

Privacy Policy

We attach great importance to the security of users' personal information and are committed to establishing a good and secure service relationship with users based on mutual trust and mutual benefit. This policy is designed to help you understand how we collect, use and process your personal information, how to protect the security of your personal information, and how you can manage your rights to personal information. You can contact us at any time by contact information at the bottom of this policy.

This policy applies to the products and service that Xiangshan Film & Television City Development Co., Ltd. (registered address: In the film and television city of Xinqiao Town, Xiangshan County, Zhejiang Province) (also called Xiangshan Global Studios) and its affiliated companies (collectively referred to as "We") provides to you through including but not limited to www.xgslot.com, www.xsysc.com, http://jqb.9uhd.com/store/member_id/734.html#, official WeChat Account (Account Name: 象山影视城, WeChat ID: xsysc5002) and WeChat Mini Programs (Account Name: 影视城旅行社, Account Original ID: gh_e68ae400364d, AppID: wx2fdd264c1199e87).

Effective Date of this policy: 05/06/2020

If you have any question, advice or suggestion, please contact us through the following contact information:

E-mail: **【admin@xgslot.com】**

Telephone number for emergent processing: **【+86 0574 65886006】**

This policy will help you understand the following contents:

- How do we collect and use your information
- How do we entrust others to process your personal information and share, transfer, publicly disclose your personal information
- How do we use tracking and similar technologies
- How do we protect and save your personal information
- Your rights
- How do we process children's personal information
- How is your personal information transferred globally
- How is this policy updated
- How to contact us

We deeply understand the importance of personal information to you and we will try our best to protect your personal information and make it safe and reliable. We are committed to maintaining your trust in us, so we will abide by the following principles and protect your personal information: the principle of powers consistent with responsibilities, principle of

determined purposes, principle of optional consent, principle of minimum sufficiency, principle of security guarantee, principle of subject participation, principle of openness and transparency, etc. Meanwhile, we promise to take corresponding security protection measures to protect your personal information in accordance with mature safety standards of the industry.

Please read and understand this Privacy Policy carefully before using our products or service.

Privacy Policy

1. How do we collect and use your information

(1) Online booking function: in order to complete the ordering of travel products, Xiangshan Global Studios derivatives, etc. on our website, you need to provide the following information: **contact name, contact telephone number and mailing address**. (It is noted that if the above information you provide contains personal information of others, you must obtain the explicit authorization from others.) We will use the information you provide to process and fulfill your order and notify you of your order status.

(2) Customer service function: for your communication with our customer service and processing your request, you may need to provide the following information: **your telephone number, your name, consignee's name, consignee's contact telephone number, mailing address and order time**. To process your request and strive to provide the best service, we may keep your **communication/call records and contents** or the contact information you leave behind in order to contact you or help you solve the problem.

(3) Online consultation, complaint and suggestion function: when you conduct online consultation and provide complaints and suggestions in terms of our service or products, in order to contact you and process your consultation or suggestions promptly, you need to provide the following information: **contact name, contact telephone number**, complaints and attachment. In addition, you can choose whether to disclose your consultation and complaints or not.

(4) Improving our service: to conduct data analysis and research, and improve the services we provide to you, when you interact with our website, application and WeChat platform, we may collect relevant information, and how you use the website, the application and WeChat platform.

2. How do we entrust others to process your personal information and share, transfer, publicly disclose your personal information

We will treat your personal information in a discreet and confidential manner. We will not share, transfer or publicly disclose your personal information with any other companies, organizations or individuals, except for the following situations and other situations where you expressly agree otherwise:

(1) We may share, transfer and disclose your personal information in accordance with laws and regulations or in accordance with the mandatory requirements of the competent government departments.

(2) To deliver the products you ordered, we will provide the courier company responsible for delivering your order with your personal information necessary for delivery, including **consignee's name, consignee's contact information and mailing address**.

(3) To provide you with travel-related products, we will share your personal information with cooperative travel agencies, including **your name, contact information and so forth**.

(4) In case of merger, acquisition or bankruptcy liquidation, if personal information transfer is involved, we will require the new company or organization holding your personal information to continue to be bound by this Privacy Policy, otherwise we will require the above-mentioned company or organization to seek authorization from you again.

3. How do we use tracking and similar technologies

When you use our products, we, our third-party service provider and advertising partners will automatically collect some information related to you through tracking technologies (described below). The information collected automatically includes Internet Protocol (IP) address, browser type, Internet service provider (ISP), URL of referring source, exit page, the files viewed on our site (such as HTML pages, graphics, etc.), operating system, date/time stamp and/or click-stream data. We use these information to provide and improve our service, conduct debugging and ameliorate our marketing.

