

CHIBO PRIVACY STATEMENT

Last revised 8/26/2020

INTRODUCTION

We want you to be familiar with how we collect, use and disclose your personal information. This Privacy Statement describes our practices in connection with information that we collect through web sites operated by us from which you are accessing this Privacy Statement, through the software applications made available by us for use on or through computers and mobile devices, through our social media pages that we control from which you are accessing this Privacy Statement, as well as through HTML-formatted email messages that we send to you that link to this Privacy Statement. We may also collect personal information from you offline, such as when you contact customer service (collectively referred to as the "services"). By using the services, you agree to this Privacy Statement.

Haier US Appliance Solutions, Inc. d/b/a GE Appliances through its business component Chibo ("Chibo") is responsible for collection, use and disclosure of your personal information. Contact details can be found in the section 'How to Contact Us' below.

INFORMATION WE COLLECT

We may ask you to provide personal information when using the services, as described below.

We may need to collect and use some of the information listed below because we are legally required to do so or because we need it to provide the requested services to you. If you do not provide the information that we ask for, we may not be able to provide you with the requested services.

ACCOUNT REGISTRATION

When you register an account with Chibo, we ask you to provide your name, address, phone number, email address, and other information. You are required to provide this information so that we can register your account.

CUSTOMER SERVICE

If you make a consumer inquiry or email us, we may collect your name, postal address, telephone number, email address and other information so we can respond to your questions and comments.

CHIBO PROMOTIONAL ACTIVITIES

If you choose to participate in our promotional activities, such as rebates, contests and other similar promotions, we may collect your name, email address, your telephone number and other information to administer your participation. We may also collect additional information so that we can confirm that you qualify to take part in a specific promotional activity (e.g., when a promotional activity is available only for users of certain products or services). Some of these activities have additional rules containing information about how we use and disclose your personal information.

THROUGH APPLICATIONS & OTHER ONLINE ACTIVITIES

We may collect information through software applications made available or used by us or when you otherwise use our online services or platforms. We may collect information typically collected through web sites and applications, such as browser and device information, application usage data, information collected through cookies, pixel tags and other technologies, and IP addresses. See the section titled [“Use of Cookies and Similar Technologies”](#) below.

QUESTIONNAIRES AND SURVEYS

We occasionally may ask visitors to our web site and consumers to complete online surveys and opinion polls about their activities, attitudes and interests. These surveys help us serve you better and improve the usefulness of our site. In conducting these surveys, we may ask you for your name, email address and other information. We do not keep any personal information about you in connection with your participation in a Chibo survey unless you specifically agree to provide that information.

LOCATION INFORMATION

If you use any location-enabled products, you may be sending us location information. Chibo does not store or use this information other than to provide the service you requested. Location-enabled features for Chibo websites are opt-in and you have control over your participation and can turn these services off at any time.

INFORMATION FROM THIRD-PARTY SOURCES

We may receive information about you from publicly and commercially available sources, such as such as public databases, joint marketing partners, social media platforms (including from people with whom you are friends or otherwise connected) and from other third parties (as permitted by law), which we may combine with other information we receive from or about you. In addition, if you elect to connect your social media account to your web site account, certain personal information from your social media account will be shared with us, which may include personal information that is part of your profile or your friends' profiles.

SENSITIVE INFORMATION

We ask that you not send us, and you not disclose, any sensitive personal information (e.g., social security numbers, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, criminal background or trade union membership) on or through the services or otherwise to us.

USE OF PERSONAL INFORMATION (GENERAL)

We may use the personal information collected about you for the following purposes:

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information to request service or ask a question about our products or services, we will use that personal information to respond to your inquiry. If you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate delivery. We may also save your information to facilitate new product orders or process returns.
- To create, maintain, customize, and secure your account with us.

