

Service Agreement

of Arise Enterprise Service Platform

Arise Enterprise Service Platform is an Internet software service (hereinafter referred to as "ARISE") provided by Beijing LLVision Technology Co., Ltd. and/or its affiliates (hereinafter referred to as "LLVision" or "we"). This Service Agreement (hereinafter referred to as "this Agreement") is an agreement between you (hereinafter referred to as "you" or "the User") and LLVision regarding your access to and use of ARISE and other services provided by LLVision (hereinafter referred to as "Arise Enterprise Service Platform Service" or "this Service").

You must agree to this Agreement before creating and using an account under this Service. Please read this Agreement through and carefully before accepting it, please do not access to or use Arise Enterprise Service Platform or any other service provided by LLVision if you are unable to accurately understand or disagree with any content of this Agreement. By clicking confirmation on the web page, actually purchasing or using this Service, you shall be deemed to have read and fully understood the contents of this Agreement, have agreed with LLVision to use or order the corresponding products and/or services, and have agreed to accept and be bound by all provisions of this Agreement.

Particular attention is drawn to the contents of this Agreement relating to restrictions, LLVision's disclaimer, limitations on users' rights, determination and treatment of violations/breaches and jurisdiction, which may be brought to your attention in bold and/or underlined form.

You agree that LLVision has the right to amend this Agreement from time to time without prior notice. The revised service agreement effectively replaces the original service agreement once it is published on the web page. You shall be deemed to have accepted the revised service agreement by continuously accessing to and using Arise Enterprise Service Platform. Otherwise, you have the right to terminate this Service Agreement by stopping access to Arise Enterprise Service Platform and refusing to use this Service, or by deleting your information and account on Arise Enterprise Service Platform.

In case you register with, log in, and use Arise Enterprise Service Platform on behalf of an entity rather than on your own behalf, you will be deemed to be fully authorized to agree to this Service Agreement as well as all modifications and supplements of this Service Agreement from time to time on behalf of the entity.

1. Service Contents

1. In this Agreement, "Arise Enterprise Service Platform Service" means that

LLVision provides you with the products and services displayed on the website *.llvision.com or *.glxsslive.com (i.e. the official website of Arise Enterprise Service Platform), including but not limited to all services provided through web page and mobile APP, the specific service contents shall be subject to the contents you used or ordered.

2. LLVision may sign other agreements with you according to the actual needs and other services provided by LLVision from time to time. However, you will be deemed to have agreed to LLVision's requirements with respect to such services by using such services of Arise Enterprise Service Platform even if no other agreement is signed. In the event of a conflict between any other agreement and this Agreement, the other agreement shall prevail to the extent that the conflict relates to the matters specific to the other agreement.

3. LLVision reserves the right to change, suspend or terminate any free service at any time, and reserves the right to adjust the type and form of free services provided by Arise Enterprise Service Platform at any time according to the actual circumstances. LLVision will not bear the losses caused by any adjustment to any free service provided by Arise Enterprise Service Platform. LLVision has the right to charge any free service at the right time in the future. Before making the above-mentioned adjustment, you will be informed by a private message, email notice or official website announcement, we will give you a reasonable period to download and backup data. The services provided by the free version (or trial version) of Arise Enterprise Service Platform may be limited in the number of users, projects or functions, you may choose to use the paid version to remove such restrictions, it is subject to the descriptions on the official website of Arise Enterprise Service Platform.

4. You shall fully read and understand the description of each service on the official website of Arise Enterprise Service Platform before using the services provided by Arise Enterprise Service Platform, especially the restrictions on functions and standards of free services and paid service at all levels. LLVision shall not bear any legal responsibility for losses caused by your failure to fully understand the above-mentioned descriptions and restrictions.

2. Account

1. You must register (or authorize to create) an account in Arise Enterprise Service Platform in order to access to and use Arise Enterprise Service Platform. You are required to provide true and accurate information when registering an account. Please update the information in your account in time if your information changes. You are responsible for (a) the confidentiality of your account and for the security of any password, authentication key or security credential used to enable your access to this Service, and (b) all activities under your account, whether conducted by you or your end user. If there is any unauthorized or abusive act or any service-related security incident under your account, you shall inform us immediately. You acknowledge and

agree that we will not be responsible for any unauthorized or abusive act under your account unless this is caused by our breach of this Agreement.

