

Children's Personal Information Protection Policy

Effective Date: January 20, 2022

S.F. Express Co., Ltd. and its affiliates (hereafter referred to as "SF" or "We") are well aware of the importance of protecting the personal information and privacy of the children (minors under the age of 14 as referred to herein). The *Children's Personal Information Protection Policy* (hereafter referred to as the "Policy") constitute an integral part of *Terms of Service* and *Privacy Policy* stipulated based on the services provided by us, including SF Express official website, SF Express App, WeChat official account and mini program (hereafter referred to as the "Service"). Unless otherwise agreed herein, the definitions provided herein shall be consistent with those provided in *Terms of Service* and *Privacy Policy*.

[Application Scope]

The Policy are intended to explain that we have formulated and enforced the personal information protection policy specifically for children (or "your children") when processing of the children's personal information is involved in the Service. As the guardian of the children (hereafter referred to as "you"), you can know and understand by the Policy how we collect, use, store and share your children's personal information, as well as relevant rights of the children and their guardians. We will take special measures to protect children's personal information in accordance with the Policy. The Policy shall apply only to minors who are under the age of 14 and cannot independently decide and authorize us to process their personal information. Teenagers who have reached the age of 14 but not 18, or you, as their guardians, shall have the right to decide whether to authorize us to process the personal information of the teenagers according to the provisions of *Privacy Policy*.

[Special Notes]

The guardians shall guide the children to use relevant Service after carefully reading, fully understanding and agreeing to the Policy. We use real name authentication to implement relevant protection measures for minors (including children), and we will refer to good industry practices to obtain authorization and consent from the guardians. Unless otherwise expressly required by laws and regulations, we will process and protect children's personal information in accordance with the Policy based on your consent. If you refuse to agree to the Policy, the children will not be able to obtain permission to use the Service. When children reach the age of 14 and apply for our identity verification, they will have the right to manage their own accounts, and their guardians will no longer have the right to access and control the accounts.

The Policy will explain special rules on the protection of children's personal information from the following aspects:

1. How do we collect children's personal information
2. How do we use children's personal information
3. Authorized processing and transfer of children's personal information
4. How do we disclose children's personal information
5. How do we store children's personal information
6. How do we guarantee the security of children's personal information

- 7. How do you manage children’s personal information
- 8. Changes to the Policy
- 9. Competent department for protection of children’s personal information
- 10. Application of *Privacy Policy*

1. How do we collect children’s personal information

The scope of children’s personal information we collect in the process of providing the Service to children is consistent with the scope of essential and non-essential personal information required for basic and extended business functions specified in *Privacy Policy*, and the purpose is to provide children with proper service content, and to ensure the security of children’s accounts.

In addition, in order to verify the authenticity of your guardianship over the children and ensure the authenticity of the guardians’ identity, we may also need to collect **your contact information (mobile phone number and/or email)** and other necessary and reasonable information that may help us verify the **authenticity of the guardianship and the identity**.

Please note that your children may also use the Service by logging into the accounts registered on channels in collaboration with us (such as application stores or channels, WeChat, etc.). In this case, we will obtain from these channels relevant information of your children under the corresponding third-party accounts, including account name and nickname (but excluding real-name authentication information, etc.). The channels’ policy or relevant statements on protection of children’s personal information shall apply to children’s personal information collected by those channels.

In order to protect the security of your children’s personal information, we would like to remind you again that you shall guide your children to complete the registration throughout the process, including authorized logging in to the above-mentioned thirdparty accounts.

2. How do we use children’s personal information

We strictly abide by the provisions of Chinese laws, regulations and policies, and abide by the provisions of *Privacy Policy* to use the collected information within the scope of your authorization and consent to provide the Service to children. If we use children’s personal information beyond the scope of *Privacy Policy* or beyond the purposes and its directly or reasonably related scope we informed you at the time of collecting children’s personal information, we will inform you again and obtain your consent before using children’s personal information.

