

## 隐私权政策

生效日期: 2022-08-12

杭州生奥信息技术有限公司（以下简称“生奥”或“我们”）为您提供产品或服务，我们深知隐私对您的重要性，并充分尊重您的隐私。在使用生奥网站的各项服务前，请务必仔细阅读并透彻理解本《隐私权政策》，在确认充分理解并同意后使用相关产品和服务。一旦您开始使用生奥服务，将被视为对本政策内容的接受和认可。如对本政策内容有任何疑问、意见或建议，您可通过发送邮件至 [service@sanomics.ai](mailto:service@sanomics.ai) 或拨打客服电话 188 8892 8386 与我们联系。

### 以下是关于本文中出现的专有名词的定义：

**生奥：**除非另有约定，专指杭州生奥信息技术有限公司（注册地址：浙江省杭州市临平区东湖街道临平大道 502 号 1 幢 3 楼 322 室），除另有声明外，本文中所有“我们”均指代生奥。

**生奥网站：**包含生奥官网（域名为：[sanomics.ai](http://sanomics.ai)）、MolProphet 平台（[www.drugbyai.com](http://www.drugbyai.com)）及其下级页面（但不包含经由外部链接跳转的非生奥供应商、服务商等）。

**用户信息：**用户信息是指您提交的或者生奥收集的，如姓名、联系电话、联系邮箱、生奥账号、登录密码等信息，具体详见隐私权政策第二条所述的信息。

**业务数据：**业务数据是指生奥的用户利用生奥的服务上传、下载、生成等通过生奥的技术服务处理的数据。

本政策将帮助您了解以下内容：

- 一、适用范围
- 二、我们如何收集和使用您的用户信息
- 三、我们如何使用您的用户信息
- 四、用户业务数据和公开信息
- 五、您如何管理您的用户信息
- 六、我们如何使用 Cookie 和同类技术
- 七、我们如何保护和保存您的用户信息
- 八、未成年人用户信息的特别约定
- 九、隐私权政策的更新
- 十、如何联系我们

### 一、本协议的适用范围

- 1.1 本隐私权政策适用于生奥网站所有服务。服务包括向您提供页面浏览、网站登录服务，以及通过生奥网站向您提供的技术服务。
- 1.2 本隐私权政策不适用于其他第三方向您提供的服务。例如，您通过生奥网站中任何非生奥网站跳转链接进入的网站，您向该网站服务商提供的信息不适用本隐私权政策。
- 1.3 需要特别说明的是，作为生奥的用户，若您利用生奥的技术服务，为第三方再行提供服务，您应当另行与您的用户约定隐私权政策，生奥不对第三方的隐私权负责。

### 二、我们如何收集您的用户信息

我们将在如下场景，收集您的用户信息：

- 2.1 **用户注册：**在您注册成为生奥网站用户时，您须向我们提供账号名、登录密码、姓名、所在行业、所在单位/公司、并提供您在中华人民共和国境内手机号码及邮箱；
- 2.2 **账户管理：**您可以主动在“个人中心”中完善/修改当前账户中关于您的信息；
- 2.3 **客服支持：**当您联系我们、使用服务或请求帮助时会收集您的个人信息。例如联络信息（帐号标识如帐号名称及帐号 ID 地址）以及商业信息（公司名称、行业、职位）；
- 2.4 **线上交易：**在您购买服务或产品时，需收集您的订单信息、交易信息；
- 2.5 **发票服务：**当需要向您开具和寄送发票时，我们会收集您的发票收件地址，包括收件人姓名、详细地址、邮编、手机号码等。生奥可通过如上信息向您寄送发票；
- 2.6 **访问生奥网站：**当您访问或使用服务时，我们需要获取并自动记录的个人信息。例如您的浏览记录、访问日期和时间、浏览器信息（包括但不限于字体和类型）以及网络链接信息（包括但不限于 IP 地址、端口、网络协议）

**2.7 其他场景：**超出本政策以及相应的产品服务协议约定收集您的用户信息的，我们会另行向您说明信息收集的范围与目的，并征得您的同意后收集提供相应服务所必要的您的信息；如您选择不提供信息，将会影响到您使用相应产品，但不会影响您使用生奥网站基本功能和其他产品。