2. LLVision and you shall abide by the relevant laws and regulations for real-name certification. For the purpose of using the Arise Enterprise Service Platform Service, LLVision may require you to provide further identity documents, business qualifications and information to complete identity authentication or qualification verification. You may order and use the relevant services only after you have completed such identity authentication or qualification verification. You understand and agree that LLVision has the right to examine, on its own or by a third party, whether the information you provide at the time of real-name certification is true, accurate and valid. You acknowledge and agree that it will affect your access to or use of this Service if you fail to complete the real-name certification in accordance with the relevant laws and regulations and the requirements of LLVision.

3. You represent and warrant that the information you provided to LLVision is true, accurate, valid and up-to-date, otherwise you shall bear all legal responsibilities arising therefrom. Notwithstanding the foregoing, LLVision shall not be liable for any registration information provided by any user, including but not limited to the responsibility to identify and verify the authenticity, accuracy, completeness, suitability and/or up-to-date nature of any registration information.

4. LLVision recommends that you shall take good care of your account number, email address, mobile phone number, password and name, the accurate input of such information is a key link for you to access to Arise Enterprise Service Platform and enjoy this Service. You shall change your password immediately and give us feedback if you are aware of any person uses your account information without authorization or you suspect that any person may be able to access to your private contents without authorization.

3. Use

1. You represent and warrant that the contents you upload or store on Arise Enterprise Service Platform do not violate this Agreement and comply with laws and regulations. You shall be responsible for the legitimacy, accuracy, completeness and reliability of your contents. You shall be responsible for obtaining and maintaining all notices, consents or authorizations relating to your contents. Unless otherwise specified by law, LLVision shall not assume any obligation and responsibility with respect to your contents. LLVision has the right to delete such content and reserves the right to hand over it to the judicial authority if any content you upload or store on Arise Enterprise Service Platform infringes the intellectual property rights of others or violates laws and regulations.

2. You may not use Arise Enterprise Service Platform to upload, store, share, send or disseminate any sensitive information and any information that violates national laws

and regulations, including but not limited to:

- information opposing the fundamental principles established in the Constitution;
- information that endangers national security, divulges state secrets, subverts state power, and undermines national unity;
- information that damages national honor and interests;
- information that incites ethnic hatred or discrimination and undermines national unity;
- information that undermines national religious policies and promotes cults and feudal superstitions;
- information that spreads rumors, disturbs social order and undermines social stability;
- information that spreads obscenity, pornography, gambling, violence, murder and terror, or abets crimes;
- information that insults or slanders others and infringes upon their legitimate rights and interests;
- information containing other contents prohibited by laws and administrative regulations.

You undertake to express your views on a patriotic, law-abiding, self-disciplined, true and civilized basis. It is prohibited to disseminate any content that is illegal, harassing, insulting, abusive, intimidating, injurious, vulgar or obscene, or that endangers national security, divulges state secrets, undermines national religious policies and national unity, or that violates laws, regulations and policies. If any of your acts does not comply with the above-mentioned provisions, Arise Enterprise Service Platform will make an independent judgment to suspend or terminate your account immediately. The User shall bear legal responsibility for all its acts, and Arise Enterprise Service Platform shall not bear any legal responsibility.

3. You shall be responsible for all acts and activities under your account, whether conducted by you or others authorized by you. You shall not use Arise Enterprise Service Platform to engage in activities that violate laws and regulations, violate this Service Agreement, endanger network security, endanger computer system security, destroy the product integrity of Arise Enterprise Service Platform, or otherwise infringe on the interests of Arise Enterprise Service Platform and any third party. If you engage in any of the above-mentioned activities, LLVision has the right to suspend or terminate your account and refuse you to use Arise Enterprise Service Platform or any part of it now and in the future, all losses caused to LLVision or any third party and all legal responsibilities arising therefrom shall be borne by you.

