

## AiCAM Value-added Service Agreement for Outdoor Security

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### [Note]

Welcome to Use AiCAM Outdoor Security Value-Added Service!

AiCAM outdoor security value-added service (hereinafter referred to as "this Service") is a remote outdoor security software technical service provided by Hangzhou JF Software Co., Ltd. (hereinafter referred to as "Our Company") based on self-developed technology to some devices and users that can be connected to our platform.

To facilitate your clear understanding and use of this service, we specifically elucidate the content and usage regulations of this service through the *AiCAM Outdoor Security Value-added Service Agreement* (hereinafter referred to as "the Agreement"). **Please read this Agreement carefully and completely before subscribing or using this Service, especially the terms highlighted in bold and underlined and containing important information about usage qualifications, limitations, and disclaimers.** If you do not agree with or cannot fully understand any of the terms, please refrain from proceeding with any further actions. By choosing to activate or having actually used this service, you are deemed to have read and accepted all contents of the Agreement. This Agreement supplements the *Purchase Notes* and/or other regulations on the use of value-added services. Any issues uncovered herein shall be governed by the aforementioned agreements or rules.

The Company needs to collect and use some of your personal data to offer you this Service. We will explain the details in the "Privacy Notice" herein. You are not legally bound to agree to the "Privacy Notice" hereunder, yet refusing to provide certain data may compromise your experience. Please

review it thoroughly and make a well-informed choice.

## **[Rules for Use]**

### **I. Service Content**

1. This Service allows users to modify the configuration of the service according to their specific requirements. Should the purchased service device sense or capture the following images:

- 1) Human shape: people appearing, people wandering, etc.;
- 2) Motor vehicles: vehicles appearing, vehicles stop, etc.;
- 3) Non-motorized vehicles: non-motorized vehicles appearing, non-motorized vehicles stop,

etc.;

- 4) Pets: pets (cats, dogs) appearing, etc.;
- 5) Parcel: express parcels inspection, etc.;
- 6) Smoke and fire: detection of smoke and fire, etc.;

it will automatically trigger a specific alarm message or notify the user or their designated individual of potential abnormal conditions via a telephone reminder.

2. The upload of alarm messages for outdoor security under this Service is generally performed by the system itself in accordance with predefined rules; Please note that the types of information currently supported may be limited. **Therefore, please refer to the information displayed on the page of this Service.**

3. This service plays a supplementary role. In addition to abnormalities, it can also provide a

number of other services, including outdoor human shape detection, vehicle detection, non-motorized vehicle detection, pet detection, parcel detection, smoke and fire detection, and other silhouettes of time. Outdoor security intelligent identification is an intelligent algorithm capability, limited by different real installation and use scenarios. Therefore, there are certain margins of error (omission or false alarms) in its calculation accuracy and push notification delivery rate. This service aims to enhance your personal and property safety but cannot completely prevent or eliminate related security risks.

4. To achieve the best effect, this device is recommended to be installed at a height of around 2 to 3 meters, angled downwards by about 25 to 35 degrees, and positioned approximately 3 to 5 meters. It is suitable for outdoor doorways, courtyards, and other scenarios.

5. This Service is exclusively compatible with the client software of the Company (the "Client" or the "APP").

## **II. Terms of Use**

1. This Service is only applicable to validly registered client users.

If enabling this Service on your account, you shall be solely held responsible. You shall correctly use and carefully protect your account in accordance with applicable laws and regulations, as well as this Agreement. Should you replace, suspend, or terminate the use of your existing account, this Service will not be adjusted, changed, or refunded accordingly, even if there is no change in your device.

2. The functionality of this Service is contingent upon a number of factors, including the network environment, client settings, device settings, installation location, and screen behavior. For

instance, this Service can only be applied to devices that have been added under the account to which the user belongs when subscribing to this Service (i.e., the current account). The specific requirements are subject to those displayed on this Service page. You shall ensure to have met all terms and requirements before using this Service. Otherwise, the Company may refuse or terminate this Service at any time. In addition, where the Company is unable to provide this Service due to your failure to meet the terms of use, the Company will not bear any responsibility beyond what is legally mandated, and you shall be solely responsible for any resulting losses. If you replace, suspend, change, or terminate the use of the aforementioned settings and/or related device, or if you experience loss, leakage, or theft, you shall take necessary measures promptly and inform the Company to reduce possible losses. You understand and agree that, except for effective judicial decisions, the Company will not assume any responsibility for such matters, and you shall bear the relevant losses incurred.