请注意：在以上场景中可能涉及收集您的敏感个人信息，包括您的身份证件、商业信息、支付信息（银行卡号、银行流水）和发票信息，收集此类信息的目的包括满足相关法律法规的要求进行网络实名认证、核验您的用户身份，以及向您提供咨询或技术支持、线上交易服务、开具发票、寄送商品等。如果您选择不提供必需的信息，则无法使用相应服务。

**另外，您需要严格遵守中华人民共和国的法律，针对上述内容提供真实信息，否则出现的一切后果，生奥不承担相应责任。**

### 三、我们如何使用您的用户信息

我们将出于如下目的，使用您提交以及我们收集的用户信息：

- 3.1 登录帐号与验证：**当您使用生奥服务和产品时，为您提供身份认证、权限管理以保护服务和产品的安全，以及与您联系、向您发送重要通知等；
- 3.2 履行合同义务：**如为实现您的交易或服务请求，包括订单、请求变更或提供您请求的信息（比如有关服务的材料）、交付、激活或验证服务；提供技术支持，以及增强服务的安全性；
- 3.3 个性化推荐：**为您推荐相关内容、服务或产品；在您同意的情况下，向您发送您可能感兴趣的服务和产品的信息。包括但不限于关于生奥产品的新闻以及市场活动及优惠促销信息、生奥合作第三方的推广信息，或其他您可能感兴趣的内容。如果您不想接收我们给您发送的商业性电子信息，您可通过短信提示回复退订或根据信息中提供的退订方式予以退订；
- 3.4 升级产品与服务：**我们可能以用户信息统计数据为基础，设计、开发、推广全新的产品及服务；我们会对我们的服务使用情况进行统计，并可能会与公众或第三方分享这些统计信息，但这些统计信息不包含您的任何身份识别信息以及任何您上传的数据信息；
- 3.5 保障服务或产品可靠及安全稳定运行：**在您选择向我们发送错误详情的情况下排查错误；
- 3.6 履行法定义务：**遵从和执行适用的法律要求，相关的行业标准或我们的政策；
- 3.7 其他场景：**如超出收集用户信息时所声称的目的，或者在超出具有直接或合理关联的范围使用用户信息前，我们会再次向您告知并征得您的明示同意。

### 四、我们如何共享、转让、公开披露您的用户信息

#### 4.1. 共享

我们不会与其他组织和个人共享您的用户信息，但以下情况除外：

- 4.1.1. 在获取明确同意的情况下共享；**
- 4.1.2. 在法定情形下的共享：**如法律法规规定、诉讼、仲裁解决需要，或按行政、司法机关依法提出的要求，对外共享您的用户信息；
- 4.1.3. 您自行公开的或者我们能从其他合法公开渠道获取到您的个人信息；**
- 4.1.4. 为了保护国家安全、公共安全以及您和其他个人的重大合法权益而需要共享您的个人信息；**
- 4.1.5. 法律要求或允许的范围内，为了保护您或社会公众的利益、财产或安全免遭损害而有必要提供您的个人信息给第三方；**
- 4.1.6. 项目组内信息共享：**当您与其他用户在同一项目组内时，将默认共享对方的姓名、联系电话、联系邮箱等信息；
- 4.1.7. 与授权合作伙伴共享：**我们可能委托受信赖的合作伙伴来提供服务，因此我们可能会与合作伙伴共享您的某些用户信息，以提供更好的客户服务和优化用户体验。我们仅会出于合法、正当、必要、特定、明确的目的共享您的用户信息，并且只会共享提供服务所必要的用户信息。我们的合作伙伴无权将共享的用户信息用于任何其他用途。目前，我们的授权合作伙伴包括如下类型：供应商、服务提供商和其他合作伙伴。我们将信息发送给支持我们业务的供应商、服务提供商和其他合作伙伴，这些支持包括提供基础技术服务、提供咨询、分析等专业服务。