4. Fees

1. The User must pay all fees according to the price system of this Service. LLVision reserves the right not to provide services and technical support to the User or to terminate services and technical support if the User fails to pay all fees as agreed.

2. The User agrees to the new name, specification or price of this Service in force at that time if the name, specification or price of this Service has been adjusted when the User renews this Service; if the User does not agree to the new name, specification or price of this Service, it may choose not to renew this Service, then this Service will be terminated automatically upon expiration.

5. Contents and Intellectual Property

1. LLVision has no ownership of the contents submitted by you under this Service, and the ownership of these contents remains with you. You understand that LLVision is not responsible for all contents you provide, and that LLVision is not obliged to review such contents in advance. However, Arise Enterprise Service Platform has the right to decide whether any content is appropriate and consistent with this Agreement at any time; if such content is found to be in violation of this Agreement or otherwise offensive, LLVision may at any time and have the absolute discretion to review, transfer, reject, modify and/or delete it without prior notice. In case of any violation of national laws and regulations or infringement of the legitimate rights and interests of any third party by the User's use of this Service, LLVision shall have the right to delete such information directly and may suspend or terminate to provide this Service to the User.

2. The ownership of this Service and all related intellectual property rights (including but not limited to source code, target code, documentation, interface design, layout framework, and any software and information provided by LLVision for maintenance and technical support) belong to LLVision. You agree with the ownership and intellectual property rights of LLVision and undertake to respect and not infringe upon the ownership and intellectual property rights of LLVision in any way. Without the written permission of LLVision, you shall not use, modify, decompile, reproduce, publicly disseminate, alter, distribute, release, copy, transfer, license or allow others to use the above intellectual achievements, or reuse any part of the code and design, otherwise you shall bear the corresponding legal responsibility and LLVision has the right to terminate your use of Arise Enterprise Service Platform without refund of any fee.

6. Privacy Agreement

1. The use of this Service means that you agree LLVision to legally collect and use technical or diagnostic information about you and your use of this Service. The authorization for sound recording, photo taking or album reading may be required for mobile terminals, but it will only be used for feedback of suggestions and problems by the User. The information collected will be used to improve the contents and technologies of Arise Enterprise Service Platform Service and improve our service quality. LLVision will not share or sell your information and contents to other entities. Except where:

- we have obtained your express prior authorization;
- we are required by application laws and regulations;

- we are required by court orders or other legal procedures;
- we are required by relevant government authorities;
- it relates to national security, national defense security, public safety, public health or public interest directly;
- your information and contents are obtained from legally and publicly disclosed information, such as legal news reports, government information disclosure and other channels;
- it is considered to be reasonably necessary to comply with applicable laws and regulations, to safeguard the public interest, or to protect the personal and property safety or legitimate rights and interests of customers, other users or employees;
- you have violated this Service Agreement, under which LLVision needs to provide your information and contents to third parties for the purpose of claims;
- other circumstances prescribed by laws and regulations.

2. It is a basic principle of LLVision to protect users' personal information, LLVision collects, uses, stores and shares your personal information in accordance with the Privacy Agreement of Arise Enterprise Service Platform. You represent and warrant that you have carefully read, fully understood and agreed to the full contents of the Privacy Agreement of Arise Enterprise Service Platform. Your acceptance of this Agreement will be deemed to be your acceptance, full understanding and consent to the Privacy Agreement of Arise Enterprise Service Platform, please immediately stop using any service or product provided by us if you do not agree to this Agreement and the Privacy Agreement of Arise Enterprise Service Platform. Your continuous use of our services and products will be deemed to be your consent to this Agreement and the Privacy Agreement of Arise Enterprise Service Platform.

7. Data and Information Security

1. LLVision will take reasonable technical measures and other necessary measures to protect your information security in accordance with the provisions of laws and administrative regulations as well as the mandatory requirements of national standards. However, there are certain unknown and uncertain data security risks in Internet data transmission, storage and conversion, which may lead to various consequences, including but not limited to data loss, leakage, damage, unreadability or unextractability. You confirm that you are clearly aware of and agree to accept such risks and consequences arising from the Internet and that you have taken appropriate measures (such as data backup) to minimize losses when such risks occur.