- To personalize your Website experience and to deliver content and product and service offerings relevant to your interests, including targeted offers and ads through our Website, third-party sites, and via email or text message (with your consent, where required by law).
- For testing, research, analysis, and product development, including to develop and improve our Website, products, and services.
- As described to you when collecting your personal information.
- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of GE Appliances' assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by GE Appliances about our Website users is among the assets transferred.
- To provide, administer and communicate with you about products, services, events, surveys and promotions (including by sending you marketing communications);
- To contact you in the event of a service notification for your registered appliance or to provide other notices concerning the safety of your appliance;
- To process, evaluate and respond to your requests, inquiries and applications;
- To confirm and process your order, provide you with updates regarding your order, process returns and contact you concerning your order;
- To create, administer and communicate with you about your account (including any purchases and payments);
- To personalize your experience on the services by presenting products and offers tailored to you, and to facilitate social sharing functionality;
- To verify your identity to ensure security for the other purposes listed here;
- To operate, evaluate and improve our business (including developing new products and services; managing our communications; performing market research; determining and managing the effectiveness of our advertising and marketing; analyzing our products, services and websites; administering our websites; and performing accounting, auditing, billing, reconciliation and collection activities);
- To protect against and prevent fraud, unauthorized transactions, claims and other liabilities, and manage risk exposure and quality;
- To conduct investigations and comply with and enforce applicable legal requirements, industry standards and our policies and terms, such as this and our other services' terms of use;
- To ensure the safety of Chibo network services, information resources and employees.

We also may use personal information for other additional purposes, which we identify at the time of collection. You may choose not to provide us with certain types of information, but doing so may affect your ability to use some services.

We may need to collect and use some of the above-mentioned information because we are either legally required to do so, or because we need it to provide the requested services to you (legitimate interest), or we have acquired your consent.

USE OF COOKIES AND SIMILAR TECHNOLOGIES

Like most companies, we use cookies on our websites. For more information on how to manage cookies and similar technologies, please visit our [Cookie Notice & Disclosure](#) page.

INFORMATION WE SHARE/DISCLOSE

Your personal information may be shared with:

- Third party service providers we have retained to perform services on our behalf. These service providers are contractually restricted from using or disclosing the information, except as necessary to perform services on our behalf or to comply with legal requirements;
- Third parties that may offer you products or services for purposes related to your purchase and use of a Chibo product for their own purposes;
- Third Party sponsors of events, contests, surveys and similar promotions;
- Your friends associated with your social media account, to other website users and to your social media account provider, in connection with your social sharing activity. By connecting your Chibo services account and your social media account, you authorize us to share information with your social media account provider, and you understand that the use of the information we share will be governed by the social media provider's privacy policy.
- Hosts of Chibo events you purchase. The hosts may use your information to contact you regarding the event you purchased or other content the hosts make available. The hosts agree to use your information in accordance with this Privacy Statement.

We may also disclose information about you (i) if we are required to do so by law or legal process (which may include laws outside your country of residence), (ii) to law enforcement authorities or other government officials (which may include authorities outside your country of residence), or (iii) when we believe disclosure is necessary or appropriate to prevent physical harm or financial loss or in connection with an investigation of suspected or actual illegal activity.

We may use, disclose or transfer your personal information to a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings).

We may also use and disclose your personal information in other ways, with your consent.

INFORMATION WE TRANSFER

The services are controlled and operated by us from the United States of America. Your personal information may be stored and processed in any country where we have facilities or in which we engage service providers. By using the services you consent to the transfer of information to countries outside of your country of residence, including the United States of America, which may have data protection rules that are different from those of your country. In certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other countries may be entitled to access your personal information.

With regard to transfers to other countries, we have put in place adequate measures, such as standard contractual clauses adopted by the European Commission to protect your personal information. You may obtain a copy of these measures by contacting us as outlined in the section titled 'How to Contact Us'.