#### 4.2. 转让

我们不会将您的用户信息转让给任何公司、组织和个人，但以下情况除外：

- 4.2.1. 在获取明确同意的情况下转让；**
- 4.2.2. 在生奥与其他法律主体者发生合并、收购或破产清算情形，或其他涉及合并、收购或破产清算情形时，**如涉及到您用户信息转让，我们会要求新的持有您用户信息的公司、组织继续受本政策的约束，否则我们将要求该公司、组织和个人重新向您征求授权同意。

#### 4.3. 公开披露

我们仅会在以下情况下，公开披露您的用户信息：

4.3.1. 获得您明确同意或基于您的主动选择时公开披露;

4.3.2. 为保护生奥平台及其关联公司用户或公众的人身财产安全免遭侵害时, 我们可能依据适用的法律或生奥平台相关协议、规则披露关于您的用户信息。

#### 4.4. 共享、转让、公开披露用户信息时事先征得授权同意的例外

以下情形中, 共享、转让、公开披露您的用户信息无需事先征得您的授权同意:

4.4.1. 与国家安全、国防安全有关的;

4.4.2. 与公共安全、公共卫生、重大公共利益有关的;

4.4.3. 与犯罪侦查、起诉、审判和判决执行等有关的;

4.4.4. 出于维护您或其他个人的生命、财产等重大合法权益但又难以得到本人同意的;

4.4.5. 您自行向社会公众公开的个人信息。

### 五、用户业务数据和公开信息

不同于您的用户信息, 对于用户业务数据和公开信息, 生奥将按如下方式处理:

#### 5.1. 用户业务数据

5.1.1. 您通过生奥提供的服务, 加工、存储、上传、下载、分发以及通过其他方式处理的数据, 均为您的用户业务数据, 您完全拥有您的用户业务数据。生奥作为云服务提供商, 我们只会严格按照执行的指示处理您的业务数据, 除按与您协商一致或执行明确的法律法规要求外, 不对您的业务数据进行任何非授权的使用或披露。

5.1.2. 您应对您的用户业务数据来源及内容负责。因您的个人行为产生的用户业务数据内容违反法律法规、部门规章或国家政策时, 造成的全部结果及责任均由您自行承担。

#### 5.2. 公开信息

5.2.1. 公开信息是指您公开分享的任何信息, 任何人都可以在使用和未使用生奥网站服务期间查看或访问这些信息。

5.2.2. 在使用生奥网站的服务时, 当您参与一个项目组研究时, 您不可避免的要向同一项目组内的其他成员披露您的个人信息, 如联络电话或邮箱地址。

5.2.3. 在使用生奥网站的服务时, 当您发起一项交易时, 您不可避免的要向交易对方或潜在的交易对象披露自己的个人信息, 如联络电话或邮箱地址。

5.2.4. 请您妥善保管自己的个人信息, 仅在必要的情形下向他人提供。如您发现自己的个人信息泄露, 尤其是您的账户或密码发生泄露, 请您立即联络生奥客服, 以便生奥采取相应措施。

### 六、您如何管理您的用户信息

6.1. **主动管理:** 您可以登录生奥网站“个人中心”查询、管理(变更、删除)使用生奥服务时提交的基本业务信息(基本资料)和联系人信息。由于部分用户信息涉及账号登录等相关基础业务, 仅允许变更, 不允许删除(如账号名、登录密码、联系邮箱等)。

6.2. **删除账户:** 为避免误操作, 您需要联系客服寻求帮助, 并协助您删除您的账户。另外, 为保障安全, 您可能需要提供书面请求, 或以其他方式证明您的身份。我们可能会先要求您验证自己的身份, 然后再处理您的请求。在您主动注销账户之后, 我们将停止为您提供产品或服务, 并根据适用法律的要求删除您的个人信息, 或对其进行匿名化处理。并且, 我们将不再处理相应的用户信息。但这一行为不会影响我们此前基于您的授权而开展的用户信息处理。

6.3. **联系我们以管理您的用户信息:** 若您对用户信息的管理有所疑虑, 您可以联系客服进行沟通, 但请注意, 对于部分类型的个人信息, 例如实现生奥基本功能所必需的信息或者我们履行法律法规规定的义务所必需的信息, 我们可能没有办法响应您的请求。