2. LLVision shall not be liable for any harm to your data security, any loss or damage of your data or any loss of your commercial interests due to the Internet technology itself and other non-LLVision reasons. In case your data security is endangered by LLVision's gross negligence, the liability of LLVision for compensation to you shall be subject to the service fees charged to you.

3. You may delete, alter or otherwise manage all data you upload and store in Arise

Enterprise Service Platform. You shall be careful about deleting altering or otherwise managing data. When this Service is terminated in advance (including account cancellation, early termination due to other reasons), Arise Enterprise Service Platform shall continue to store your data (if any) only within a buffer period (whichever is specified in the proprietary agreement, product documentation or service description applicable to the services you ordered), unless otherwise expressly stipulated by laws and regulations, required by the competent authority or agreed by both parties, Arise Enterprise Service Platform will delete all user data upon the expiration of the buffer period, including all cached or backed-up copies, and no longer retain any of your data. Once the user data is deleted, it cannot be restored; you shall bear the consequences and responsibilities of such data deletion, you understand and agree that LLVision has no obligation to continue to retain, export or return the user data.

8. Disclaimer

You acknowledge and agree that LLVision shall not be liable to you in any of the following circumstances:

1. loss or leakage of data, information, passphrase or password due to your improper maintenance or confidentiality, or other personal information leakage not caused by LLVision, LLVision does not bear any legal responsibility;
2. suspension, interruption, delay, using restrictions, using exceptions, unavailability or temporary shutdown of Arise Enterprise Service Platform due to reasons cannot be reasonably controlled by LLVision, LLVision does not bear any legal responsibility;
3. you shall be responsible for the legality of documents uploaded or stored, data entered through Arise Enterprise Service Platform, and the legality of method for obtaining documents, data and contents through Arise Enterprise Service Platform, all disputes arising from the above-mentioned documents, data and contents shall be subject to your full legal responsibility, LLVision does not bear any legal responsibility;
4. as the Internet is an open platform, the pictures, texts and other contents you uploaded and disseminated may be copied, reproduced, deleted or otherwise illegally used by other entities or individuals, you shall be fully aware of the existence of such risks, and agree that such risks and consequences arising from the use of LLVision's services will be fully borne by yourself, LLVision does not bear any legal responsibility;
5. you understand and confirm that LLVision is unable to guarantee that the services provided are flawless due to technological limitations, but we undertake to continuously improve the quality and standards of our services to provide you with better services. In view of the above, you agree that: the defects (if any) in the services provided by LLVision are unavoidable by the technical level of the industry

at that time, it shall not be regarded as a breach of contract, LLVision does not need to bear any responsibility to you;

6. we may serve you and your counterparty simultaneously, you agree to expressly exempt us from any actual or potential conflict of interest for such acts that may exist, you shall not claim any legal defect in the provision of our service on this account.

9. Change/Interruption/Termination of Service

1. You may cancel your account and stop using Arise Enterprise Service Platform Service at any time. The cancellation of an account may be completed in accordance with the guidelines on the official website of Arise Enterprise Service Platform. You represent and warrant that you have downloaded and backed up the data you upload and store on Arise Enterprise Service Platform before you cancel your account. Arise Enterprise Service Platform will no longer retain your data after you cancel your account.

2. You understand and agree that if the Arise Enterprise Service Platform Service is suspended or adjusted due to system maintenance or upgrade, LLVision will issue a notice on the website in advance as far as possible, without any legal responsibility.

3. In any of the following circumstances, LLVision may immediately terminate or suspend access to all or part of your account and/or this Service at any time without prior notice:

- the information provided by you is not true or violates other rules governing the provision of personal data by users;
- you violate laws, regulations, this Agreement or any other agreement between you and LLVision;
- you request cancellation or termination of your account;
- you use Arise Enterprise Service Platform for any commercial purpose without the consent of LLVision;
- your access to or use of Arise Enterprise Service Platform may pose security risks to Arise Enterprise Service Platform, LLVision or third parties;
- we need to follow court subpoenas, legal orders or legal proceedings;
- we are required by the relevant laws and regulations or the requirements of government agencies;
- this Agreement is changed or modified due to force majeure such as natural disasters and wars, but you do not agree to the changed or modified user agreement.

