

Privacy policy

I. Applicability of this Privacy Policy

1.1 Scope. This Privacy Policy applies to services (“ Locator Services ”) provided on www.dbddpro.com and other websites (“ Locator Sites ”) owned by you, mobile or desktop applications, and other interactions you may have with us (such as customer service requests, user meetings, etc.).Locator Services specifically include

- (a) Your access to the website
- (b) Accounts you will create (Locator user accounts)
- (c) purchasing physical products through the Locator website, and
- (d) Subscriptions related to GPS and pet activity tracking (Locator subscriptions)

1.2 Consent. If you do not agree with our privacy policy terms, please do not access or use the Locator service, Locator website, or any other aspect of our business

1.3 Third-party providers. This Privacy Policy does not apply to any third-party applications or software integrated with DBDD services through the DBDD website (“ Third-party Services ”), or any other products, services, or businesses of any other third party.

II. Information we collect and receive

2.1 Registration Data. When you create a DBDD user account, we receive the following information from you or a third party ("Registration Data")

(a) When registering through the DBDD website, we receive your name, email address, and password. This information is required; if you voluntarily provide it, we also receive your date of birth, personal information, and pet-related information that allows us to identify the pet owner, such as the pet's microchip ID or the GPS location of your mobile device.

(b) When registering for social login on Google and Apple, we receive your first name, last name, and email address.

2.2 Account Information. When you purchase a DBDD Subscription, you will provide us or our payment provider with billing information, such as credit card information, bank details, billing address, or payment ID number ("Account Information").

2.3 Other information. We also collect, generate, and/or receive other information and data (“ Other Information ”)

(a) Use of Information

i. Locator Service Metadata. When you use DBDD Services, metadata will be generated, which will provide additional context about how you use DBDD Services. For example, we may record the features, content, links, or third-party services (defined below) that you view or use.

ii. Log data. Like most websites, when you visit a practical website, our server automatically collects information and records it in a log file. This log data includes Internet Protocol (IP) address, website address you visited before using the towing website, browser type and settings, date and time you used the towing website, browser configuration and plugin information, language settings.

iii. Equipment information. We also collect information about the devices used to access the Locator service, including information about device type, operating system, device settings, application IDS, unique device identifiers, and collision data.

v. Location information. We receive information from you and other third parties to help us estimate your location, such as the IP address received from your browser or your device. We can also collect location information from your device based on its settings.

(b) SMS (U.S. customers only). We may send SMS messages related to marketing and/or services to your mobile device, subject to your consent and as required by applicable law. You can always reply "stop" to avoid receiving these messages.

(c) Third-party services You can choose to allow or restrict the integration of third-party software (if any) into the Locator service. We can also develop and provide our own applications to connect the actual service with third-party services. Once enabled, the third-party service provider may share certain information with us. We can also develop and provide our own applications to connect the Locator service with third-party services. Once the third-party service is enabled, the provider may share certain information with us. For example, if the cloud storage application allows the import of files into the DBDD user account, we will receive your username and email address, as well as other information that the application chooses to provide to us to facilitate the integration. For more details on what information is shared with us, please check the privacy policy of the applicable third-party service. When enabling third-party services, we have the right to connect and access other information provided by us according to our agreement with the third-party provider. However, when connecting these third-party services to the Locator service, we will not receive or store any passwords of the third party.

(d) Third-party data. We may receive data from affiliates, our partners, or others regarding your visit to our website, marketing activities, and other matters related to our business. This data is used to improve our offer or make the content provided to you more useful. This data may be combined with other information collected, which may include aggregated level data such as the language and country of your visit to our website, or may be more specific: for example, the performance of online marketing or email campaigns.

(e) Other information provided to us. We also receive other information when you submit to the DBDD website or in other ways (for example, if you participate in contests or events, apply for jobs, request support, interact with our social media accounts, or otherwise communicate with us).

2.4 Automatic collection. Generally speaking, the law or contract does not require anyone to provide registration data or other information (collectively referred to as "information"). However, some information is automatically collected, and if certain information is not provided, we may not be able to provide Locator services.

III. How We Use Information

3.1 User Account Data. We use the registration data and other such information collected during your use of the DBDD user account ("User Account Data") in accordance with your instructions and applicable laws. We are the processors of such data, and you are the data controller. For example, you may modify or delete data or change certain settings.

3.2 Other Information. Apart from what is stated in Section 3.1, we use Other Information to protect our legitimate interests in operating the Locator service practical website and our business. Specifically, we use Other Information to provide, update, maintain, and protect the Locator services and website. This includes but is not limited to:

- (a) Providing Locator services in a form suitable for your location;
- (b) Preventing and addressing service errors, security, or technical issues;
- (c) Analyzing and monitoring usage, trends, and other activities;

(b) Compliance with Applicable Laws, Legal Proceedings, or Regulatory Requirements.

(c) Communication by Responding to Your Requests. If you contact us, we may use your Other Information to respond.

(d) Sending Emails and Other Communications. We may send you service, technical, and other administrative emails as well as other types of messages, such as push notifications. We may also contact you to inform you of changes in our Locator services, Locator service products, and important Locator service related notifications (such as safety and fraud notifications). These communications are considered part of the Locator services, and you cannot opt-out. Additionally, we sometimes send emails or other information about new product features, which are marketing messages, so you can control whether you receive them. If you have other questions about the information we send you, please contact us.

