

## MICROLIFE PRIVACY POLICY

Microlife Corporation and its affiliates (“Microlife”, "we", "us") take its data privacy responsibilities seriously. This privacy policy explains how we collect, use and share personal information in the course of our business activities, including through our mobile applications.

We may amend this privacy policy from time to time to ensure it is up-to-date with legal requirements and the way we operate our business. Please regularly check this page for the latest version of this privacy policy.

### WHAT INFORMATION DO WE COLLECT?

Microlife collects personal information about you if you (i) access our website (ii) make an account on our website, (iii) submit a query via the Customer Support feature on the website, (iv) use the MICROLIFE CONNECTED HEALTH+ mobile application and any updates or supplements to it (the "**App**") (v) Any of the services accessible through the App, including without limitation to the registration/log-in to Microlife Connected Health+ cloud service ("**Service**") and Microlife Connected Health+ Portal Web Site ("**Portal**").

If you access our website, we may collect and process the following personal information about you:

- Information collected through our use of cookies, including IP address, URLs accessed. The collection of this information (other than in respect of strictly necessary cookies which are needed for our website to function properly) is not mandatory, and can be controlled through your ability to reject cookies. Please see the [Cookies](#) section for more information. Please note that cookies must be enabled in order to use the Extranet feature.
- If you make an account via the Extranet feature on the website, personal details needed to set up and manage your account, such as [name, email address, postal address].
- If you submit a query via the Customer Support feature, we may collect your name, email address, and phone number.

If you use the App, Service or Portal, we may collect and process the following personal information about you:

- Profile data, including month of birth, gender, height and weight, country of residence, display name.
- Certain health data, including body temperature measurement data, blood pressure measurement data, oxygen saturation measurement data and body composition measurement data.
- Notes of health data, including texts, images and recordings.
- Location data, if the location settings on your device have been turned on.
- Your email account, Facebook account, Apple ID, Google account details (as applicable).
- Your mobile device usage data, including device identification number, the mobile operating system, firmware version, application name, application version, traffic data, application usage data, other communication data and major setting values.
- Usage information, including record of App downloads, operations and interactions.
- Your Microlife product information, including product model names and device identification numbers. The App, Service and Portal are not intended for children or minor, and Microlife does not knowingly collect data relating to children under the age of 16 or minor.

## **USE OF YOUR PERSONAL INFORMATION**

We collect and use your personal information for the following purposes:

### website

- To monitor in aggregate the use of our site, including information such as the time spent on the website, pages viewed and number of impressions.
- To provide you with customized content and recommendations, including by presenting a local language version of our website.
- To analyse and respond to security threats to our website.
- To provide access to our Extranet feature and manage your Extranet account.
- To send you product information, special offers, and promotional information (you can find out more about this under the Direct Marketing section);

### App, Service and Portal

- To develop or improve our products and services, to provide healthy lifestyle, to understand usage trends and health data trends.
- To collect / storage, archival, communicate / present, and search the measurement data collected by Microlife consumer products.
- To provide user-specific services based on (non-modified) user data, such as measurement summary report.
- To analyse and respond to security threats to our App.
- To facilitate the maintenance and development operations of the Microlife Connected Health+ system (including both the App & cloud servers);
- To conduct research & analysis for technical & scientific purposes using aggregated, pseudonymized data.
- To provide user-specific support related to Microlife Connected Health+ and Microlife products (hardware).
- To send you product information, special offers, and promotional information (You can find out more about this under the Direct Marketing section); and

### **LEGAL BASIS FOR USING YOUR PERSONAL INFORMATION**

We will only collect, use and share your personal information where we are satisfied that we have an appropriate legal basis to do so. This may be because:

- You have provided your consent to us using your personal information, for example where you have opted-in to receiving marketing communications from us;
- It is necessary for the performance of a contract you have entered into with us, or to take steps prior to entering into a contact, for example where you provide information in order to register for a Microlife service;
- It is in our legitimate interests to do so, for example, in order to respond to customer queries, and to monitor security threats to our website or App; or
- The use of your personal information is necessary to comply with a relevant legal or regulatory obligation that we may have, for example the maintenance of proper tax and accounting records in relation to the sale of our products and

services, or the disclosure of information to the police, a court or a regulator.

### Special Category Data

Certain personal data - including data relating to health and biometrics - enjoys enhanced protection under applicable data protection laws, and we establish additional legal bases to process such data.