Passive collection involves using tracking or similar technologies to analyze trends, manage websites, track users' activities on the website, and collect information about our users, such as city-level location information (based on IP addresses). Users can control the use of tracking technologies by contacting us through **[_____]**. We will also make reasonable efforts to ensure that when you visit a website provided by a company other than us, we will not use our products to collect information.

4. How do we protect and save your personal information

(1) Our technologies and measures to protect your personal information

- Establish a strict data use and access system. Protect personal information and avoid illegal use of data by controlling the data access rights and setting multiple identity authentication technology.
- Systematically monitor the data processing behavior conducted by staff. Measures such as special data and technology security audit, log audit and behavior audit can be adopted.
- Establish a special department or team for data security to undertake the security emergency response, organize, promote and protect personal information security.
- The Internet environment is not 100% secure. We will try 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 to information, public disclosure, tampering, or destruction, which leads to a damage to your legal rights and interests, we will bear the corresponding legal responsibility.
- In case of an unfortunate personal information security incident, we will timely inform you of the basic situation and possible impact of the security incident, the measures we have taken or will take, the suggestions you can take to prevent and reduce the risk independently, and the remedial measures for you in accordance with the requirements of laws and regulations. We will inform you of this incident in a timely manner by mail, letter, telephone, push notification, etc. If it is difficult to inform personal information subjects one by one, we will take a reasonable and effective way to issue an announcement. At the same time, we will also report the disposal of personal information security incident according to the requirements of the regulatory authorities.

(2) The storage of your personal information

How long we retain your personal information depends on the type of the data and our purpose of data processing. Unless a longer retention period is required by law, we will retain your personal information for the period required to achieve the purposes outlined in this policy. If the data retention period expires, we will delete or anonymize the personal information.

5. Your rights

In accordance with relevant laws, regulations, standards of China and common practice in other countries and regions, we guarantee that you can exercise the following rights in terms of your personal information:

(1) Access your personal information

You have the right to access your personal information, except as otherwise provided for by laws or regulations. If you want to exercise the right to access the data, you can contact us through **【 _____ 】** .

(2) Correct your personal information

When you find that there are some mistakes in your personal information we processed, you have the right to require us to correct it. You can edit and correct your information through the way provided in “(1) Access your personal information”.

(3) Delete your personal information

You can request us to delete personal information in the following circumstances:

- If the act of processing personal information violates laws and regulations;
- If we collect and use your personal information without your consent;
- If the act of processing your personal information violates the agreement concluded with you;
- If you no longer use our products and service or you close your account;
- If we no longer provide you with products and service.

If we decide to respond to your request for deletion, we will notify the entities acquiring your personal information from us and request them to delete it in time, except as otherwise provided for by laws and regulations or these entities have obtained your independent authorization.

After you delete information from our service, we may not delete the corresponding information from our backup system immediately, but we will delete this information when updating the backup.

(4) Change the scope of your authorized consent

Each business function may need some basic personal information to achieve the completion. For the collection and use of personal information collected additionally, you can give or withdraw your authorized consent at any time. You can change the scope of authorized consent, turn off related permissions or functions by contacting us through **【 _____ 】** .

After you withdraw your consent, we will no longer process corresponding personal information. However, your decision to withdraw the consent will not have an impact on the former processing of your personal information based on your authorization.

If you do not want to receive the commercial advertisements we send to you, you can cancel it at any time in the following ways:

- Unsubscribe from the commercial advertisements of your own accord through the way provided in the commercial advertisements you received.
- Contact us and put forward your request through the contact information at the bottom of this policy.

(5) Close the account by the subject of personal information

You can close your previously registered account at any time. You can contact us and put forward your request through the contact information at the bottom of this policy. After you close your account, we will stop providing products or service to you, and delete your personal information according to your request, except otherwise provided for by laws and regulations.

(6) Obtain a copy of personal information by the subject of personal information

You have the right to obtain a copy of personal information. You can contact us and put forward your request through the contact information at the bottom of this policy.

(7) In response to your request

If you are unable to access, correct or delete your personal information through the above methods, or you need to access, correct or delete other personal information generated when you use our products and/or services, or you think that we violates laws and regulations or the agreement with you on the collection or use of personal information, you can contact us through the contact information at the bottom of this policy. In order to ensure security, we may need you to provide a written request or to prove your identity in other ways. We will reply to your request within 15 days after receiving your feedback and verifying your identity. If you are not satisfied, you can also lodge complaints to the Administration for Market Regulation or file a civil lawsuit with the court where Xiangshan Film & Television City Development Co., Ltd is located, or report to the Office of the Central Cyberspace Affairs Commission 【the website of the report center is <http://www.12377.cn>, and the report telephone number is 12377】. In principle, we will not charge you for your reasonable requests, but we will charge you a certain cost for repeated requests and requests beyond the reasonable limit as the case may be. We may refuse requests that are repeated without any reason, require too many technical means, bring risks to the legal rights and interests of others or are unrealistic.