(e) Billing, Account Management, and Other Administrative Matters. We may need to contact you for invoicing, account management, and similar reasons. We use account data to manage accounts and track bills and payments.

(f) Investigation and Help Prevent Security Issues and Abuse.

3.3 Personal Data and Anonymous Data. If information is aggregated or de-identified so that it is no longer reasonably associated with an identified or identifiable natural person, we may use it for any business purpose. If information is related to an identified or identifiable natural person and is protected as personal data under applicable data protection laws, it is referred to in this Privacy Policy as Personal Data.

IV. Data Retention.

4.1 We will retain User Account Data in accordance with your instructions and the requirements of applicable laws. Depending on the DBDD Subscription, you may be able to customize retention settings. Deleting User Account Data may result in the deletion or de-identification of some related Other Information.

4.2 We may retain Other Information related to you for the purposes described in this Privacy Policy. This may include retaining your Other Information for a period of time after you deactivate your account, as necessary for us to pursue our legitimate business interests, conduct audits, comply with and demonstrate legal obligations, resolve disputes, and enforce our agreements.

V. Recipient of Data

5.1 Policy and practice. This section describes how we share and disclose information. Generally, you decide your own information sharing and disclosure policies and practices, and we do not control them or how any other third party chooses to share or disclose information;

5.2 Customer Instructions and Applicable Laws We will share and discard registration data separately in accordance with your instructions and subject to applicable laws and legal procedures;

5.3 Third-party service providers and partners. We may engage third-party companies or individuals as service providers or business partners to access other information and support our

business. For example, these third parties provide virtual computing and storage services, or share business information, and develop strategic partnerships with third-party service providers to support our mutual customers. Before engaging any third-party sub-processor, we will conduct due diligence to assess their privacy, security, and confidentiality practices, and sign agreements to fulfill their applicable obligations.

VI. Cookie

6.1 We use cookies and other similar technologies to enhance your experience when using our services. When you use our services, we may send one or more cookies or anonymous identifiers to your device using related technologies to collect and store information about your access and use of our services. We commit not to use cookies for any other purpose beyond what is stated in this Privacy Policy. Our use of cookies and similar technologies is mainly for the following functions or services:

(a) Ensuring the secure and efficient operation of products and services: We may set authentication and security cookies or anonymous identifiers to enable us to confirm whether you are safely logged in to our services or whether there is any unauthorized access, fraud, or other illegal activities. These technologies also help us improve service efficiency, enhance login and response speeds;

(b) Providing you with a more convenient access experience: Using these technologies can help save you the trouble of repeatedly filling out personal information or inputting search content (for example: saving search history, form filling).

6.2 Most browsers provide users with the function to clear browser cache data, and you can perform corresponding data clearing operations in the browser settings. If you choose to clear this data, you may be unable to use the services or corresponding functions provided by us that rely on cookies.

VII. Safety

7.1 Security. We take your data security very seriously. We strive to protect other information you provide from loss, abuse, and unauthorized access or disclosure. These steps take into account the sensitivity of other information we collect, process, and store, as well as the current state of technology. Due to the nature of communication and information processing technology, we cannot guarantee that information is absolutely secure when transmitted over the Internet or stored in our systems or otherwise kept by us, and will not be hacked by others. When you click on a link to a third-party website, you will be tagged with our website, and we will not control or endorse the content on the third-party site.

VIII. Age limit

8.1 Minimum age: We only allow the following personnel:

(a) have attained the age of 18 years;

(b) Those under the age of 18, with the consent of their legal guardian, can use the towing service.

IX. Effective date and changes to this Privacy Policy

9.1 Effective Date. This Privacy Policy shall become effective on [December 1, 2023].

9.2 This Privacy Policy shall become effective on the date of change. We may change this Privacy Policy from time to time. Laws, regulations, and industry standards are constantly evolving, which may necessitate such changes, or we may make changes to our services or business. We will post changes on this page and encourage you to review our Privacy Policy to stay informed. If we make changes that materially alter your privacy rights, we will provide additional notice, such as via email or service. If you do not agree with the changes to this Privacy Policy, you should deactivate your DBDD user account.

X. Identify data controllers and processors

10.1 Data protection laws in certain jurisdictions distinguish between the "controller" and the "processor" of information. Generally, you are the controller of your user account data, and we are the processor of your user account data and the controller of other information.

XI. Your Rights

11.1 Individuals located in certain countries, including the European Economic Area and the United Kingdom, have certain statutory rights regarding their personal data. Subject to any exemptions provided by the company's articles of association, you may have the right to request access to information, as well as seek to update, delete, or correct this information. We will endeavor to allow you to do so using the settings and tools provided in your DBDD Services account. If you are unable to use the settings and tools, please contact us for additional access and assistance;

11.2 If our processing of your personal data is subject to the General Data Protection Regulation or applicable UK law relating to the processing of personal data, we will rely on our legitimate interests to process your data, as described above. We may also process other information that constitutes your personal data for direct marketing purposes, and you have the right to object to our use of your personal data for this purpose at any time.

XII. Contact Information

12.1 If you have any questions about this privacy policy or our practices, or if you are seeking to exercise any legal rights, please feel free to contact us. We will respond within a reasonable time. You can contact us at www.dbddpro.com website.