3. This Service is designated as a fee-based offering. This Service entails certain technical operational expenses for the Company, and we reserve the right to collect a service fee. In the payment process, you may choose the payment services provided by a third-party institution in partnership with the Company. We periodically offer free trials or service giveaways within specific ranges, which are subject to the specific terms displayed on this Service page. If the trial period ends or your needs are beyond the giveaways, you may order this Service as needed.

4. You may select automatic renewal and re-billing. The Company offers a reminder for payment confirmation. Should you proceed with the payment, it will be understood as your consent to automatic renewal and re-billing. This means you agree that the third-party payment institution may deduct the service fee for the next billing cycle from the account you have added without

verifying your account password, payment password, or SMS verification code. (The billing cycle varies depending on the type of service and the specific rules are subject to those displayed on this Service page.) Note: (1) Within three days before the expiration of the current billing cycle for automatic renewal and re-billing, the Company will remind you in a conspicuous manner, including but not limited to pushing notifications or notifying on the client page; (2) Limited by the third-party payment institution's deduction rules, if you cancel the automatic re-billing 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 before terminating the deduction service. If the deduction is successful, your service period will terminate from the day after the expiration of the next billing cycle. (3) If changing, suspending, or terminating the use of your account, you shall timely cancel the automatic renewal and re-billing through your original account or the third-party payment institution to avoid any losses.

5. Where the Company changes the pricing standards and payment methods in response to market fluctuations, technological upgrades, and changes in operational costs, we will release or notify the implementation time of the adjusted and new scheme via site announcements, site messages, Emails, or other written notifications. Unless otherwise specified, such adjustment will not impact any currently paid subscription plan. This means that you will retain the pre-change pricing for the duration of your paid billing cycle. In the case of any objection to the new scheme, you may cancel the automatic re-billing service before the end of your current paid cycle. Upon cancellation, your service term will terminate as of the conclusion of the current billing cycle. If failing to cancel it timely, you will be deemed to have agreed to the new scheme. The third-party payment institution will deduct the service fee for the subsequent billing cycles at the adjusted

price.

6. You understand and agree that, given the nature of this Service as a virtual product, unless otherwise agreed upon in writing, **once successfully purchased, this Service does not support exchanging devices, or refunds. Even if you temporarily suspend the use of this Service, change the account bound to the device, replace the associated equipment under the account, or continue to purchase the Service incorrectly despite significant and effective reminders, or are dissatisfied with the service performance, you will not be eligible to apply for a refund or extension of the service period.**

7. **Any devices related to this Service (such as IoT devices, mobile phones, computers, modems, and other equipment necessary for internet access) and the associated costs (such as phone charges, internet fees, and data usage) are solely your responsibility.**

8. **By opening this Service, you consent to authorize our company to analyze the outdoor security value-added services of the purchased service device, including, but not limited to, images and videos.**

### **III. Statement and Commitment**

1. You acknowledge and understand that **this Service is for legal and proper use only. You shall not use this Service for any illegal, infringing, or profitable activities and you shall bear full responsibility for subscribing and using this Service independently and completely.**

2. You agree to and shall comply with the "Seven Limits" including laws and regulations, the socialist system, national interests, citizens' legitimate interests, public order, social moral conventions, and the authenticity of information. You shall not use your account, software, or this

Service to create, copy, publish, or distribute any content that violates laws and regulations, or infringes upon the legal rights and interests of other users or third parties, including but not limited to posting, sending, disseminating, or storing content prohibited by national laws and regulations, that violates the legal rights of others, such as reputation right, portrait right, intellectual property, and trade secrets, and that involves the privacy, personal information, or data of others; publishing, sending, or disseminating harassing, advertising, overly promotional, or spam messages, or messages containing any sexual or suggestive content, as well as any other content that violates laws and regulations, policies, public order and morals, social ethics, or interrupts our normal operations and infringes upon the legitimate interests of other users or third parties.

3. You understand and agree that the service provider hereunder only provides neutral software technical services and cannot control the content of the information imported through this Service, nor can it control the users' behaviors. To ensure compliance with the applicable laws and regulations, the service provider reserves the right to review the content you publish, distribute, or store under this Service within a reasonable scope. This review does not constitute a commitment or warranty of the legality of user-generated content or actions, nor create any special legal relationship between users and the service provider regarding liability or conduct.