In the following circumstances, we cannot respond to your requests in accordance with the requirements of laws and regulations.

- Related to the personal information controller's performance of obligations stipulated by laws and regulations;
- Directly related to national security and national defense security;
- Directly related to public security, public health and major public interests;
- Directly related to criminal investigation, prosecution, trial and execution of judgments;
- The personal information controller has sufficient evidence to show that the personal information subject has subjective malice or an abuse of rights;
- In order to protect the life, property and other major legal rights and interests of the personal information subject or other individuals, but it is difficult to obtain the consent from the personal information subject;
- Responding to the request of the personal information subject will cause serious damage to the legal rights and interests of the personal information subject or other individuals and organizations;
- Involving trade secrets.

6. How do we process children's personal information

Our websites, products and service are mainly for adults. Without the consent from parents or guardians, children shall not create their own user accounts.

In terms of the situation that collecting children's information with parents' consent, we will only use or disclose this information when it is permitted by law, expressly agreed by parents or guardians or necessary for the protection of children.

Although the definitions of children made by local laws and practice are different, we treat anyone who is under 14 as a child.

If we find ourselves collecting children's personal information without obtaining parents' prior consent which is verifiable, we will try to delete the information as soon as possible.

7. Users in the EEA or Switzerland

If you are a user of the service in the EEA or Switzerland, in accordance with applicable data protection and privacy laws and regulations, you may be entitled to:

- ask us about the processing of your personal information, including to request a copy of your personal information;
- request the correction and/or deletion of your personal information;
- request the restriction of the processing of your personal information, or object to that processing;
- withdraw your consent to the processing of your personal information

(where the service is processing your personal information based on your consent);

- request receipt or transmission to another organisation, in a machine-readable form, of the personal information that you have provided to us where we are using your personal information based on consent or performance of a contract; and
- complain to the relevant supervisory authority if your privacy rights are violated, or if you have suffered as a result of unlawful processing of your personal information.

Where you are given the option to share your personal information with us, you can always choose not to do so. If we have requested your consent to processing and you later choose to withdraw it, we will respect that choice in accordance with our legal obligations.

However, choosing not to share your personal information with us or withdrawing your consent to our use of it could mean that we are unable to perform the actions necessary to achieve the purposes of processing described or that you are unable to make use of the products and/or services offered by us. After you have chosen to withdraw your consent, we may be able to continue to process your personal information to the extent required or otherwise permitted by applicable data protection and privacy laws or regulations.

8. How is your personal information transferred globally

In principle, the personal information collected and generated during our operations in the People's Republic of China shall be stored in China, except for the following circumstances:

- (1) There are clear provisions in the applicable law.
- (2) We have obtained your specific authorization.

In terms of the above-mentioned circumstances, we ensure that your personal information will get adequate protection as same as that you can get in the territory of People's Republic of China in accordance with this policy and relevant laws.

9. How is this policy updated

(1) To provide you with better service and with the development of our business, this policy will be updated accordingly. However, we will not curtail the rights you should enjoy in accordance with this policy without your explicit consent. We will release the update version on our website, and remind you of the update of relevant contents through website notification or other appropriate ways before the update version becomes effective.

(2) In terms of important changes, we will also provide more remarkable notices (we will explain the specific changes of the Privacy Policy through e-mails, messages or making special reminders on the browsing page, etc.). The important changes referred to in this policy include:

- Significant changes in our service mode, such as the change in the purpose of processing personal information, the type of personal information we process, the way of using personal information;
- Significant changes in ownership structure and organizational structure, such as the change of owner caused by business adjustments, bankruptcy, merger and acquisition;
- Changes in the major objects of personal information sharing, transfer and public disclosure;
- Significant changes in the right to take part in the processing of personal information and the way to exercise;
- Changes in the responsible department, which is to deal with personal information security, contact information and complaint channels;
- When the impact assessment report of personal information security indicates that there is a high risk.

(3) We will also archive the old version of this policy for your reference.

10. How to contact us

If you have any question or advice about this policy or you have complaints or reports about personal information, please contact our team in the following ways:

E-mail: **【admin@xgslot.com】** ;

Telephone number for emergent processing: **【+86 0574 65886006】**

If you are not satisfied with our response, particularly when the processing of your personal information infringes your legal rights, you can lodge a complaint to the Administration for Market Regulation, file a lawsuit with the court where Xiangshan Film & Television City Development Co., Ltd is located, or report it to the Office of the Central Cyberspace Affairs Commission **【the website of the report center is <http://www.12377.cn>, and the report telephone number is 12377】** .