

AiCAM Indoor Security Value-added Service Agreement

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【Signing Tips】

Welcome to use AiCAM indoor security value-added services!

AiCAM Indoor Security Value-Added Service (hereinafter referred to as "this Service") is a remote indoor security software technology service provided by Hangzhou JF Software Co., Ltd. (hereinafter referred to as "our company ") to some devices and users that can be connected to our platform based on self- developed technology .

In order to help you clearly understand and use this service, our company will explain to you in detail the content and usage specifications of this service " AiCAM Indoor Security Value-added Service Agreement" (hereinafter referred to as "this Agreement"). **Please read this Agreement carefully and completely before ordering or using the Service, especially the terms and conditions of use, restrictions or exemptions in bold and underlined form.** If you do not agree to or cannot accurately understand the relevant terms, please do not proceed; once you choose to activate or actually use this service, you will be deemed to have read and accepted all the contents of this agreement and voluntarily be bound by it. This Agreement is a supplement to the " Purchase Instructions " and/or other rules related to the use of other value-added services; matters not covered in this Agreement shall be subject to the aforementioned relevant agreements or rules.

Please note that in order to provide you with this service, our company needs to collect and use some of your personal information. We will explain this to you in detail in the "Privacy Statement" section of this Agreement. You do not have to agree to the Privacy Statement under this service, but refusing to provide certain information may affect your use of the service. Please read it carefully

and make a careful decision.

【Rules of Use】

1. Service Content

1. Under this service , users can adjust the service configuration according to actual needs. When the purchased service equipment senses dangerous behavior, suspected strangers, flames, etc. in the video , it will automatically trigger a specific alarm message or notify the user or his designated person of possible abnormal situations through a phone reminder .

2. The reporting method for indoor security alarm messages under this service is generally based on pre-set rules, and the system automatically imports them according to the rules; the currently supported information types may be limited, please refer to the actual display on this service page .

3. This service plays an auxiliary role. In addition to abnormal situations, it can also pay attention to the entry and exit information of family members . Indoor security intelligent identification is an intelligent algorithm capability. It is limited by different real installation and use scenarios. There are certain errors in its calculation accuracy and push reach rate (omissions, false alarms). It cannot prevent or stop related risk events caused by detection. We hope that with the assistance of this service, we can improve your personal and property safety.

4. Recommended installation position: height: about 2 meters, angle: about 25 degrees downward, distance: about 3 meters for best effect. The accuracy is higher in closed scenes with fixed personnel . There will be certain behavioral calculation deviations in other scenes .

5. This service is only applicable to the client software provided by our company (hereinafter referred to as the "client" or "APP ").

2. Conditions of Use

1. This service is only available to clients with valid registration and adaptation.

You are solely responsible for activating this service with your account. To this end, you must correctly use and properly keep your account in accordance with relevant laws and regulations and this Agreement. Please note that if you change, suspend or terminate the use of an existing account, even if your device condition has not changed, this service will not refund or change you due to account changes.

2. The use of this service depends on your network environment, client settings, device settings, installation location , screen behavior, input information (face, human figure) , etc. For example, this service can only be applied to the device added under the user's account (i.e. the current account) when ordering the service. The specific requirements are subject to the actual display on this service page. You should ensure that all conditions and requirements for using this service have been met before using this service, otherwise our company may refuse or terminate the service at any time, and if our company is unable to provide this service due to your failure to meet the conditions of use, our company does not assume any liability other than that expressly provided by the law, and you shall bear the relevant losses on your own ; if you replace, suspend, change or terminate the use of the above settings and/or related equipment, or encounter loss, leakage or theft, you should take necessary measures in a timely manner and inform our company to reduce possible losses; you understand and agree that, except for effective judicial judgments, our company cannot assume any liability for this, and you shall bear the relevant losses on your own.

3. This service is a paid service . Please understand that we will incur certain technical operating costs when you use this service, and we have the right to charge you a certain service fee. When you make a payment, you can choose the payment service provided by the third-party payment

institution that cooperates with our company . We will conduct free trials or free services within a specified range from time to time , and the specific details will be subject to the public announcement on the service interface. After the trial ends or exceeds the free range, you can order this service according to your needs.

