calls, push notifications, etc. When it is difficult to inform the personal information subjects one by one, we will issue announcements in a reasonable and effective manner.

At the same time, we will also proactively report the handling of personal information security incidents in accordance with the requirements of regulatory authorities.

## **V. How do you manage personal information?**

In accordance with relevant Chinese laws and regulations, we guarantee that you can exercise the following rights with respect to your personal information:

### **(I). Access your personal information**

Except for the exceptions stipulated by laws and regulations, whenever you use our services, we will endeavor to allow you to access and check your personal information smoothly. You can do this yourself in the following way: In the "TOPTOY Mall" WeChat mini program, click on "My Information" on the home page, click on your avatar, and then access your personal information. In addition, you can access your order records and transaction records by going to "My Information" and clicking on the categories under "My Purchases"; in the "TOPTOY Lucky Draw" WeChat applet, click on "My Purchases" on the homepage, and then click on your avatar. program, click "My Information" on the home page, click "Enter Member Center", and then jump to the "TOPTOY Mall" WeChat small program to visit. In addition, you can access your order records and transaction records by entering "My Information" and clicking on the categories under "My Services".

### **(II). Correct or supplement your personal information**

If you find an error in the personal information we process about you, you have the right to ask us to correct it. If you want to correct or supplement your personal information, you can do it by yourself in the following way: click "My Information" in the home page, click on the avatar, and then enter the personal data editing. You can also contact us through the customer service telephone 400-700-9188 (service time: Monday to Friday 8:30-18:00) or privacy e-mail ([privacy@miniso.com](mailto:privacy@miniso.com)).

### **(III). Delete your personal information**

You can make a request to us to delete personal information under the following circumstances:

- i. The purpose of processing has been achieved, cannot be achieved or is no longer necessary to achieve the purpose of processing;
- ii. We stop providing products or services, or the storage period has expired;
- iii. you withdraw your consent;
- iv. We process personal information in violation of laws, administrative regulations or agreements;
- v. Other situations stipulated by laws and administrative regulations.

If we decide to respond to your request for deletion, we will also simultaneously notify the entities that have obtained your personal information from us and ask them to delete it in a timely manner, unless otherwise required by law or regulation, or if these entities are independently authorized by you. If you wish to delete your personal information, you may contact us via our customer service phone number 400-700-9188 (service hours: Monday through Friday 8:30-18:00) or our privacy email address ([privacy@miniso.com](mailto:privacy@miniso.com)).

When you delete information from our services, we may not immediately delete the corresponding information in the backup system due to applicable legal and security technology restrictions. We will securely store your personal information and restrict any further use of it. processing until the backup can be purged or anonymized.

### **(IV). Change the scope of your authorization and consent**

You can withdraw some authorizations by modifying your personal information, turning off some functions, etc. After you withdraw your consent or authorization, we will no longer be able to provide you with the services corresponding to the withdrawal of consent or authorization, and we will no longer process your corresponding personal information. However, your decision to withdraw your consent or authorization will not affect the previous processing of personal information based on your consent or authorization.

You can withdraw authorization in the following ways:

- i. You can contact us to withdraw part of the authorization by customer service phone 400-700-9188 (service time: Monday to Friday 8:30-18:00) or privacy email ([privacy@miniso.com](mailto:privacy@miniso.com));
- ii. Stop the authorization by canceling the account.

### **(V). Cancel account**

If you confirm that you need to cancel your account, you can do it by yourself in the following way: click "My Information" on the homepage, click Settings, then click "Current Account Management", and then click "Cancel Account". Click "Cancel Account". You can contact us to cancel your account through our customer service phone number 400-700-9188 (service time: Monday to Friday 8:30-18:00) or privacy e-mail ([privacy@miniso.com](mailto:privacy@miniso.com)).

After cancellation of your account, we will stop providing you with products or services and

delete or anonymize your personal information in accordance with your request and the requirements of applicable laws.

**(VI). Obtain a copy of personal information**

**If you need to obtain a copy of your other personal information collected by us, we will provide it to you in accordance with your request in accordance with the law under the premise of complying with relevant laws and regulations and being technically and cost feasible, you can contract us by sending an email to [privacy@miniso.com](mailto:privacy@miniso.com). In order to ensure the security of your information, you should provide us with the necessary basic information for the initial verification of your real identity when you make a request to us, and verify the identity between the requestor and the registered user.**

**(VII). Right to obtain explanation**

You have the right to request an explanation of our personal information processing rules. You can contact us by sending an email to [privacy@miniso.com](mailto:privacy@miniso.com).

**(VIII). Right to transfer personal information**

You have the right to request that we transfer your personal information to your designated personal information processor, subject to the conditions stipulated by the national cyberspace department. We will provide a means of transfer to your designated personal information processor.

**(IX). Respond to your above request**

For security reasons, you may be required to provide a written request or otherwise prove your identity. We may ask you to verify your identity before processing your request.