Where we process your health data via the App (such as your body temperature measurement data, blood pressure measurement data, body composition measurement data, and oxygen saturation measurement data), we do so with your explicit consent. You can revoke your consent at any time, but if you do so you should understand that this will mean you are not able to fully use the App.

### **TO WHOM DO WE DISCLOSE YOUR PERSONAL INFORMATION?**

We may share your personal information in the manner and for the purposes as described below:

- with our affiliates, where necessary to provide you with our products or services, or to manage our business;
- with third parties who help to manage our business and deliver our products and services. These include IT and software solution providers, hardware providers;
- to courts, regulators, the police or other government authorities, in response to official requests;
- if, in the future, we sell or transfer some or all of our business or assets to a third party, we may disclose information to a potential or actual third party purchaser of our business or assets.

### **SECURITY OF YOUR INFORMATION**

We appreciate the importance of maintaining the security of your personal information and use security measures such as encryption and authentication to protect them. We also use a secure server for internet transmission of your personal

information. Please be reminded that no data transmission or storage over the Internet is absolutely secure. We do not represent, warrant or guarantee the security of any of your information stored in, transmitted to or through our server and mobile application, nor do we give any indemnity against any loss or damages arising from loss or corruption of your data or from system failures or any other cause.

## **STORING YOUR PERSONAL INFORMATION**

We will store and retain your personal information as long as you keep the App or the account. In some circumstances, we may store your personal information for longer periods of time, for instance where we are required to do so in accordance with legal, regulatory, tax or accounting requirements.

In specific circumstances, we may store your personal information for a longer period of time so that we have an accurate record of your dealings with us in the event of any complaints or challenges, or if we reasonably believe there is a prospect of litigation relating to your personal information or dealings.

When you delete the App, any information stored in our server will not automatically be deleted. You have to request to cancel your account. After your account is canceled, your personal information will be deleted but we may retain the anonymous measurement information which cannot link with you.

## **TRANSFERRING PERSONAL INFORMATION**

### **European Economic Area ("EEA")**

Microlife is a global corporation, which is headquartered in Taiwan. Consequently, your personal information may be processed by Microlife entities outside of the EEA. Where Microlife transfers your personal information outside of the EEA - either to other Microlife entities or to service providers - we will ensure that there are sufficient safeguards in place to protect your personal information in accordance with applicable data protection laws.

You have a right to contact us for more information about the safeguards we have put in place (including a copy of the relevant contractual commitments) to ensure the adequate protection of your personal information when it is transferred outside the

EEA.

**Non-EEA citizens only**

For the purpose described in this Privacy Policy, you expressly give consent to our collection, transmission, storage, use and processing of your personal information outside of your country of residence.

**LEGAL RIGHTS AVAILABLE TO YOU**

**For Non-EEA citizens**

**ACCESSING AND DELETING YOUR PERSONAL INFORMATION**

For your personal information stored on our servers, you may request to review or reproduce it. You may request any time that we stop collecting, processing or using your personal information. You may also request us to supplement or correct the data if it is inaccurate or delete the data if Microlife is not required to retain it by any applicable law or for legitimate business purposes. Microlife will, pursuant to applicable laws, disregard the request if your personal information is necessary to execute relevant processes. If you have any questions about the information we hold, please [contact us](#).

When you delete the App, the information stored in your device will be deleted but any information stored in our server will still exist. If you wish to delete the information stored in our server, you have to request to cancel your account. After your account is canceled, some anonymous measurement information may still be retained by us but cannot link with you.

Please note that if you opt to delete and cease to provide your information to us or request us of stop collecting, processing or using your personal information, part or all of the services or functions provided by the App will not be continued.

**For EEA citizens, and those who are otherwise covered by the General Data Protection Regulation (GDPR)**

Subject to certain exemptions, and in some cases dependent on the processing activity

which we are undertaking, you have certain rights in relation to your personal information, as detailed below.

● **Right to access personal information**

You have a right to request that we provide you with a copy of your personal information that we hold and the right to be informed of: (a) the source of your personal information; (b) the purposes, legal basis and methods of processing; (c) the data controller's identity; and (d) the entities or categories of entities to whom your personal information may be transferred.

● **Right to rectify or erase personal information**

You have a right to request that we rectify inaccurate personal information. We may seek to verify the accuracy of the personal information before rectifying it.