4. You can choose to use the automatic renewal or automatic renewal payment mode. Our company will remind you at the payment confirmation. If you continue to pay, it will be deemed that you agree to automatic renewal and automatic renewal , that is, you agree that the third-party payment institution can deduct the service fee for the next billing cycle from your bound account without verifying your account password, payment password, SMS verification code and other information (the billing cycle varies slightly depending on the service type, and the specific rules are subject to the actual display on this service page). Please note: (1) Within 3 days before the expiration of the current automatic renewal or automatic renewal billing cycle , our company will remind you in a prominent manner , including but not limited to: push or client page, etc.; (2) Due to the restrictions on the deduction rules of third-party payment institutions, if you cancel the current automatic renewal service billing cycle within 24 hours before the expiration of the current billing cycle, the third-party payment institution may deduct the service fee for the next billing cycle and stop the deduction service. If the deduction is successful, your service period will end from the date of expiration of the next billing cycle; (3) If you change, suspend or terminate the use of your account, please cancel the automatic renewal or automatic renewal through the original account or the third-party payment institution in a timely manner, otherwise you will bear the relevant losses.

5. If the charging standards or payment methods need to be adjusted due to market changes, technology upgrades, changes in operating costs, etc., our company will announce or notify you

of the adjustment plan and the implementation time of the new plan through in-site announcements, in-site letters, emails or other written methods . Unless otherwise stated, the adjustment will not affect the paid subscription plan, that is, you will still enjoy the price before the adjustment during the billing cycle you have paid. If you have any objections to the new plan, please cancel the automatic renewal service before the expiration of the paid cycle. If you cancel successfully, your service period will end from the date of expiration of the current billing cycle. If you fail to cancel in time, it will be deemed that you agree to the new plan, and the third-party payment institution will deduct the service fee for the next and subsequent billing cycles according to the adjusted price.

6. You understand and agree that, in view of the virtual commodity characteristics of this service, unless otherwise agreed in writing to the contrary, this service does not support device replacement or refund once purchased; even if you suspend the use of this service midway, change the account bound to the device, change the corresponding device under the account, mistakenly purchase the service after obvious and effective reminders, or are not satisfied with the use effect, etc., you will not be able to apply for a refund or extend the corresponding service period.

7. Please note that the equipment related to this service (such as IoT devices connected to this service , mobile phones, computers, modems and other devices related to accessing the Internet) and the required fees (such as phone and network fees, data traffic, etc. paid for accessing the Internet) are all borne by you .

8. By activating this service, you agree and authorize our company to conduct relevant analysis of indoor security value-added services based on the relevant content recorded by the service equipment you purchased, including but not limited to pictures, videos and other data information.

III. Declaration and Commitment

1. You know and understand that **this service is only used for legal and legitimate purposes. You should ensure that you do not use this service for any illegal, infringing or profit-making activities, and independently and fully bear all responsibilities for the ordering and use of this service.**

2. You agree and abide by the "seven bottom lines" of laws and regulations, the socialist system, national interests, the legitimate interests of citizens, public order, social morality and information authenticity. You shall not use your account, software and services to produce, copy, publish or disseminate any content that violates laws and regulations or infringes on the legitimate rights and interests of other users or third parties, including but not limited to: **publishing, transmitting, disseminating and storing content prohibited by national laws and regulations; publishing, transmitting, disseminating and storing content that infringes on the legitimate rights and interests of others, such as reputation, portrait rights, intellectual property rights, trade secrets, etc.; involving the privacy, personal information or information of others; publishing, transmitting and disseminating harassment, advertising information, excessive marketing information and spam or containing any sexual or sexual innuendo; other information that violates laws and regulations, policies and public order and good customs, social morality or interferes with the normal operation of our company and infringes on the legitimate rights and interests of other users or third parties.**

3. You understand and agree that the service provider under this service only provides neutral software technology services and cannot control the information content imported by using this service, nor can it control the user's use behavior. In accordance with the laws and regulations applicable to this service, the service provider has the right to review the content of the information materials you publish, disseminate, and store when using this service to a reasonable

extent, but such review should not be understood as a commitment or guarantee to the legality of the user's content or behavior at any time, nor does it constitute any special relationship with the user in terms of any behavior or liability.