If you want to exercise the above rights, you can contact us via customer service phone number 400-700-9188 (service hours: Monday to Friday 8:30-18:00) or privacy e-mail ([privacy@miniso.com](mailto:privacy@miniso.com)). We will respond to your request within 15 working days after receiving your feedback and verifying your identity.

In principle, we do not charge fees for your reasonable requests, but for repeated requests that exceed reasonable limits, we will charge a certain cost depending on the situation. We may reject requests that are unreasonably repetitive, require excessive technical means (for example, require the development of new systems or fundamentally change existing practices), pose risks to the legitimate rights and interests of others, or are highly impractical.

**VI. How we process personal information of minors**

TOP TOY attaches great importance to the protection of minors' personal information. If you are a minor under the age of 18, you should obtain the consent of your guardian before using our products and/or services. TOP TOY protects the personal information of minors in accordance with relevant national laws and regulations.

We will not actively collect personal information directly from minors. For cases where we collect personal information from minors with the consent of their guardians, we will only use, share, transfer or disclose this information as permitted by law, with the consent of the guardian or as necessary to protect the minors.

If there are facts that prove that a minor has registered to use our products and/or services without the consent of the guardian, we will negotiate with the relevant guardian and try to delete the relevant personal information as soon as possible.

We will not actively provide services to children under the age of 14. We further take the following

measures to protect the personal information of children under the age of 14 that may be involved:

- i. For the personal information collected from children, in addition to abiding by the provisions of this privacy statement on user personal information, we will also adhere to the principles of legality, justification and necessity, informed consent, clear purpose, safety and security, and legal use, and strictly follow the "Children's Personal Information Network" "Protection Regulations" and other laws and regulations require storage, use, and disclosure, and will not exceed the period necessary to achieve the purpose of collection and use. After expiration, we will delete or anonymize children's personal information.
- ii. When you, as a guardian, choose to use TOP TOY-related services for a child under guardianship, we may need to collect the personal information of the child under guardianship from you for the purpose of performing relevant services to you. If we need to collect children's personal information from you in specific services, we will obtain your authorization and consent in advance and inform you of the purpose and use of the collection. If you do not provide the above information, you will not be able to enjoy the related services we provide. In addition, when you use the order posting and evaluation functions to share product-related information, you may actively provide us with children's personal information. Please be aware of this and choose carefully. As a guardian, you should correctly perform your guardianship duties and protect the safety of children's personal information. If a child needs to register or use our products and /or services, you should guide them correctly and supervise them.
- iii. Children or their guardians have the right to access and correct children's personal information at any time, and can also make requests for correction and deletion to us. If you have any comments, suggestions, complaints or reports on matters related to children's personal information, please contact us. We're here to help.

## **VII. How we store your personal information**

- i. **Retention period: We will only store your personal information for the shortest period necessary to achieve the purposes stated in this statement, unless there is a mandatory retention period required by law, and our criteria for judging the aforementioned period include:**
  - (i) **Complete the transaction purposes related to you, maintain corresponding transaction and business records, and respond to your possible inquiries or complaints;**
  - (ii) **Ensure the safety and quality of the services we provide you;**
  - (iii) **Whether you agree to a longer storage period;**
  - (iv) **Whether there are other special agreements on the retention period.**

**After your personal information exceeds the retention period, we will delete your personal information or anonymize it in accordance with the requirements of applicable laws.**
- ii. **Storage area: We collect, store and process your personal information within the territory of the People's Republic of China.**
- iii. **Termination of operations:** If we terminate our services or operations, we will notify you at least thirty days in advance and delete or anonymize your personal information after terminating the services or operations.

## **VIII. How to update this statement**

Our privacy statement may change.

Without your explicit consent, we will not restrict your rights in accordance with this Personal Information Protection Statement. We will post any changes to this statement on this page. We

encourage you to review this Statement frequently so you are aware of any revisions.

For major changes, including changes in the purpose of processing personal information, processing methods and types of personal information processed, we will obtain your personal consent again, and we may also send you change notifications through different channels, for example, in our Publish notifications on mini programs or issue separate notifications to you.

## **IX. How to contact us**

We have set up a personal information protection department, if you have any questions, comments, suggestions, complaints or reports on the content of this statement, you can contact us through the customer service phone 400-700-9188 (service time: Monday to Friday 8:30-18:00) or personal information protection dedicated mailbox (privacy@miniso.com), we will receive your feedback and We will respond to your request within 15 business days after receiving your feedback and verifying your identity.

TOPTOY is operated by That's Jia Da Chao Wan (Guangdong) Cultural Creative Co., the company's registered office address is Room 001, Self-organized on the first floor of No. 2429, Xingang East Road, Haizhu District, Guangzhou City, China. The usual office address is 10th Floor, Building A, Mingfeng Plaza, No. 109 Pazhou Avenue, Haizhu District, Guangzhou City, Guangdong Province, China.

**Due to local laws and language differences, the local language version of the TOP TOY Privacy Statement may be different from this version. In the event of any discrepancies, the local language version shall prevail.**