

## PRIVACY POLICY

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"GetaClaw" is developed and operated by [Waterdrop International Pte. Ltd.] (hereinafter referred to as "we" or "the Company"). We respect your privacy and will process personal information in accordance with applicable law. This Privacy Policy explains how we collect, use, disclose, store, transfer, and otherwise process your personal information when you access or use GetaClaw, our website, and related services (collectively, the "Service").

When you access or use "GetaClaw", we may process the relevant personal information necessary to provide the functional services you choose to use, maintain the security and stability of the Service, and comply with legal and regulatory requirements. Except for the information that is necessary to provide a particular function you choose to use or that we are required to process under applicable law, you may choose not to provide certain information. However, this may prevent us from providing corresponding functions or services to you.

PLEASE READ THIS PRIVACY POLICY CAREFULLY so that you understand how we process your personal information in different scenarios. This Policy may be updated from time to time. We encourage users to review this Privacy Policy frequently.

This Privacy Policy will help you understand the following content:

1. Personal Information We Collect
2. How We Use Personal Information
3. How We Disclose Your Information
4. Information Relating to Minors
5. Security
6. Retention of Personal Information
7. Your Rights and Choices
8. How to Contact Us

### **1. Personal Information We Collect**

#### A. Information You Provide to Us

When you access or use the Service, we generally collect personal information that you directly and voluntarily provide to us according to the specific function you choose to use, which may include:

Communications Information: If you contact us, or otherwise communicate with us in connection with the Service, including through customer support channels, messaging

groups, feedback channels, or privacy rights requests, we may collect the information you choose to provide in those communications.

**Account Information:** When you register for or log into an account for the Service, we may collect account-related information such as your mobile phone number, your email address and corresponding verification code.

**User Content:** When using certain functions of the Service, you may provide us with text content you submit, including prompts, content requirements, keywords, source text, text materials you upload, task names, icons, execution time, AI instructions, and other information you choose to provide in connection with the Service.

**Transaction Information:** If you purchase tokens or other paid features, payment will be completed through third-party payment service providers. We may receive limited transaction-related information, such as order number, order amount, transaction time, and transaction status.

## B. Information We Process to Provide Specific Functions

When you use different functions of the Service, we may process different categories of personal information or device-related information that are reasonably necessary for the corresponding function, including the following:

### (1) Registration and Login

Type of information collected: Mobile phone number, SMS verification code.

### (2) AI Chat

Type of information collected: Text you actively input and conversation-related contextual information you choose to provide. Conversation history may be stored locally on your device. We do not retain chat content on our servers except to the extent reasonably necessary to provide the Service, maintain security, or comply with applicable law.

### (3) Paid Features / Token Purchase

Type of information collected: Order number, order amount, transaction time, transaction status.

### (4) Repair and Troubleshooting

Type of information collected: Device information, system information, configuration information, log information, storage-related information, printer-related information, network-related information, error information, and other information reasonably necessary to identify and troubleshoot device, storage, printer, software, or network-related issues.

(5) Optimization, Acceleration, and Cleanup

Type of information collected: Device performance information, system resource information, process and startup-related information, network performance information, software or driver-related information, storage usage information, cache or temporary file information, log information, and other information reasonably necessary to analyze device performance and carry out optimization, acceleration, troubleshooting, or cleanup operations.

(6) Software, Desktop, and Task Management

Type of information collected: Software-related information, desktop-related information, task-related information, user instruction information, and other related information you choose to provide.

(7) PowerShell Script Function

Type of information collected: Script code content, script execution results (Output), error logs during execution.

(8) Environment Version Acquisition Function

Type of information collected: PowerShell version information, operating system version, software runtime environment version, hardware driver version, and system patch installation status.

(9) AI Generation

Type of information collected: Text content you input, including topic, content requirements, keywords, source text, and text materials you upload.

(10) Product Analytics

Type of information collected: IP address, device model.

(11) Security

Type of information collected: Device model, IP address, and related service or device information reasonably necessary for security protection.

For the avoidance of doubt, where a function is performed based on your instruction, the relevant information is processed for the purpose of carrying out the function you choose to use. If you do not provide information necessary for a particular function, we may be unable to provide that function to you.

## C. Cookies and Similar Technologies

When you visit our website, we may use cookies and similar technologies to collect certain information automatically, such as device information, log information, and website usage information, in order to support the operation of the website, maintain security, remember preferences, and improve user experience. You may manage cookies

through your browser settings, but disabling certain cookies may affect the availability or functionality of parts of the Service.

#### D. Third-Party AI Model and Other Service Providers

To provide AI chat, AI generation, and other related functions, we may transmit the text content you submit and certain related information for the purpose of processing your request to third-party AI model or technology service providers. Such providers may be located outside Singapore.

Because such third-party service providers may process information under their own terms, privacy policies, or internal rules, their handling of your information may also be subject to their own policies. Please avoid providing personal data of third parties, sensitive information, or other information that you do not wish to be processed by external AI model providers unless necessary for your use of the relevant function.

