

Dreamdeco AI Interior Simulation Service Privacy Policy

CÔNG TY TNHH BIG MOUTH (hereinafter "the Company"), a Vietnamese corporation, considers the user's personal information very important and complies with relevant laws and regulations such as Vietnam's "Decree on Personal Data Protection," "Law on E-commerce," and "Law on Cybersecurity" in providing the DreamDeco AI Interior Simulation Service (hereinafter "the Service").

This Privacy Policy informs you of the purposes and methods for which the personal information you provide is used and what measures are being taken to protect your personal information.

Article 1 (Items of Personal Information Collected and Collection Methods)

1. **Items Collected:** The Company collects the following personal information for membership registration, smooth customer consultation, and provision of various services.
 - **Required Items:** Email address, password, username, phone number, date of birth
 - **Optional Items:** Company name
 - **When Using Paid Services:** Payment records (Payment-related information is processed by the payment gateway, and the Company does not directly store sensitive information such as card numbers.)
 - **Credit Usage Information:** Credit purchase history, usage details, remaining credits
 - **Information Automatically Generated During Service Use:** IP address, cookies, service usage records, device information (OS, browser type, etc.)
 - **User Content:** Photos of spaces, images, etc., uploaded by the user to the Service
2. **Collection Methods:**
 - Membership registration and service use through the website
 - Inquiries and consultations through the customer service center
 - Automatic generation and collection during service use

Article 2 (Purposes of Collection and Use of Personal Information)

The Company uses the collected personal information for the following purposes.

1. **Service Provision and Operation:**
 - Member identification, account management, identity verification
 - Generation of AI interior simulations and provision of results

- Credit purchase and payment processing
- Restricting use for members who violate the terms of service and preserving records for dispute resolution
- 2. **Enhancement of User Experience:**
 - Recommending customized content by analyzing service usage patterns
 - Improving service design and functionality
 - Developing new services and research
- 3. **Customer Support and Communication:**
 - Securing smooth communication channels for responding to inquiries, handling complaints, etc.
 - Notifying important information such as announcements, changes to terms, etc.
- 4. **Security and Legal Compliance:**
 - Preventing and monitoring fraudulent activities
 - Fulfilling obligations under relevant laws

Article 3 (Provision of Personal Information to Third Parties)

In principle, the Company does not provide users' personal information to external parties. However, the following cases are exceptions.

1. **When users have given prior consent:** Provided on a limited basis only when the data subject's consent is obtained.
2. **When required by law or for investigation purposes according to the procedures and methods prescribed by law**
3. **When necessary for the settlement of fees for paid services:** Minimal payment information may be provided to the payment gateway.

Article 4 (Entrustment of Personal Information Processing)

1. To improve services, the Company entrusts the processing of personal information as described below and, in accordance with relevant laws, stipulates necessary matters in the entrustment agreement to ensure that personal information is managed safely.
 - **Payment Processing:**
 - Entrusted Party (Trustee): Designated payment gateway
 - Entrusted Task: Payment processing via credit card and other payment methods
 - **Cloud Server Operation and Data Storage:**
 - Entrusted Party (Trustee): Designated cloud service provider
 - Entrusted Task: Storage and management of data necessary for service operation
 - **Email Dispatch:**
 - Entrusted Party (Trustee): Designated email dispatch service provider

- Entrusted Task: Sending emails such as notifications and announcements
- 2. Management of Entrusted Tasks

When concluding an entrustment agreement, the Company specifies in documents such as the contract, in accordance with relevant laws like Vietnam's "Decree on Personal Data Protection," matters concerning responsibility, such as prohibiting the processing of personal information for purposes other than the entrusted task, technical and managerial protective measures, restrictions on re-entrustment, management and supervision of the trustee, and compensation for damages, and supervises whether the trustee processes personal information safely.
- 3. Changes to Entrusted Companies

If the content of the entrusted task or the trustee changes, it will be disclosed without delay through this Privacy Policy.

Article 5 (Period of Retention and Use of Personal Information)

1. In principle, the Company destroys the user's personal information without delay once the purposes of collection and use are achieved. However, the following information is retained for the specified period for the reasons below.
 - **Reasons for Information Retention under Company's Internal Policy**
 - Record of fraudulent use: Retained for 1 year after membership withdrawal to prevent fraudulent use
 - Complaint and dispute resolution records: Retained for 3 years after membership withdrawal
 - Service usage statistics: Retained for 3 years after membership withdrawal
 - **Reasons for Information Retention under Relevant Laws**
 - Records on contracts or withdrawal of offers: 5 years (Vietnam "Law on E-commerce")
 - Records on consumer complaints or dispute resolution: 3 years (Vietnam "Law on Protection of Consumer Rights")
 - Login records: 3 months (Vietnam "Law on Cybersecurity")
 - Payment-related records: 5 years (Relevant Vietnamese laws)
2. Personal Information Validity Period

The Company separately stores the personal information of members who have not used the service for one year. The separately stored personal information is destroyed after the retention period required by legal obligations. Users are notified via email before the personal information validity period expires, and if they do not continue to use the service after the notification, their account will be converted to a dormant account.