3. Authorized processing and transfer of children’s personal information

If we need to authorize a third party to process children’s personal information, we will conduct a security assessment on the authorized party and the authorized processing and sign an authorization agreement to clarify the items, storage periods, nature and purpose of processing as well as the responsibilities of both parties. The authorized processing will not exceed the scope of processing children’s information authorized by you. In the case of authorized processing, we will take liability for the protection of children’s personal information, and supervise and require the authorized party to fulfill the following obligations:

1. Process children's personal information in accordance with laws, administrative regulations, and our requirements;
2. Assist us in responding to any requests made by guardians;
3. Take measures to ensure information security and promptly report to us upon occurrence of any breach of children's personal information leakage;
4. Promptly delete children's personal information when the authorization is terminated;
5. Shall not engage any third party in the processing;
6. Perform other obligations to protect children's personal information according to the law.

For circumstances and necessity of our transfer of children's personal information, please refer to *Privacy Policy*. We will only provide children's personal information to third parties for a legitimate, proper and necessary purpose.

When authorizing the processing of or transferring children's personal information, we will conduct or authorize a third party institution to conduct security assessment, and take encryption and other technical measures to ensure the security of children's information.

4. How do we disclose children's personal information

We will only disclose your children's personal information in accordance with laws and administrative regulations or in accordance with our agreements with you. For more details, please refer to *Privacy Policy*.

5. How do we store children's personal information

In strict accordance with laws, regulations and regulatory policies, we will take industry-standard encryption measures for storage of children's personal information to protect the security of children's personal information.

In general, we will only store your children's personal information for as long as necessary to fulfill the necessary Service or under conditions prescribed by laws and regulations. After exceeding the storage periods stipulated by laws and regulations or regulatory regulations, we will delete your children's personal information or take desensitization technical measures to anonymize it in accordance with the requirements of laws and regulations.

6. How do we guarantee the security of children's personal information

Personal information security measures set out in *Privacy Policy* are applicable to children's personal information. At the same time, we have listed children's personal information as sensitive personal information, and ensure the security of children's personal information in strict accordance with the requirements of Chinese laws and regulations:

1. Take encryption or other necessary technical measures for storage, transmission and transfer of children's personal information;
2. Conduct security assessment when authorizing a third party to process children's personal information or transferring children's personal information to a third party;

3. In order to ensure the security of children's personal information, we strictly require those who have access to children's personal information to abide by the confidentiality obligations, and not to access and use children's personal information without permission. We will also take technical measures to prevent such persons from illegally copying and downloading children's personal information.

7. How do you manage children's personal information

You can exercise the rights of subject of personal information by the way stated in *Privacy Policy*, and exercise the rights to rectification and deletion of your children's accounts to protect the information security and physical and mental health of your children.

8. Revision to the Policy

We may revise the Policy where appropriate in accordance with Chinese laws, regulations and regulatory policies as well as changes in the technical environment. In case of any revision to the Policy, we will inform you in an appropriate way at the time of update. Please read carefully the revised Policy for Protection of Children's Personal Information. Allowing your children to continue to use the Service is deemed your consent to our collection, use or processing of your children's personal information in accordance with the updated Policy.

9. Department for protection of children's personal information

We have a special personal information protection department which will undertake the obligations of protecting children's personal information in strict accordance with the Policy. If you have any complaints or reports about the security of children's personal information, or have any questions, comments or suggestions on matters related to the Policy, please feel free to contact our department responsible for personal information protection:

Address: 1/F, Block B, Building 1, Shenzhen Software Industry Base, Xuefu Road, Nanshan District, Shenzhen, Guangdong Province, P.R. China

Email: DPO@sfmail.sf-express.com

10. Application of *Privacy Policy*

Terms of Service and *Privacy Policy* are uniformly applicable user service agreements and general privacy statements, and the contents specified therein, including but not limited to user rights and information security measures, are applicable to all users. The Policy are a privacy protection policy specifically for children and set forth special protection for children's personal information. If there is any inconsistency among *Terms of Service*, *Privacy Policy* and the Policy, the last one shall prevail.