You may also request that we erase your personal information in limited circumstances where:

- it is no longer needed for the purposes for which it was collected;
- you have withdrawn your consent (where the data processing was based on consent);
- following a successful right to object;
- it has been processed unlawfully; or
- to comply with a legal obligation to which we are subject.

We are not required to comply with your request to erase personal information if the processing of your personal information is necessary:

- for compliance with a legal obligation; or
- for the establishment, exercise or defence of legal claims.

● **Right to restrict the processing of your personal information**

You can ask us to restrict the processing of your personal information, but only where:

- its accuracy is contested, to allow us to verify its accuracy;
- the processing is unlawful, but you do not want it to be erased;
- it is no longer needed for the purposes for which it was collected, but we still need it to establish, exercise or defend legal claims; or
- You have exercised the right to object, and verification of overriding grounds is pending.

We can continue to use your personal information following a request for restriction, where:

- we have your consent;
- to establish, exercise or defend legal claims; or
- to protect the right of another natural or legal person.

#### ● **Right to transfer your personal information**

You can ask us to provide your personal information to you in a structured, commonly used, machine-readable format, or you can ask to have it transferred directly to another data controller, but in each case only where:

- the processing is based on your consent or on the performance of a contract with you; and
- the processing is carried out by automated means.

#### ● **Right to object to the processing of your personal information**

You can object to any processing of your personal information which has our legitimate interests as its legal basis, if you believe your fundamental rights and freedoms outweigh our legitimate interests.

If you raise an objection, we have an opportunity to demonstrate that we have compelling interests that override your rights and freedoms.

Right to object to how we use your personal information for direct marketing



purposes

You can request that we change the manner in which we contact you for marketing purposes.

You can request that we do not transfer your personal information to unaffiliated third parties for the purposes of direct marketing or any other purposes.

- **Right to obtain a copy of personal information safeguards used for transfers outside your jurisdiction**

You can ask to obtain a copy of, or reference to, the safeguards under which your personal information is transferred outside of the European Economic Area.

We may redact data transfer agreements to protect commercial terms.

- **Right to lodge a complaint with your local supervisory authority**

You have a right to lodge a complaint with your local supervisory authority if you have concerns about how we are processing your personal information.

We ask that you please attempt to resolve any issues directly with us first, although you have a right to contact your supervisory authority at any time.

## **DIRECT MARKETING**

We may use your personal information to let your know about Microlife products or services that we believe will be of interest to you. We will send you marketing messages through email, SMS, APP push notifications, etc. if you have consented to receive them from us.

You can ask us to stop direct marketing at any time via your profile settings on the App or by following the opt-out instructions embedded in the marketing emails.

## **COOKIES**

Our website uses certain cookies, which are small text files that are placed on a website user's device. The cookies collect information about the user.

When visiting the website, we will ask for your consent to place the cookies on your device.

You can edit your browser options in order to disable cookies. For more information on how to do this, please refer to the following links (depending on which browser you are using):

- [Cookie settings in Internet Explorer](#)
- [Cookie settings in Firefox](#)
- [Cookie settings in Chrome](#)
- [Cookie settings in Safari](#)

You can withdraw your consent to allow for cookies, change your browser settings, and delete the cookies already stored on your device at any time. Note that doing so may mean that you cannot use the website to its fullest potential.

## **CANCEL YOUR ACCOUNT**

You may request to cancel your account by using the “cancel account” function within the App, by contacting the support service by using the “contact support” function within the App or by sending an email with such request to [serviceconnectedhealth@microlife.com.tw](mailto:serviceconnectedhealth@microlife.com.tw).

Upon receipt of your cancellation request, we will process your request within fourteen (14) calendar days. We will confirm cancellation of your account within thirty (30) calendar days of your request. When your account is cancelled, your Personal Information is deleted. As a result, your measurement information is anonymized and cannot be linked back to you.

## **CONTACT US**

If you have any queries, concerns or complaints regarding our compliance with this privacy policy, or if you would like to exercise your rights, we encourage you to first

contact us by email at [serviceconnectedhealth@microlife.com.tw](mailto:serviceconnectedhealth@microlife.com.tw) We will investigate and attempt to resolve complaints and disputes and will make every reasonable attempt to resolve complaints and disputes and will make every reasonable attempt to honour your wish to exercise your rights as quickly as possible and, in any event, within the timescales provided by relevant data protection laws.