THIRD PARTY ADVERTISING

We may use third-party advertising companies to serve advertisements regarding products and services that may be of interest to you when you access and use the services and other web sites or online services, based on information relating to your access to and use of the services and other websites or online services on any of your devices, as well as on information received from third parties. To do so, these companies may place or recognize a unique cookie on your browser (including through the use of pixel tags). They may also use these technologies, along with

information they collect about your online use, to recognize you across the devices you use, such as a mobile phone and a laptop.

If you would like more information about this practice, and to learn how to opt out of it in desktop and mobile browsers on the particular device on which you are accessing this Privacy Statement, please visit www.aboutads.info and optout.networkadvertising.org. You may download the AppChoices app at youradchoices.com/appchoices to opt out in mobile apps.

LINKS TO OTHER SITES

We provide links to other web sites for your convenience and information. These sites may have their own privacy statements in place, which we recommend you review if you visit any linked web sites. We are not responsible for the content of linked sites or any use of the sites.

CHILDREN'S PRIVACY

This web site is not directed to children under the age of eighteen and we do not knowingly collect personal information from children under the age of eighteen on Chibo web sites. If we become aware that we have inadvertently received personal information from a visitor under the age of eighteen on a Chibo web site, we will delete the information from our records. Some links on Chibo web sites may take web site visitors to sites that are directed to children. These web sites have their own privacy policies that address children's privacy. We encourage you to read these privacy policies if you visit any linked sites directed to children.

CHOICES AND ACCESS

We give you choices regarding our use and disclosure of your personal information for marketing purposes. You may opt-out from:

- Receiving electronic communications from us: If you do not want to receive marketing-related emails from us on a going-forward basis, you may update your email preferences at any time by clicking the "Manage Subscriptions" or "Unsubscribe" link in the footer of any email we send you. You can also request to opt-out of the use of your personal information by Chibo, as outlined in the section titled 'How to Contact Us'.
- Our sharing of your personal information with affiliates for their direct marketing purposes: If you would prefer that we not share your personal information on a going-forward basis with our affiliates for their direct marketing purposes, you may opt-out of this sharing by contacting us as outlined in the section titled 'How to Contact Us'.
- Our sharing of your personal information with unaffiliated third parties for their direct marketing purposes related to your purchase and use of a Chibo product: If you would prefer that we not share your personal information on a going-forward basis with unaffiliated third parties for their direct marketing purposes related to your purchase and use of a Chibo product, you may opt-out of this sharing by contacting us as outlined in the section titled 'How to Contact Us'.

We will try to comply with your request(s) as soon as reasonably practicable. Please note that if you opt-out of receiving marketing-related emails from us, we may still send you important administrative messages that you cannot opt-out from.

HOW YOU CAN ACCESS OR CHANGE YOUR PERSONAL INFORMATION

- If you would like to request to review, correct, update, suppress/restrict or delete personal information that you have previously provided to us, or if you would like to request that we transfer your personal information to another company (to the extent this right to data portability is provided to you by applicable law), you may contact us as outlined in the section titled 'How to Contact Us'.

In your request, please make clear what personal information you would like to have changed, whether you would like to have your personal information suppressed from our database or otherwise let us know what limitations you would like to put on our use of your personal information. For your protection, we may only implement requests with respect to the personal information associated with the particular email address that you use to send us in your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable.

Please note that we may need to retain certain information for record-keeping purposes and/or to complete any transactions that you began prior to requesting a change or deletion (e.g., when you make a purchase or enter a promotion, you may not be able to change or delete the personal information provided until after the completion of such purchase or promotion). There may also be residual information that will remain within our databases and other records, which will not be removed.

RETENTION PERIOD

We keep your personal information for as long as needed or permitted in light of the purpose(s) for which it was obtained. The criteria used to determine our retention periods include (i) for as long as we have an ongoing relationship with you (such as delivery of products or services, an online account, receiving our newsletter); as required by a legal obligation to which we are subject; or as advisable in light of our legal position (such as in regard of applicable statutes of limitations, litigation, or regulatory investigations).