Article 6 (Procedure and Method of Personal Information Destruction)

In principle, the Company destroys the information without delay after the purpose of

collecting and using personal information has been achieved. The destruction procedure and method are as follows.

1. **Destruction Procedure:** Information entered by the user for membership registration, etc., is transferred to a separate DB (or a separate filing cabinet in the case of paper) after the purpose has been achieved and is stored for a certain period according to internal policies and other relevant laws for information protection reasons (see Retention and Use Period) before being destroyed.
2. **Destruction Method:**
 - Personal information stored in electronic file format is deleted using a technical method that makes the records unrecoverable.
 - Personal information printed on paper is destroyed by shredding or incineration.

Article 7 (Rights of Users and Legal Representatives and How to Exercise Them)

1. Users can view or modify their registered personal information at any time and can also request to terminate their membership.
2. To view or modify personal information, click 'Change Personal Information' (or 'Edit Member Information', etc.). To terminate membership (withdraw consent), click 'Withdraw Membership' and go through the identity verification process for direct access, correction, or withdrawal.
3. Alternatively, you can contact the Chief Privacy Officer in writing, by phone, or by email, and we will take action without delay.
4. If a user requests a correction for an error in their personal information, the information will not be used or provided until the correction is completed.
5. Personal information terminated or deleted at the user's request is handled as specified in "Article 5 (Period of Retention and Use of Personal Information)" and is processed so that it cannot be viewed or used for any other purpose.
6. For children under 14, the legal representative has the right to view or modify the child's personal information and to withdraw consent for its collection and use.

Article 8 (Installation, Operation, and Refusal of Automatic Personal Information Collection Devices)

The Company uses 'cookies' to store and frequently retrieve user information to provide specialized customized services. A cookie is a small amount of information that the server (HTTP) used to operate the website sends to the user's computer browser and may be stored on the hard disk of the user's PC.

1. **Purpose of Using Cookies:** To analyze the frequency of user access and visit times, identify user preferences and interests, track traces, and provide targeted marketing and personalized services by understanding participation in various events and the number of visits.

2. **Installation/Operation and Refusal of Cookies:** Users have the option to install cookies. Therefore, by setting options in their web browser, users can allow all cookies, confirm each time a cookie is saved, or refuse to save all cookies. However, if you refuse to install cookies, you may have difficulty using some services that require login.

Article 9 (Technical and Managerial Measures for Personal Information Protection)

In processing users' personal information, the Company takes the following technical and managerial measures to ensure safety so that personal information is not lost, stolen, leaked, altered, or damaged.

1. Technical Measures

- Encryption of personal information: Important information such as passwords is encrypted for storage and management.
- Network security: Network access control using intrusion prevention systems (firewalls), etc.
- Access control: Management and control of access rights to the personal information processing system.
- Encryption of data transmission through SSL certificates.

2. Managerial Measures

- Minimization and training of staff handling personal information: Staff handling personal information is limited to authorized personnel, and regular training is provided.
- Establishment and implementation of an internal management plan: An internal management plan for personal information protection is established and implemented.
- Regular self-audits: Regular checks are conducted to ensure the security of personal information processing.

3. Physical Measures

- Restricted physical access: Access to physical locations where personal information is stored is controlled.
- Document security: Access to documents and auxiliary storage media containing personal information is controlled.

Article 10 (Chief Privacy Officer and Complaint Handling)

1. Chief Privacy Officer

The Company has appointed a Chief Privacy Officer to oversee all tasks related to personal information processing and to handle user complaints and remedy damages related to personal information processing.

- Name: CHOI JUN HO

- Position: CEO
- Email: dreamdeco@bigmouth.vn
- 2. **Complaint Handling and Damage Remedy**

If users need to report or consult about personal information infringement, they can contact the following organizations. The Company will provide prompt and sufficient answers to users' reports.

 - Personal Data Protection Commission of Vietnam
 - Cybersecurity Department of the Ministry of Public Security of Vietnam

Article 11 (Changes to the Privacy Policy)

1. This Privacy Policy will be effective from October 10, 2025.
2. Procedure for Changing the Privacy Policy

The Company may change the Privacy Policy in accordance with changes in relevant laws, policies, and security technologies. If the Privacy Policy is changed, it will be announced through the website's notice board at least 7 days before the effective date of the change. However, in the case of important changes to user rights, it will be announced at least 30 days in advance and, if necessary, notified individually via email.

Article 12 (Transmission of Advertising Information)

1. Matters Concerning the Transmission of Advertising Information

The Company transmits advertising information only with the prior consent of the user. The advertising information transmitted by the Company may include the following:

 - Company's service updates, events, and promotion information
 - New interior design information and AI feature updates
 - Information on customized interior simulation services
2. Withdrawal of Consent to Receive Advertising Information

Users can withdraw their consent to receive advertising information at any time. Withdrawal of consent can be done in the following ways:

 - Through the opt-out method indicated in the advertising information
 - By requesting withdrawal via email (dreamdeco@bigmouth.vn)

Addendum

This Privacy Policy will be effective from October 10, 2025.

Contact Information:

- Company Name: CÔNG TY TNHH BIG MOUTH
- Service Name: DreamDeco AI Interior Simulation Service
- Website: <https://dreamdeco.vn/>
- Email: dreamdeco@bigmouth.vn