4. You should be aware and understand that **if we or our service partners discover or receive complaints or reports that your information or your use of the Service violates laws, regulations or this Agreement, we have the right to independently identify your behavior and applicable agreements and handle them accordingly, including immediately deleting such content, suspending or terminating the provision of part or all of the Services to you, and requiring you to compensate for related losses; if your aforementioned behavior leads to any third party making a claim, you shall bear all responsibility.** In addition, you should know and understand that in addition to the information provided by the complainant or reporter, our system records may also serve as relevant evidence of your violation of the law or this Agreement. **You further understand that our company will make the most legal and reasonable judgment on the legality of your information and behavior in accordance with effective laws and regulations, but it does not guarantee that its judgment is completely consistent with that of the competent authority, and our company 's relevant handling cannot reduce or exempt the responsibility determination or punishment of the competent authority, the latter of which shall be borne entirely and independently by you.**

5. You understand and agree that the use of this service or the acquisition of any information or content through our services is based on your independent judgment. The consultation or guidance that our company may provide on the ordering or use of services will not replace your independent judgment at any time, nor should it be understood as our company 's commitment or guarantee.
You shall bear all risks arising from the aforementioned actions, including risks arising from reliance

on the accuracy, completeness or practicality of the content; except for effective judicial judgments ,
our company cannot and will not assume any responsibility for this.

6. You agree that if force majeure occurs, resulting in the interruption or termination of the operation
of our company or the corresponding client , our company does not need to bear any responsibility.

Force majeure referred to in this agreement includes: natural disasters, changes in laws, regulations or government orders, reasons unique to the characteristics of network services, such as failures of domestic and foreign basic telecommunications operators, computer or Internet-related technical defects, Internet coverage restrictions, computer viruses, hacker attacks, and other objective circumstances that cannot be foreseen, avoided or overcome within the legal scope .

IV. Others

1. This service will be provided in accordance with the current status of what can be achieved with existing technology and conditions. You should know and understand that this service may be affected by many factors, including but not limited to user reasons, service partner reasons, network environment quality, etc. Therefore, our company cannot provide complete commitment and guarantee on the stability and quality of this service; at the same time, except for effective judicial judgments, our company 's liability for compensation for the provision of this service is capped at the actual service fee you pay. However, our company promises to make its best commercial efforts in this regard, and will provide guarantees through mechanisms such as prudent screening of service partners and construction of backup operation and maintenance systems. You can understand the aforementioned mechanism through this agreement or the relevant pages of this service; if you encounter problems in the process of using this service, you

can also seek explanation and processing from our customer service at any time.

2. In view of the particularity of network services and to ensure the security of service operations, you understand and agree that our company may upgrade or adjust this service at any time, which may cause changes in the effects of some functions of this service, the inability to continue to use the old service system, etc., or require you to operate the relevant browser plug-ins, mobile client software, terminal device software, etc. separately. The relevant upgrades or adjustments will be released in the form of new versions of this service, system updates, etc. You should operate in a timely manner according to the prompts to avoid unnecessary losses due to the inability to continue to use the service or service instability.

3. You understand and agree that our company may regularly or irregularly inspect or maintain the platform or related equipment that provides this service, which may cause the service to be interrupted within a reasonable time. For such interruptions, we will make announcements on our website, in the corresponding client software or on the relevant pages of this service as far as possible, or notify you in advance by email, short message, etc.; however, except for the case where you suffer losses due to our company's unilateral intentional or negligent reasons, our company will not be responsible for this and the service period will not be extended.

4. In view of the particularity of network services, you agree that our company may terminate part or all of this service at any time. Our company will promptly notify you by email, short message, etc. after terminating part or all of this service, but our company will not be responsible for such termination unless your loss is caused by our company's unilateral intentional or negligent reasons .

5. In view of the need for optimization and upgrading of software services from time to time, you

understand and agree that we will adjust this Agreement from time to time according to business operation needs , and announce or notify you by in-site announcements, in-site letters, emails or other written methods; the relevant adjustments will take effect from the date stated in the relevant announcement or notification (if not specifically stated, it will take effect 7 days after the announcement or notification). If you do not accept the relevant adjustments or updates, you should immediately stop using this service and inform us in writing, otherwise you will be deemed to have accepted the modified content; if you do not receive relevant rules, notices, reminders and other information due to errors in the information such as the email address, mobile phone number, and mailing address you provide, you agree that you will still be deemed to have received the relevant information and be bound by it, and all consequences and responsibilities will be borne by you; if you have any questions about this Agreement or any updated content, you can ask our customer service for help at any time, and we will try our best to explain it to you. At that time, you should not claim that this Agreement is invalid or request to revoke this Agreement on the grounds that you have not read or confirmed the content of this Agreement or have not obtained our answers to your inquiries .