### 七、我们如何使用 Cookie 和同类技术

7.1. 为确保网站正常运转、为您获得更轻松的访问体验、向您推荐您可能感兴趣的内容, 我们会在您的计算机或移动设备上存储名为 Cookie 的小数据文件。Cookie 通常包含标识符、站点名称以及一些号码和字符。生奥只能读取生奥提供的 Cookies 。

7.2. 借助于 Cookie, 能够存储您的偏好或购买清单中的商品等数据。当下一次您再次访问的时候, 我们将显示您需要的信息; 或由生奥通过 Cookies 文件来辨识您的来源网站, 以便生奥能追踪生奥的广告效果。

7.3. 您可根据自己的偏好管理 Cookie, 您也可以清除计算机上保存的所有 Cookie。大部分网络浏览器都设有阻止 Cookie 的功能。但如果您这么做, 则需要每一次访问我们的网站时更改用户设置。如需详细了解如何更改浏览器设置, 请访问您使用的浏览器的相关设置页面。

### 八、我们如何保护和保存您的用户信息

8.1. 生奥采取各种合理的物理、电子和管理方面的安全措施来保护您的用户信息。防止用户信息遭到未经授权访问、公开披露、使用、修改、损坏或丢失。例如，我们对生奥网站提供 HTTPS 协议安全浏览方式；我们会使用加密技术提高用户信息的安全性；我们会使用受信赖的保护机制防止用户信息遭到恶意攻击；我们会部署访问控制机制，尽力确保只有授权人员才可访问用户信息；以及我们会举办安全和隐私保护培训课程，加强员工对于保护用户信息重要性的认识。

8.2. 我们会尽量避免收集无关的用户信息。我们只会将达成本政策所述目的所需的期限内保留您的用户信息，除非受到法律的允许。超出上述用户信息保存期限后，我们会对您的个人信息进行删除或匿名化处理。

8.3. 请尽量使用复杂密码，协助我们保证您的账号安全。我们将尽力保障您发送给我们的任何信息的安全性。

8.4. 在不幸发生用户信息安全事件（泄露、丢失等）后，我们将按照法律法规的要求，及时向您告知：安全事件的基本情况 and 可能的影响、我们已采取或将要采取的处置措施、您可自主防范和降低风险的建议、对您的补救措施等。我们将及时将事件相关情况以邮件、信函、电话、推送通知等方式告知您，难以逐一告知用户信息主体时，我们会采取合理、有效的方式发布公告。

8.5. 同时，我们还将按照监管部门要求，上报用户信息安全事件的处置情况。

8.6. 我们将收集到的您的用户信息存放在中华人民共和国境内，如在符合适用法律规定的情形下因业务需要向境外传输个人信息的，我们会事先征得您的同意，并向您告知用户信息出境的目的、接收方、安全保障措施、安全风险等情况。

8.7. 如出现生奥产品和服务停止运营的情形，我们会采取合理措施保护您用户信息安全，包括及时停止继续收集用户信息的活动；停止运营的通知将以逐一送达或公告的形式通知用户；并对所持有的个人信息进行删除或匿名化处理等。

8.8. 若由于您自身的行为导致账号密码泄露或其他安全风险，最终产生的损失（包括但不限于隐私泄露、财产损失等）将由您个人全权承担，生奥不对此类情况承担责任。

## 九、未成年人用户信息的特别约定

我们主要面向成人提供产品和服务。如您为未成年人，您需要请您的父母或监护人仔细阅读本隐私权政策，并在征得您的父母或监护人同意的前提下使用我们的服务或向我们提供信息。