We may also use third-party service providers for services such as SMS verification, cloud hosting, payment processing, security support, analytics support, or other technical support related to the Service.

#### E. Information You Share with Third Parties

The Service may contain links to third-party websites or services. If you interact with such third parties, you will provide information directly to those third parties, and your information will be subject to their own terms and privacy policies. Our linking to or integrating with such third-party services does not necessarily imply our endorsement of them.

## 2. How We Use Personal Information

We will only use your personal information to the extent permitted by applicable law. The legal basis for our collection and use of the personal information described in this Privacy Policy depends on the personal information we collect and the specific context in which we collect the information, including the following:

- We need to perform a contract with you;
- You have given us your consent to do so;
- The processing of your personal information is in our legitimate interests;
- We need to comply with legal obligations under applicable law.

We may also use your personal information for the following purposes, as applicable:

**To provide, operate, and maintain the Service.** We use personal information to provide the functions of the Service that you choose to use, including registration and

login, AI chat, AI-generated output, device repair and troubleshooting, system optimization, software-related operations, scheduled task management, and other related functions.

**To process your requests and instructions.** We use personal information to process the content, commands, task information, and other information you submit through the Service, generate corresponding results or outputs, and respond to your requests.

**To manage your account and verify your identity.** We use personal information to create, administer, and maintain your account, verify your identity, and help secure access to the Service.

**To process purchases and paid features.** We use personal information to confirm purchases, process token-related transactions, maintain relevant transaction records, respond to billing-related inquiries, and provide customer support in relation to paid features.

**To communicate with you.** We use personal information to communicate with you in connection with the Service, including to respond to your inquiries, feedback, complaints, or privacy rights requests, and to provide service-related notices or other necessary communications.

**To provide customer support and technical assistance.** We use personal information to diagnose issues, troubleshoot errors, provide technical support, and help resolve problems you encounter when using the Service.

**To improve and develop the Service.** We may use personal information, including limited device-related and usage-related information, to understand how the Service is used, improve functionality and performance, optimize user experience, and support the development and enhancement of the Service.

**To maintain security and prevent misuse.** We use personal information to maintain the security and stability of the Service, verify access, detect, investigate, and prevent fraud, abuse, misuse, unauthorized activities, or other harmful conduct, and protect our users, systems, and operations.

**To comply with legal and regulatory obligations.** We may use personal information where necessary to comply with applicable law, lawful requests from public authorities, judicial or administrative requirements, accounting or record-keeping obligations, dispute resolution needs, or other legal and compliance requirements.

**To establish, exercise, or defend legal rights.** We may use personal information where necessary to protect or enforce our rights, property, or interests, or those of our affiliates, users, or other relevant parties, including in connection with claims, disputes,

investigations, or legal proceedings.

### 3. How We Disclose Your Information

We may disclose your personal information to the following categories of recipients in the following circumstances for the purposes explained in this Privacy Policy and to the extent permitted by applicable law.

**Third-party AI model and technology service providers.** To provide AI chat, AI generation, and other related functions of the Service, we may disclose the text content you submit and certain related information to process your request to third-party AI model or technology service providers. Such providers may process your information in accordance with their own terms, privacy policies, or internal rules.

**Payment service providers.** If you purchase tokens or other paid features, payment will be processed through third-party payment service providers. We may disclose or receive limited transaction-related information, such as order number, order amount, transaction time, and transaction status, as necessary to facilitate payment processing, confirm purchases, maintain transaction records, handle customer support, or manage disputes.

**Cloud hosting, SMS, analytics, security, and technical support service providers.** We may disclose personal information to third-party service providers that support the operation of the Service, including providers of cloud hosting, SMS verification, security support, analytics support, customer support tools, and other technical services.

**Affiliates and professional advisers.** We may disclose personal information to our affiliates, auditors, legal advisers, consultants, insurers, or other professional advisers for purposes related to business operations, compliance, dispute resolution, or the protection of our rights and interests.

**Legal and regulatory authorities and other parties where required by law.** We may disclose personal information to courts, regulators, law enforcement agencies, government authorities, or other third parties where required by applicable law, regulation, legal process, or lawful request, or where necessary to establish, exercise, or defend legal rights, investigate suspected misconduct, prevent fraud or abuse, or protect the rights, property, interests, or safety of the Company, our users, or others.

**Parties involved in a corporate transaction.** We may disclose personal information in connection with an actual or proposed merger, acquisition, financing, reorganization, sale of assets, joint venture, dissolution, or other corporate transactions.

**Third parties you choose to interact with.** Where the Service contains links to

third-party websites or services, and you choose to interact with such third parties, you may provide information directly to them. Such information will be subject to the terms and privacy policies of those third parties.

We do not sell your personal information.