HOW WE PROTECT PERSONAL INFORMATION

We maintain administrative, technical and physical safeguards to protect against unauthorized disclosure, use, alteration or destruction of the personal information you provide on this web site. We use appropriate technology to help keep the personal information you provide on this site secure. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please immediately notify us in accordance with the 'How to Contact Us' section below.

COMPLAINTS

You have the right at all times to lodge a complaint with a supervisory authority competent for your country or region.

UPDATES TO OUR PRIVACY STATEMENT

We may amend this Privacy Statement at any time. When we make changes, we will post an updated Privacy Statement on this site and update the Statement's effective date. Your continued use of the services following posting of changes constitutes your acceptance of such changes.

HOW TO CONTACT US

If you have any questions or comments about this Privacy Statement, or if you would like us to update information we have about you or your preferences, including requests to opt out of the use of your personal information by Chibo as outlined in this Privacy Statement, please email us at help@cookwithchibo.com.

NOTICE TO CALIFORNIA RESIDENTS

This **Privacy Notice for California Residents** supplements the general information contained in this Privacy Statement and applies solely to residents of the State of California ("consumers" or "you"). We adopt this notice to comply with the California Consumer Privacy Act of 2018 ("CCPA") and any terms defined in the CCPA have the same meaning when used in this notice.

Where noted in this Notice, the CCPA exempts personal information reflecting written or verbal business-to-business communications ("B2B personal information") from its requirements.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We have collected from consumers within the last twelve (12) months personal information falling into the following categories:

- **Category A: Identifiers** – A real name, alias, postal address, unique personal identifier, online identifier, Internet Protocol address, email address, account name, Social Security number, driver's license number, passport number, or other similar identifiers. **Collected - YES**
- **Category B: Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).** – A name, signature, Social Security number, physical characteristics or description, address, telephone number, passport number, driver's license or state identification card number, insurance policy number, education, employment, employment history, bank account number, credit card number, debit card number, or any other financial information, medical information, or health insurance information. Some personal information included in this category may overlap with other categories. **Collected - YES**
- **Category C: Protected classification characteristics under California or federal law.** – Age (40 years or older), race, color, ancestry, national origin, citizenship, religion or creed, marital status, medical condition, physical or mental disability, sex (including gender, gender identity, gender expression, pregnancy or childbirth and related medical conditions), sexual orientation, veteran or military status, genetic information (including familial genetic information). **Collected - NO**
- **Category D: Commercial information.** – Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies. **Collected - YES**
- **Category E: Biometric information.** – Genetic, physiological, behavioral, and biological characteristics, or activity patterns used to extract a template or other identifier or identifying information, such as, fingerprints, faceprints, and voiceprints, iris or retina scans, keystroke, gait, or other physical patterns, and sleep, health, or exercise data. **Collected - NO**
- **Category F: Internet or other network activity** – Browsing history, search history, information on a consumer's interaction with a website, application, or advertisement. **Collected - YES**
- **Category G: Geolocation data** – Physical location or movements. **Collected - YES**

- **Category H: Sensory data** – Audio, electronic, visual, thermal, olfactory, or similar information. **Collected - NO**
- **Category I: Professional or employment-related information** – Current or past job history or performance evaluations. **Collected - NO**
- **Category J: Non-public education information (per the Family Educational Rights and Privacy Act (20 U.S.C. Section 1232g, 34 C.F.R. Part 99))** – Education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes, student financial information, or student disciplinary records. **Collected - NO**
- **Category K: Inferences drawn from other personal information** – Profile reflecting a person's preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes. **Collected - YES**

Personal information does not include: (i) publicly available information from government records; (ii) de-identified or aggregated data; and (iii) data excluded from CCPA's scope, such as health or medical information.

Chibo obtains the categories of personal information listed above from the following categories of sources:

- Directly from you. For example, from forms you complete or from products or services you purchase or register.
- Indirectly from you. For example, from website usage details collected automatically.
- From third parties that interact with us in connection with services we perform. For example, from businesses on whose behalf we perform services.