## 十、隐私政策的更新

10.1. 我们的隐私政策可能修订。

10.2. 未经您明确同意，我们不会限制您按照本隐私权政策所应享有的权利。我们会在专门页面上发布对隐私权政策所做的任何修订。

10.3. 对于重大修订，我们还会提供更为显著的通知（包括对于某些服务，我们会通过网站公示的方式进行通知甚至向您提供弹窗提示，说明隐私权政策的具体变更内容）。

10.4. 本政策所指的重大修订包括但不限于：

10.4.1. 服务模式（如处理用户信息的目的、处理的用户信息类型、用户信息的使用方式等）发生重大变化时；

10.4.2. 我们在控制权、组织架构等方面（如业务调整、破产并购等引起的所有者变更）发生重大变化时；

10.4.3. 用户信息共享、转让或公开披露的主要对象发生变化时；

10.4.4. 您的权利与义务发生重大变化时；

10.4.5. 我们负责处理用户信息安全的责任部门、联络方式及投诉渠道发生变化时。

## 十一、如何联系我们

您对本声明和政策内容有任何疑问和意见，或者您对生奥执行隐私权政策的实践以及操作中有任何疑问和意见，您可以通过电话联系客服，或者您也可以发送邮件到服务邮箱，我们将在 15 天内回复您的请求。

## Privacy Policy

Effective Date: 2022-08-12

Hangzhou Shengao Information Technology Co., Ltd. (hereinafter referred to as "SanOmics" or "we") offers you products or services, and we fully recognize and respect the importance of your privacy. Please read and thoroughly understand this "Privacy Policy" before using the various services on the SanOmics website. Only after confirming that you fully understand and agree should you use the relevant products and services. Once you start using SanOmics services, it will be regarded as acceptance and recognition of the content of this policy. If you have any questions, comments, or suggestions about this policy, you can contact us by sending an email to [service@sanomics.ai](mailto:service@sanomics.ai) or calling customer service at 188 8892 8386.

### The following are definitions of proprietary terms appearing in this document:

**SanOmics:** Unless otherwise agreed, refers exclusively to Hangzhou Shengao Information Technology Co., Ltd. (registered address: Room 322, Floor 3, Building 1, No. 502 Linping Avenue, Donghu Street, Linping District, Hangzhou City, Zhejiang Province), and all references to 'we' in this document refer to SanOmics.

**SanOmics Website:** Includes the SanOmics official website (domain name: [sanomics.ai](http://sanomics.ai)), the MolProphet platform ([www.drugbyai.com](http://www.drugbyai.com)), and its sub-pages (excluding pages accessed via external links that are not provided by SanOmics vendors, service providers, etc.).

**User Information:** Refers to the information you submit or that SanOmics collects, such as your name, contact phone number, contact email, SanOmics account, login password, etc. See Article 2 of the Privacy Policy for specific details.

**Business Data:** Refers to the data that users of SanOmics upload, download, generate, etc., through the technical services provided by SanOmics.

### This policy will help you understand the following:

- I. Scope of Application
- II. How We Collect and Use Your User Information
- III. How We Use Your User Information
- IV. User Business Data and Public Information
- V. How You Can Manage Your User Information
- VI. How We Use Cookies and Similar Technologies
- VII. How We Protect and Retain Your User Information
- VIII. Special Provisions for Minor Users' Information
- IX. Updates to the Privacy Policy
- X. How to Contact Us

### I. Scope of Application of this Agreement

1.1. This Privacy Policy applies to all services on the SanOmics website. Services include providing you with page browsing, website login services, and technical services offered to you through the SanOmics website.

1.2. This Privacy Policy does not apply to services provided to you by other third parties. For example, the information you provide to the service provider of a website you enter through any non-SanOmics website link on the SanOmics website is not subject to this Privacy Policy.

1.3. It should be noted that as a user of SanOmics, if you use the technical services of SanOmics to provide services to a third party, you should agree on a privacy policy with your users separately. SanOmics is not responsible for the privacy of third parties.

### II. How We Collect Your User Information

We will collect your user information in the following scenarios:

2.1 User Registration: When you register as a user of the SanOmics website, you must provide us with an account name, login password, name, industry, organization/company, and provide us with your mobile phone number and email address within the territory of the People's Republic of China;

2.2 Account Management: You can proactively complete/modify information about yourself in the "Personal Center" of your current account;

2.3 Customer Support: When you contact us, use services, or request help, we collect your personal information. For example, contact information (account identifiers such as account name and account ID address) and business information (company name, industry, position);

2.4 Online Transactions: When you purchase services or products, we need to collect your order information and transaction information;

2.5 Invoice Service: When it is necessary to issue and send invoices to you, we will collect your invoice recipient address, including recipient name, detailed address, postal code, mobile phone number, etc. SanOmics can send invoices to you with the above information;