#### **4. Information Relating to Minors**

The Service is not directed to individuals under the age of 18, and we do not knowingly collect personal information from individuals under the age of 18. If you are under the age of 18, you should not access or use the Service or provide any personal information to us. If we become aware that we have collected personal information from an individual under the age of 18, we may take steps to delete such information or otherwise handle it in accordance with applicable law.

If you believe that an individual under the age of 18 has provided personal information to us, please contact us using the contact details set out in this Privacy Policy.

#### **5. Security**

We implement reasonable administrative, technical, and organizational measures designed to protect your personal information.

Notwithstanding all reasonable measures we take to protect your personal information, we cannot guarantee the absolute security of your personal information, nor can we ensure that loss, misuse, unauthorized access or alteration will not occur. We are also unable to protect any personal information that is not within our control, such as any information transmitted by email or wireless connection.

It is also your responsibility to maintain the security of your personal information, including by safeguarding your account credentials and using the Service in a secure manner. Do not leave your device unlocked to allow access by other individuals. Please ensure that you trust the wireless connection you are using to access or use our Service.

If we become aware of a security incident affecting personal information, we will take such steps as we consider appropriate in the circumstances, including investigating, containing, and remediating the incident and, where required by applicable law, notifying the relevant authorities and affected individuals.

#### **6. Retention of Personal Information**

We retain your personal information for as long as it is needed for the purposes described in this Privacy Policy, or as otherwise required or permitted by applicable law. The retention period for different categories of personal information may vary depending on the nature of the information, the function of the Service involved, the purpose for which the information is processed, and any applicable legal, regulatory, accounting, security, dispute resolution, or operational requirements. In particular:

**Account-related information, transaction-related information, device-related information, and other server-side records.** We may retain such information for as long as your account remains active and thereafter for such period as is needed to provide the Service, maintain security and stability, comply with legal or regulatory obligations, resolve disputes, enforce our agreements, or protect our rights and interests.

**Chat content and conversation history.** Conversation history may be stored locally on your device. We do not retain chat content on our servers except to the extent needed to provide the Service, maintain security, or comply with applicable law.

**Information processed in connection with specific functions.** Information processed in connection with particular functions of the Service may be retained for the period needed to provide the relevant function, process your instructions, maintain necessary records, support troubleshooting, prevent abuse or misuse, or comply with applicable law.

**Information processed by third-party service providers.** Where personal information is processed by third-party AI model providers, payment service providers, cloud service providers, or other third-party service providers, such information may also be retained in accordance with their applicable terms, policies, or legal obligations, to the extent relevant to their processing activities.

If you request deletion of your personal information or closure of your account, we will process such request in accordance with applicable law. We generally aim to process account closure requests within 15 working days, subject to any retention required or permitted by applicable law or otherwise necessary for security, pending transactions, dispute resolution, enforcement of our agreements, or to protect our rights and interests.

When personal information is no longer needed for the purposes for which it was collected or processed, and we are no longer required or permitted by applicable law to retain it, we will delete, anonymize, or otherwise dispose of such personal information in a secure manner.

## **7. Your Rights and Choices**

Subject to applicable law, you may have certain rights in relation to your personal information as set forth below. If you have any other requests to access your personal information, please contact us.

#### A. Data Access

You may request access to personal data about you that is in our possession or under our control, as well as information about the ways in which such personal data has been used or disclosed. Where permitted by applicable law, we may charge a reasonable fee to process your access request.

#### B. Data Correction

You may request that we correct an inaccuracy or omission in the personal data about you that is in our possession or under our control, subject to applicable law. Where required by applicable law, we will correct such personal data unless we are satisfied on reasonable grounds that the correction should not be made.

#### C. Data Deletion

You may contact us using the contact details provided in this Privacy Policy to request deletion or anonymization of your personal information. Subject to applicable law and this Privacy Policy, we will consider such requests and, where appropriate, delete the relevant personal information or remove the means by which it can be associated with you. Please note that we may decline or limit such requests where we are required or permitted by applicable law to retain the information, or where retention remains necessary for legal, regulatory, security, dispute resolution, fraud prevention, or legitimate business record-keeping purposes.

#### D. Withdrawal of Consent

If we process your personal information on the basis of your consent, you may contact us to withdraw your consent. The withdrawal of consent shall not affect the legality of processing conducted on the basis of consent prior to withdrawal. Please note that, depending on the nature and scope of your withdrawal, we may no longer be able to provide certain features or services to you.

#### E. Complaints and Requests

If you have any questions, requests, or complaints regarding this Privacy Policy or how we process your personal information, you may contact us using the contact details set out in this Privacy Policy.

## **8. How to Contact Us**

If you have any questions, concerns, complaints, or requests regarding this Privacy Policy, our handling of your personal information, or your rights in relation to your personal

information, please contact us using the following information:

CONTACT INFORMATION: [support@getaclaw.ai]

We may request additional information where it is reasonably necessary to verify your identity, understand your request, or respond to it. We will review and respond to your request or inquiry within a reasonable period and in accordance with applicable law.