More information on categories of sources of personal information is available as outlined in the section titled 'Use of Personal Information (General).'

BUSINESS OR COMMERCIAL PURPOSES FOR USE OF PERSONAL INFORMATION

We may use or disclose the personal information we collect for one or more of the following business purposes as outlined in the section titled 'Use of Personal Information (General).'

Chibo will not collect additional categories of personal information or use the personal information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

Chibo does not sell your personal information.

SHARING PERSONAL INFORMATION

Chibo may disclose your personal information to a third party for a business or commercial purpose. When we disclose personal information for a business purpose, we enter a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for any purpose except performing the contract.

We share your personal information with the categories of third parties as outlined in the section titled 'Information We Share/Disclose.'

DISCLOSURES OF PERSONAL INFORMATION FOR A BUSINESS PURPOSE

In the preceding twelve (12) months, has disclosed the following categories of personal information for a business purpose:

- Category A: Identifiers.
- Category B: California Customer Records personal information categories.
- Category D: Commercial information.
- Category F: Internet or other similar network activity.
- Category G: Geolocation data
- Category K: Inferences drawn from other personal information.

We disclose personal information for a business purpose to the following categories of third parties:

- Our affiliates
- Service providers
- Third parties to whom you or your agents authorize us to disclose your information in connection with products or services we provide you
- Third parties with whom we conduct joint marketing activities

YOUR RIGHTS AND CHOICES

The CCPA provides consumers (California residents) with specific rights regarding their personal information. This section describes consumers' CCPA rights and explains how to exercise those rights.

ACCESS TO SPECIFIC INFORMATION

You have the right to request that Chibo disclose certain information to you about our collection and use of your personal information over the past 12 months. Once we receive and confirm your [verifiable consumer request](#), we will disclose to you:

- The categories of personal information about you we collected.
- The categories of sources for the personal information about you we collected.
- Our business or commercial purpose for collecting or selling that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information about you we collected (also called a data portability request). If we disclosed your personal information for a business purpose, we will identify the personal information categories that each category of recipient obtained.

We do not provide these access rights for B2B personal information.

DELETION REQUEST RIGHTS

You have the right to request that Chibo delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your [verifiable consumer request](#), we will delete your personal information from our records, unless an exception applies.

We may not fulfill your deletion request if retaining the information is necessary for us or our service provider(s) to:

1. Complete a transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
2. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
3. Debug products to identify and repair errors that impair existing intended functionality.
4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
5. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 et. seq.).
6. Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
7. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
8. Comply with a legal obligation.
9. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

We do not provide these deletion rights for B2B personal information.

EXERCISING ACCESS AND DELETION RIGHTS

To exercise the access, data portability, and deletion rights described above, please submit a verifiable consumer request to us by emailing us at help@cookwithchibo.com.

Only you, or a person legally authorized to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child.

You may make a verifiable consumer request for access or data portability only twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We will not be able to fulfill your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

Making a verifiable consumer request does not require you to create an account with us.

We will use personal information provided in a verifiable consumer request only to verify the requester's identity or authority to make the request.

Instructions on exercising sale opt-out rights are described in the section titled 'Personal Information Sales Opt-Out and Opt-In Rights.'

RESPONSE TIMING AND FORMAT

We endeavor to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to 90 days), we will inform you of the reason and extension period in writing. Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data access requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not ordinarily charge a fee to process or respond to your verifiable consumer request. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

PERSONAL INFORMATION SALES OPT-OUT AND OPT-IN RIGHTS

We do not sell your personal information.

DO NOT TRACK ("DNT") SIGNALS SENT VIA BROWSERS

Given the divergent practice of organizations that offer Web browsers and lack of a standard in the marketplace, at this time we generally do not respond to DNT signals.

Effective date of this Privacy Statement: July 2020.