2.6 Visiting SanOmics Website: When you visit or use the services, we need to obtain and automatically record personal information. For example, your browsing history, date and time of visit, browser information (including but not limited to fonts and types), and network connection information (including but not limited to IP address, port, network protocol);

2.7 Other Scenarios: If we collect your user information beyond the scope and purpose described in this policy and the corresponding product service agreement, we will explain the scope and purpose of information collection to you separately, and only after obtaining your consent will we collect the necessary information to provide the corresponding service. If you choose not to provide the information, it will affect your use of the corresponding product, but it will not affect your use of the basic functions of the SanOmics website and other products.

Please note: In the above scenarios, it may involve the collection of your sensitive personal information, including your identity documents, business information, payment information (bank card number, bank statement), and invoice information. The purpose of collecting such information includes meeting the requirements of relevant laws and regulations for online real-name authentication, verifying your user identity, and providing you with consultation or technical support, online transaction services, issuing invoices, sending goods, etc. If you choose not to provide the necessary information, you will not be able to use the corresponding services.

Additionally, you must strictly comply with the laws of the People's Republic of China and provide true information for the above content. SanOmics is not responsible for any consequences that arise if you do not provide true information.

### **III. How We Use Your User Information**

We will use the user information you submit and that we collect for the following purposes:

3.1 Account Login and Verification: When you use SanOmics services and products, we provide identity authentication, permission management to ensure the security of services and products, as well as contact you and send important notifications;

3.2 Fulfill Contract Obligations: For example, to realize your transaction or service request, including orders, request changes, or provide the information you request (such as materials about services), deliver, activate, or verify services; provide technical support, and enhance the security of services;

3.3 Personalized Recommendations: To recommend relevant content, services, or products to you: With your consent, we will send you information about services and products you may be interested in. This includes but is not limited to news about SanOmics products, market activities, and promotional offers, promotional information from third-party partners of SanOmics, or other content you may be interested in. If you do not wish to receive commercial electronic information we send to you, you can unsubscribe by replying to the text message prompt or using the unsubscribe method provided in the message;

3.4 Upgrade Products and Services: We may use statistical data based on user information to design, develop, promote new products and services; We will statistically analyze our service usage and may share these statistics with the public or third parties, but these statistics will not include any of your identity information or any data information you upload;

3.5 Ensure Reliable and Secure Operation of Services or Products: Troubleshoot errors when you choose to send us error details;

3.6 Fulfill Legal Obligations: Comply with and enforce applicable legal requirements, relevant industry standards, or our policies;

3.7 Other Scenarios: If we use user information beyond the stated purpose of collection, or if we use user information beyond a directly or reasonably related scope, we will inform you again and obtain your explicit consent.

### **IV. How We Share, Transfer, and Publicly Disclose Your User Information**

#### **4.1. Sharing**

We will not share your user information with other organizations and individuals, except in the following cases:

4.1.1. Sharing with clear consent obtained;

4.1.2. Sharing under legal circumstances: such as required by laws and regulations, litigation, arbitration, or as requested by administrative or judicial authorities according to law;

4.1.3. User information that you make public or that we can obtain from other lawful public channels;

4.1.4. When it is necessary to share your personal information to protect national security, public safety, or the significant legal rights and interests of you and other individuals;

4.1.5. Within the scope permitted or required by law, it is necessary to provide your personal information to third parties to protect the interests, property, or safety of you or the public from harm;

4.1.6. Information sharing within the project team: When you are within the same project team with other users, the other party's name, contact phone, contact email, etc., will be shared by default;

4.1.7. Sharing with authorized partners: We may entrust trusted partners to provide services, therefore we may share some of your user information with our partners to provide better customer service and optimize user experience. We will only share your user information for legitimate, proper, necessary, specific, and explicit purposes, and will only share user information necessary to provide services. Our partners are not allowed to use the shared user information for any other purposes. Currently, our authorized partners include the following types: suppliers, service providers, and other partners. We send information to suppliers, service providers, and other partners that support our business. This support includes providing basic technical services, consulting, analysis, and other professional services.

