

ensage Privacy Policy v.20231208

Please read the "ensage Terms of Use" (hereinafter referred to as "**Terms of Use**") and this "ensage Privacy Policy" (hereinafter referred to as "**this Policy**") carefully before using the www.ensage.tours website and the ensage App (hereinafter collectively referred to as "**the Platform**"), which are operated by Sage Cycling Tech International Co., Ltd. (hereinafter referred to as "**the Company**").

This Policy applies to any content and services provided through the Platform by the Company, or by other relevant natural persons, legal entities, or third-party operators (hereinafter referred to as "**Suppliers**"), including but not limited to accessing, browsing, reading content on the Platform, and ordering products or services through the Platform from third parties or Suppliers (hereinafter referred to as "**the Services**"). Anyone in the world, regardless of nationality, who uses the Services, as well as those using the Services through the aforementioned natural persons and legal entities, are referred to as "**Users**" in these Terms.

1. Scope of the Privacy Policy

1.1 This policy applies to natural persons and legal entities worldwide, regardless of nationality, who access and browse this platform and use the Services, including those who use the Services indirectly through other Users, and those who apply for a membership account on this platform. It covers the personal data of those individuals, as well as personal data collected through the platform's website or app (according to the laws of the Republic of China, personal data refers to any information related to an identified or identifiable natural person).

1.2 Before agreeing to access, browse the Platform, or register as a member of the Platform, Users should have read and fully understood the contents of Terms of Use and this Policy. By browsing the content of the Platform or using the Services, Users indicate that they have read, fully understood, and agree to unconditionally comply with all contents of Terms of Use and this Policy. Users who have not read or do not agree to accept this policy should immediately

stop accessing and browsing the content of the Platform, and using the Services.

1.3 This Policy does not apply to websites linked outside of the Platform, and the Company is not responsible for the security of Users' personal data on external websites.

1.4 The Platform may revise this Policy, and additional terms from time to time as required by law or when necessary. The Platform will announce the revised content and marked dates through web pages, Apps, emails, SMS, messages, or push notifications at least 7 days before the effective date of any policy, these Terms, and additional terms revision. If Users continue to use the Services after the Platform publishes the revised notice, it indicates that they agree to accept and be bound by the updated policies, this Policy, and additional terms. If Users do not agree to accept this Policy, they should immediately stop using the Platform and the Services.

1.5 This Policy is written in Traditional Chinese. Any translated versions in other languages are for reference only and should not be used for interpretation or application of this Policy. In case of any discrepancy, the Traditional Chinese version shall prevail.

1.6 If any part of this Policy is deemed invalid or unenforceable by law, the remaining contents of this Policy shall remain valid and enforceable and shall not be affected.

2. Collection, Processing, and Use of Personal

Data

2.1 To provide and improve the Services, when Users use the Platform or the Services, the Company will ask Users to voluntarily provide necessary personal data based on the nature of the service functionality, and will process and use

Users' personal data within the scope of the specific purpose. Users may refuse to provide all or part of their personal data, but this may result in the inability to become a member of the Platform or receive the benefits of the Services. Without the User's written consent, the Company will not use personal data for other purposes.

2.2 When Users order products or services through the Service, they may need to provide personal identification and characteristic data of different individuals (including but not limited to name in Chinese and English, contact details, etc.), as well as payment financial data to complete the ordering process. The aforementioned data will also be provided to relevant suppliers, payment processors, and logistics providers within the necessary scope to facilitate the provision of the Services.

2.3 To enhance User experience and ensure User safety, the Platform may track Users' location information through their mobile devices during the journey or provide personalized content based on nearby services. Users can turn off the location data-sharing function at any time, but the aforementioned functionality will also be affected.

2.4 Users agree that the Platform will independently record Users' behaviors, including the IP address of the connected device, usage time, browser used, browsing and click data records, etc. This record is for internal use and will not be disclosed externally.

(*For more information, see the "ensage Cookie Policy")

2.5 If suppliers or other external individuals, legal entities (including YouTubers, bloggers, etc.) intend to become partners or suppliers of the Platform, they must agree to provide the Company with personal identification and characteristic data of the person responsible for performing the service (personal data includes but is not limited to name in Chinese and English, ID and residence permit or passport number, birth date, contact details, verification documents, etc.), as well as financial payment data for review and issuing payment receipts.

2.6 Users agree that when making inquiries, expressing opinions, or filing complaints to the Company through various contact methods, the Company will need to obtain and record Users' basic identification, characteristic data, and

contact information. If Users are unwilling to provide accurate or complete information, the Company may be unable to assist. If communication is conducted via telephone, the call may be recorded throughout to ensure service quality.

2.7 If Users register as members using third-party service provider accounts (such as Facebook, LINE and Google), the Platform will obtain personal data set by the User in those third-party service providers (such as ID, Username, picture, email address, and any other data voluntarily provided by the User), as well as UID. Users agree that the Company may obtain data related to the User's interaction with the Platform on those third-party service providers' websites or Apps (such as content interactions on all Facebook fan pages of the Platform).

2.8 Users agree that the Company may obtain Users' personal data from third-party businesses or affiliated companies within the necessary scope and specific purposes.

2.9 Users agree that the Company and its affiliated companies may conduct statistical and analytical processing of their personal data to optimize User experience and plan market strategies, product marketing, advertising, etc. For such purposes, the Company will analyze the data in a de-identified manner.

2.10 Users may request the Platform to inquire, access, export a copy, modify, cease using, or delete their personal data at any time. To protect both parties' interests, arrangements will be made in writing and recorded as appropriate.

2.11 In cases of consumer disputes, non-performance of debts, infringement, criminal activities, legitimate interests, or legal requirements, the Company will use personal data within the necessary scope, such as providing the data to competent authorities or judicial institutions.

2.12 For other matters not covered, the Company will handle them per the Personal Data Protection Act and other relevant regulations.

3. Data Storage and Protection

3.1 Personal data and other information collected, processed, and utilized by the Company from Users will be stored, transmitted, and utilized on servers of the Company or third-party service providers who have signed confidentiality agreements. The Company will retain Users' personal data for as long as necessary to fulfill the purposes described in this Policy and as required by law, tax, or accounting needs. After the aforementioned purposes no longer apply, unless otherwise stipulated by law, the Company will store Users' personal data in a de-identified manner.

3.2 The Company is committed to ensuring that Users' personal data and other information are securely managed, in compliance with this Policy and legal standards, and protected against unauthorized access, alteration, disclosure, or destruction. However, the Company does not declare, guarantee, or promise absolute security of the personal data provided by Users. If the Company has fulfilled its obligations, it shall not be liable for any losses, damages, costs, and expenses incurred by Users.

3.3 If it is necessary to entrust external partners to provide services for business needs, the Company will also strictly require them to adhere to confidentiality obligations and take necessary management and supervisory measures to ensure compliance with this Policy and legal regulations, and to protect Users' personal data.

4. Use of Cookies

4.1 The Platform uses cookies to collect personal data of website Users. For details on how the Platform uses cookies, please refer to the "ensage Cookie Policy."

5. Contact Us

5.1 If Users have any questions about the services, content, intellectual property rights of the Platform, or these Terms, please contact the Company's customer service directly (email: support@ensage.tw). The Company will handle it as soon as possible.

Notice: If there is any discrepancy between the Chinese and English versions of this Agreement, the Chinese version shall prevail.