4. You shall be aware and understand that **if the Company or our service partners discover or receive complaints or reports that your data or your use of this Service violates laws and regulations or this Agreement, we have the right to independently determine your actions and the applicable agreements, and to handle them accordingly, including immediately deleting such content, suspending or terminating our provision of the Service for you in whole or in part, and requiring you to compensate for related losses. If your actions lead to any third-party claims, you shall be held**

**fully responsible.** You shall also be aware and understand that, in addition to the information provided by complainants or reporters, our system logs may also constitute evidence of your violation of laws or this Agreement. **Furthermore, the Company shall make every legitimate and reasonable effort to determine the legality of your data and behaviors under effective laws and regulations, provided however that we do not guarantee our determinations completely comply with those by the relevant bodies. The Company's actions also cannot reduce or exempt the responsibilities or penalties determined by the authorized bodies, and you shall bear the penalties (if any) fully and independently.**

5. You understand and agree that your use of this Service or acquisition of any information or content through the Company's Service is based on your independent determination. Any of our advice or guidance regarding service subscription or use will not replace your independent determination at any time and shall not be understood as the Company's commitment or guarantee. All risks arising from the aforementioned actions, including but not limited to risks arising from reliance on the accuracy, completeness, or usefulness of the content, shall be assumed by yourself. Except for effective judicial decisions, the Company shall not bear any responsibility for these matters.

6. You agree that in the event of an interruption or termination of the Company's or the corresponding Client's operation due to force majeure, the Company shall not be held responsible.

The term "force majeure" referred to herein includes natural disasters, changes in laws, regulations, or government directives, reasons unique to network services, such as failures of domestic and international telecommunications operators, technical defects related to computers or the internet, limitations on internet coverage, computer viruses, hacker attacks, and other



objective situations that are beyond the reasonable anticipation, avoidance, and control within the scope of legality.

#### IV. Miscellaneous

1. **This Service is provided based on the current technology and conditions available.** You shall be aware and understand that this Service may be influenced by various factors, including but not limited to user reasons, issues with service partners, and network conditions. Therefore, we cannot guarantee this Service's stability or quality entirely. Our liability for compensation, unless overruled by a judicial ruling, is capped at the amount you paid for this Service. The Company commits to using its commercially reasonable efforts to ensure service stability and quality by selecting service partners meticulously and implementing backup systems for operational continuity. You may refer to this Agreement or the pages related to this Service to understand the aforementioned mechanisms. Should you encounter any issues while using this Service, you are welcome to contact our customer support at any time for explanations and assistance.

2. Considering the unique nature of internet services and to ensure the security of service operations, you understand and agree that the Company may, at its sole discretion, upgrade or adjust this Service. Such updates or adjustments may result in changes in the performance of specific features of this Service, render former service systems incompatible for continued use, or require you to perform separate operations on related browser plug-ins, mobile client software, and terminal device software. The relevant upgrades or adjustments are released in new service versions, system updates, and other forms. Please respond to the tips in a timely manner to prevent any unnecessary inconvenience or loss resulting from the inability to use this Service or

from Service instability.

3. **You understand and agree that the Company may regularly or irregularly maintain or repair the platform or related device that provides this Service, and such activities may result in the interruption of this Service within a reasonable period.** In the event of such interruptions, we will make every effort to announce them in advance on the Company's website, through the corresponding client software, or on relevant pages of this Service, or to notify you via an Email, SMS, or other means; **provided however that, except in cases where your loss arises from the Company's intentional misconduct or negligence, we shall not assume any responsibility for these interruptions nor extend this Service period.**

4. **Given the nature of network services, you agree that the Company may terminate this Service in part or in whole at any time.** The Company will notify you via an Email, SMS, and other means upon the termination of this Service in part or in whole, provided however that, except in cases where your loss is caused by the Company's intentional misconduct or negligence, we shall not assume any responsibility for such termination.

5. **Considering the need for continuous optimization, upgrading, and other requirements of software services, you understand and agree that we will adjust this Agreement from time to time as needed for business operations** and announce or notify you through site announcements, site messages, Emails, or other written means. The relevant adjustments shall come into effect from the date specified in the announcement or notice (In the case of no special indication, they shall come into effect within seven days upon the announcement or notice). If you do not accept any adjustments or updates hereto, you shall promptly cease using this Service and notify us in writing. Otherwise,

you shall be deemed to have accepted the modified terms. In the event that you do not receive any rules, notifications, reminders, or other information due to incorrect Email addresses, mobile numbers, or mailing addresses provided by you, you agree to be bound by the information as if it had been received. All consequences and responsibilities arising therefrom shall be borne by yourself. If you have any questions regarding this Agreement or any updates, you are welcome to reach out to our customer support for assistance at any time. We will make every effort to explain for you. **At that time, you shall not claim the invalidity of this Agreement or request its revocation on the grounds of not having read or confirmed the content hereof, or not having received the response to your inquiries.**

6. The invalidity of any term hereof shall not prejudice the enforceability of the remaining terms.

7. This Agreement is governed by the laws of the People's Republic of China and excludes the application conflicting with any legal provisions. This Agreement is signed in Fuyang District, Hangzhou, Zhejiang Province, China. In the event of any dispute, you and the Company hereby agree to submit the dispute to the people's court with jurisdiction in the location of the service provider for litigation and resolution.