#### 4.2. Transfer

We will not transfer your user information to any company, organization, or individual, except in the following cases:

4.2.1. Transfer with clear consent obtained;

4.2.2. In the event of a merger, acquisition, or bankruptcy liquidation of SanOmics or other situations involving merger, acquisition, or bankruptcy liquidation, if user information transfer is involved, we will require the new entity holding your user information to continue to be bound by this policy. Otherwise, we will require the company, organization, or individual to seek authorization and consent from you again.

#### 4.3. Public Disclosure

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

4.3.1. Public disclosure with your explicit consent or based on your active choice;

4.3.2. When it is necessary to disclose your user information to protect the personal and property safety of SanOmics platform and its affiliated company users or the public from infringement, we may disclose information about you based on applicable laws or SanOmics platform-related agreements or rules.

#### 4.4. Exceptions to Pre-Authorization Consent for Sharing, Transferring, and Public Disclosure of User Information

In the following situations, sharing, transferring, and publicly disclosing your user information does not require prior authorization consent:

4.4.1. Related to national security or national defense security;

4.4.2. Related to public safety, public health, or significant public interests;

4.4.3. Related to criminal investigation, prosecution, trial, and judgment enforcement;

4.4.4. When it is difficult to obtain consent from the individual to protect the life, property, and other significant legal rights and interests of you or other individuals;

4.4.5. Personal information that you have disclosed to the public.

#### V. User Business Data and Public Information

Different from your user information, SanOmics will handle user business data and public information as follows:

##### 5.1. User Business Data

5.1.1. Data that you process, store, upload, download, distribute, or otherwise handle through the services provided by SanOmics are your user business data, and you fully own your user business data. As a cloud service provider, we will strictly execute your instructions to process your business data and will not use or disclose your business data without authorization, except as agreed upon with you or as required by explicit legal regulations.

5.1.2. You are responsible for the source and content of your user business data. If the content of the user business data generated by your personal actions violates laws and regulations, departmental rules, or national policies, you will bear all the consequences and responsibilities.

## 5.2. Public Information

5.2.1. Public information refers to any information you share publicly, which can be viewed or accessed by anyone during and outside the use of SanOmics website services.

5.2.2. When using SanOmics website services, when you participate in a project group study, you will inevitably disclose your personal information to other members of the same project group, such as contact phone or email address.

5.2.3. When using SanOmics website services, when you initiate a transaction, you will inevitably disclose your personal information to the other party or potential transaction parties, such as contact phone or email address.

5.2.4. Please protect your personal information properly, and only provide it to others when necessary. If you find that your personal information has been leaked, especially if your account or password has been compromised, please contact SanOmics customer service immediately so that we can take appropriate measures.

## VI. How You Can Manage Your User Information

6.1. Active Management: You can log into the SanOmics website "Personal Center" to query and manage (change, delete) the basic business information (basic profile) and contact information submitted when using SanOmics services. Since some user information is related to account login and other basic services, it is only allowed to be changed, not deleted (such as account name, login password, contact email, etc.).

6.2. Delete Account: To avoid accidental operations, you need to contact customer service for assistance, and we will help you delete your account. Additionally, for security reasons, you may need to provide a written request or other evidence of your identity. We may first ask you to verify your identity before processing your request. After you actively cancel your account, we will stop providing you with products or services, and according to the requirements of applicable laws, we will delete your personal information or anonymize it. Furthermore, we will no longer process the corresponding user information. However, this action will not affect the processing of user information that we have carried out based on your authorization.

6.3. Contact Us to Manage Your User Information: If you have doubts about managing your user information, you can contact customer service for communication. However, please note that for certain types of personal information, such as information necessary to implement basic functions of SanOmics or information necessary to fulfill obligations prescribed by laws and regulations, we may not be able to respond to your request.

## VII. How We Use Cookies and Similar Technologies

7.1. To ensure the normal operation of the website, provide you with an easier access experience, and recommend content you may be interested in, we store small data files called Cookies on your computer or mobile device. Cookies usually contain identifiers, site names, and some numbers and characters. SanOmics can only read Cookies provided by SanOmics.