4. You understand and acknowledge that LLVision does not guarantee the permanent provision of any service or LLVision may change the form, specification or other aspects of the service provided for the purpose of technological upgrading, service system upgrading, business strategy adjustment or significant national change in technologies, regulations and policies, LLVision will do its utmost to issue an advance notice in one or more ways, such as website announcement, private message, email or

text message, before terminating the service or making such changes; in case terminating the service, LLVision will make reasonable efforts to reserve a reasonable period for you to properly handle follow-up matters.

5. Once your account is terminated, you will not be able to use this Service properly. In addition, you can choose to delete all information and contents under your account.

10. Improvement and Modification of this Service Agreement

1. LLVision has the right to improve and modify this Agreement from time to time in accordance with the development of the Internet and the changes in the relevant laws and regulations of the People's Republic of China. LLVision reserves the right to modify this Agreement at any time and will publish the revised service agreement on the official website of Arise Enterprise Service Platform, such publication shall be deemed to be a valid notice delivered to you. It is necessary to read and reconfirm the latest Service Agreement of Arise Enterprise Service Platform when using the services provided by LLVision, in case of any dispute, the latest Service Agreement shall prevail.

2. You shall immediately stop using the Arise Enterprise Service Platform Service if you do not agree to the changes made to this Agreement by LLVision. Your continuous use of the Arise Enterprise Service Platform Service will be deemed to be your acceptance to the changes made to this Agreement by LLVision.

11. Governing Law and Dispute Settlement

1. The conclusion, entry into force, interpretation, amendment, supplement, termination, execution and dispute settlement of this Agreement shall be governed by the laws of the People's Republic of China; if there is no relevant provision in the law, reference shall be made to business and/or trade practices.

2. All disputes arising from your use of the Arise Enterprise Service Platform Service and in connection with this Agreement shall be settled through friendly negotiation between you and LLVision. If the negotiation fails, either party may file a lawsuit with the People's Court of the place where LLVision is located.

3. The User shall be fully responsible for any illegal or infringing act committed by using this Service, LLVision shall not bear any legal liability. The User shall be liable for compensation in full for any loss caused to LLVision or any third party arising therefrom.

12. Contact Us

Please call us (4000525102) if you have any question relating to complaint, suggestion or feedback. You may also send your question to business@llvision.com or the following address: Privacy Protection Center, Beijing LLVision Technology Co., Ltd., Room 301, 3/F, Block B12C, Hengtong International Business Park, No.10

Jiuxianqiao Road, Chaoyang District, 100123 Beijing.

13. Other Agreements

1. LLVision has the right to transfer all or part of its rights and obligations under this Agreement to its affiliates without your prior separate consent, but it warrants that the quality of services available to you will not be substantially reduced.
2. You shall not transfer any of your rights and obligations under this Agreement to any third party without the prior consent of LLVision.
3. If any part of this Agreement is declared invalid or unenforceable for any reason, the validity of the remaining part shall not be affected, and the remaining part shall continue to apply. The invalid or unenforceable part shall be replaced by another part consistent with the purpose and intent of this Agreement.
4. If LLVision fails to comply with all agreements and conditions due to matters beyond its reasonable control, it shall not bear any responsibility for such non-performance.
5. LLVision may send notices to you by private message or by phone, email or other contact information provided when registering your account and using the Arise Enterprise Service Platform Service. Such notices shall be deemed to have effect on you once they are sent, and you are obliged to guarantee the validity of your contact information.
6. The failure of LLVision to exercise any right or agreement under this Agreement shall not constitute a waiver of such right or agreement, unless otherwise confirmed and agreed in writing by LLVision.
7. This Agreement was recently amended on 25 December 2020. LLVision reserves all rights.

Beijing LLVision Technology Co., Ltd.