6. If any clause of this Agreement is deemed invalid, it will not affect the continued validity of other clauses.

7. This Agreement shall be governed by the laws of the People's Republic of China and excludes the application of any conflict of laws provisions. This Agreement is signed in Fuyang District, Hangzhou City, Zhejiang Province. If a dispute arises, you and our company agree to submit the dispute to the People's Court with jurisdiction over the location of the service provider for litigation.

【Privacy Statement】

1. In order to provide you with the agreed indoor security services, we will follow the principles of legality, legitimacy and necessity to collect and process your personal information for the following purposes and methods:

1) Intelligent analysis of indoor security based on device information, device configuration, video screen, video image and other device parameters;

2) When you use [Family Management], Family-[Entry and Exit Information Statistics] or Family-[Reminder Function], we will collect your or other family members ' faces, figures, names, addresses, contact numbers, video surveillance equipment information, etc. through your self-entry and input of relevant information , so that in the self-care mode, once an alarm event is triggered, a phone reminder will be sent to you or your designated person in a timely manner , and relevant data statistics will be collected. This function is only used for your personal indoor security analysis, data statistics and reminders, and will not be used for other commercial purposes , and does not require the use of your other mobile phone permissions; **if you refuse to provide the aforementioned information or permissions, you will not be able to use this function successfully.**

3) When you need to issue an electronic invoice, we need to issue an invoice for you based on the invoice information you provide. You need to provide an email address or mobile phone number to receive the electronic invoice; when you apply for a paper invoice to be sent to you, you need to provide the delivery information according to the interface prompts in order to receive the paper invoice.

At the same time, we will also manage third parties through a variety of means, including strict

access, confidentiality agreements, audits and supervision, and require them to handle relevant information with confidentiality and security measures no less stringent than those required by this policy.

2. Unless otherwise required by applicable laws and regulations, we will only retain your personal information and/or imported information for the period necessary to achieve the purpose of this service. Please note that the service information and transaction information required by the "E-Commerce Law of the People's Republic of China" shall be retained for no less than three years from the date of completion of the transaction; in addition, 30 days after your service expires for any reason, the service provider will clear all your imported information and will therefore be unable to respond to your inquiries or backup requests.

(End of full text)

Limitation of Ai Smart Indoor security

For all algorithms

AIS cannot guarantee that AI will work as intended all the time, as the AI algorithm used can be affected by multiple external factors that differ from user to user

AI is optimized for the best performance when

- Detection target is within 3 to 5 meters in front of the device's field of view
- There is sufficient lighting in the environment
- Target of detection is in clear view of the device with maximum exposure to the device's field of view and is not obstructed by objects in the environment
- Target of detection is not too close to the device's field of view such that parts of the target cannot be seen (as they are too close to the device)

Family member recognition and statistics

- It is recommended to add at least 3 photos from different perspective of members and the more photos is added the better for member identification
- The AI algorithm takes into account both facial features and body types / characteristics in recognizing the individual
- If two people are very alike such as having the same hairstyle and the device cannot see the face or other features clearly, the person may be misidentified
- Automatic machine learning is used to improve the accuracy of identification
- If the algorithm misidentifies added members as strangers, the users can manually correct the system by tapping in notifications tab the green button next to the notification message

“Stranger” classification and detection

- If the AI can clearly see a human with distinguished features and if the human is not an added family member, Stranger notification will be triggered

Fire and smoke detection

- The fire and smoke notification may not be triggered if there are obstructions to the device’s view or the distance is greater than 3-5 meters

Dangerous behavior

- The AI used to identify what classifies as “Dangerous Behavior” is specifically optimized for but not limited to a human using bladed weapons such as a sword or a knife and a human using a firearm such as a pistol or long rifle

Entry and exit statistics

- When the AI has detected a human coming into the device’s field of view and entry notification will be triggered
- If a human that has stayed in the device’s field of view is no longer visible to the device an exit notification will be triggered
- If a human that has stayed in the device’s field of view is partially obscured such that most of the body is covered or obstructed, an exit notification may be triggered