7.2. With the help of Cookies, we can store your preferences or items in your shopping list, etc. When you visit again next time, we will display the information you need; or SanOmics can identify your source website through Cookies files to track the effectiveness of SanOmics advertisements.

7.3. You can manage Cookies according to your preferences, and you can also clear all Cookies saved on your computer. Most web browsers have a function to block Cookies. However, if you do this, you will need to change user settings every time you visit our website. For more information on how to change browser settings, please visit the settings page of the browser you are using.

## VIII. How We Protect and Retain Your User Information

8.1. SanOmics takes various reasonable physical, electronic, and administrative security measures to protect your user information. To prevent unauthorized access, public disclosure, use, alteration, damage, or loss of user information. For example, we provide HTTPS protocol secure browsing mode for the SanOmics website; we use encryption technology to improve the security of user information; we use trusted protective mechanisms to prevent malicious attacks on user information; we deploy access control



mechanisms to ensure that only authorized personnel can access user information; and we hold security and privacy protection training courses to strengthen employees' awareness of the importance of protecting user information.

8.2. We will try our best to avoid collecting irrelevant user information. We will only retain your user information for the period necessary to achieve the purposes stated in this policy, unless permitted by law. After the above user information retention period, we will delete or anonymize your personal information.

8.3. Please use complex passwords to help us ensure the security of your account. We will do our best to ensure the security of any information you send to us.

8.4. In the unfortunate event of a user information security incident (leakage, loss, etc.), we will inform you in a timely manner according to the requirements of laws and regulations: the basic situation and possible impact of the security event, the measures we have taken or will take, suggestions for you to independently prevent and reduce risks, remedial measures for you, etc. We will inform you of the relevant circumstances of the event in a timely manner by email, letter, phone call, push notification, etc. When it is difficult to inform each user information subject individually, we will take reasonable and effective measures to issue announcements.

8.5. At the same time, we will also report the handling of user information security incidents to regulatory authorities as required.

8.6. We will store the user information we collect within the territory of the People's Republic of China. If it is necessary to transfer personal information overseas for business needs in compliance with applicable legal provisions, we will obtain your consent in advance and inform you of the purpose, recipient, security measures, security risks, etc., of the information leaving the country.

8.7. In the event that SanOmics products and services cease to operate, we will take reasonable measures to protect the security of your user information, including promptly stopping the collection of user information; notifications of cessation of operations will be delivered individually or announced to users; and we will delete or anonymize the personal information we hold.

8.8. If the leakage of your account password or other security risks are caused by your own actions, the resulting losses (including but not limited to privacy leakage, property loss, etc.) will be fully borne by you, and SanOmics will not be responsible for such situations.

#### IX. Special Provisions for Minor Users' Information

We primarily offer products and services to adults. If you are a minor, you need to ask your parents or guardians to read this Privacy Policy carefully, and use our services or provide us with information only after obtaining the consent of your parents or guardians.

#### X. Updates to the Privacy Policy

10.1. Our Privacy Policy may be revised.

10.2. Without your explicit consent, we will not limit the rights you should enjoy according to this Privacy Policy. We will publish any revisions to the Privacy Policy on a dedicated page.

10.3. For significant revisions, we will also provide more prominent notice (including for certain services, we will notify you through website announcements or even provide pop-up prompts on the website, explaining the specific changes to the Privacy Policy).

10.4. The significant revisions referred to in this policy include but are not limited to:

10.4.1. Significant changes in service modes (such as the purpose of processing user information,

10.4.2. When there are significant changes in our control, organizational structure, etc. (such as changes in ownership caused by business adjustments, bankruptcy mergers and acquisitions, etc.);

10.4.3. When the main objects of user information sharing, transfer, or public disclosure change;

10.4.4. When your rights and obligations undergo significant changes;

10.4.5. We are responsible for handling changes in the responsible department, contact information, and complaint channels for user information security.

#### 11. How to contact us

If you have any questions or opinions about this statement and policy content, or if you have any questions or opinions on the practice and operation of implementing the privacy policy of Shengao, you can contact customer service by phone, or you can also send an email to the service email, and we will provide you with the following information. Reply to your request within 15 days.