[Privacy Notice]

1. To provide you with the agreed-upon outdoor security service, we will collect and process your personal information in accordance with the principles of legality, propriety, and necessity, for the following purposes and in the following manner:

1) We will perform intelligent analysis of outdoor security for the device information, device configuration, and device parameters, such as video footage and video images;

2) When you use the [Reminder Function], we will collect your name, address, contact number, video surveillance device information, etc. by filling in the form on your own. This is so that we can notify you or your designated person by telephone in a timely manner once the alarm event is triggered when using this Service. Please note that the use of this function does not require calling other permissions of your mobile phone; **If you refuse to provide the foregoing information or permissions, you will not be able to successfully use this function.**

3) If you need to issue an electronic invoice, we will issue it based on the invoice information you provide. You shall provide an Email address or phone number to receive the electronic invoice. Should you opt for a paper invoice, please follow the on-screen tips to supply your contact information.

Furthermore, we shall ensure robust third-party management by implementing a variety of measures such as rigorous access controls, non-disclosure agreements (NDAs), and regular audits and oversight, compelling them to maintain security and privacy standards at least as stringent as those outlined herein for information processing.

2. Unless required by applicable laws and regulations to the contrary, we will retain your personal data and/or the imported information only for the duration necessary to achieve the purposes outlined in this Service. **Please note that service and transaction information shall be preserved for at least three years following the conclusion of the transaction as provided for by the *E-Commerce Law of the People's Republic of China*. Additionally, should your service terminate for any reason, the service provider shall comprehensively delete all the information and materials you have imported after 30 days from the termination of this Service. Consequently, we will be unable to fulfill**

any subsequent requests for information retrieval or data backup.

(The end)

## Limitation of Ai Smart Outdoor 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)

### Vehicle parking

- AI has been optimized for any vehicle with 4 wheels
- Detection will occur when a vehicle has remained parked / still for more than 1 minute
- After that, parking notification will not sound until the same vehicle has moved or 24 hours has passed

### private vehicle parking

- In ideal conditions, the AI will be able to identify the vehicle that is parked
- The user first needs to add the vehicle the user wants the AI to recognize in the “settings” sub-menu
- The pictures added must be clear (only one vehicle in the picture), high quality, and in a well lit environment
- Detection will occur when a vehicle has remained parked / still for more than 1 minute
- After that, private vehicle parking notification will not sound until the same vehicle has moved
- If there are similar vehicles in size, general shape, color (e.g. vehicle of same make, model, and color) the algorithm may not be able to distinguish the vehicles apart
- If the lighting conditions are not ideal such that the colors of the vehicle appears to be different than the pictures added, the algorithm may not be able to distinguish the vehicles apart from non-added vehicles

### **Loitering**

- When a human is detected and stays in the field of view of the device for more than 1 minute, the loitering notification will be triggered

### **Motorcycle parking**

- A “motorcycle” has to be parked / remain still for more than 1 minute
- After that, notification will not sound until the same vehicle has moved or 24 hours have passed

### **Smoke and fire detection**

- If an object or a phenomena occurs that visually resembles open flames or smoke,  
detection might get triggered

#### **Human detection**

- notification will trigger when a human is detected

#### **Vehicle detection**

- The AI used to identify a “vehicle” is optimized to look for vehicles with 4 wheels,  
specifically but not limited to vehicles in the form of sedans, SUVs , crossovers,  
hatchbacks, and other mass produced car models
- The AI might not be able to detect a vehicle if certain parts of a vehicle is obscured from  
the view of the device
- The AI might identify objects that looks like vehicles mentioned in (a) as a vehicle if device  
view is unclear (such as a rideable toy car)

#### **Motorcycle detection**

- The AI used to identify a “motorcycle” is optimized to look for vehicles with less than 4  
wheels, specifically but not limited to motorcycles. The AI can also detect and alert for  
bicycles and tricycles as well

#### **Package detection**

- The AI used to identify a “package” is specifically optimized for but not limited to medium  
sized cardboard packages. The AI does also have the ability (although limited at the  
moment) to detect other types of packages as well (such as plastic bagged packages)



- If the view of the package is obstructed from the device, is unclear, or if the package is too small the package detection notification may not get triggered

#### **Animal detection**

- The AI used to identify an “animal” is specifically optimized for but not limited to dogs, cats, and birds. The AI may not be able to detect other species of animals efficiently at the moment