



新奥天然气股份有限公司

ENN Natural Gas Co., Ltd.

(Stock Code: 600803)

Privacy Policy

1. Reminders

Your trust is very important to us and we know the importance of Personal Information to you. We will take corresponding security safeguards as required by laws and regulations and endeavor to ensure that your Personal Information is safe and controllable. As such, ENN Natural Gas Co., Ltd. (hereinafter referred to as “we” or “ENN-NG”) formulated this ENN-NG Privacy Policy (hereinafter referred to as the “Policy”). The Board of Directors is responsible for the review on the Company’s network strategy and security. The top management of the network strategy and security is the ENN-NG Chief Digital Technology Facilitator.

This Policy only applies to the business introduction, image presentation and collection of customer message information provided by ENN-NG and does not apply to the services provided by other third parties to you nor shall it apply to the products or services in respect of which a privacy policy has been separately formulated by ENN-NG.

This Policy is intended to outline how we collect, use, store and share the information about you when you use our services (or products) and how we provide you with access to, update, control and protect such information. This Policy is closely related to your use of the services (or products) of ENN-NG, so please read and understand this Policy carefully before using our services (or products). If you have any question, comment or suggestion concerning the content of this Policy, you may contact us via ENN-NG Customer Service.

2. Definition

Affiliate: means the affiliates of ENN-NG as disclosed in the ENN-NG annual report.

Personal Information: means all types of information recorded, electronically or otherwise, that alone or in combination with other information, can identify the identity of specific natural persons or reflect the activities of specific natural persons.

Sensitive Personal Information: includes ID number, personal biometric information, bank account, property information, whereabouts and tracks, transaction information, and Personal Information of children under 14 years old (inclusive).

Personal Information Deletion: means the removal of Personal Information from the systems involved in the realization of daily business functions so that such information remains unavailable for retrieval or access.

3. Privacy Policy

3.1. This Privacy Policy will help you understand the following:

- (1) How we collect and use your Personal Information
- (2) How we use Cookies and similar technologies
- (3) How we share, transfer and publicly disclose your Personal Information
- (4) How we protect your Personal Information
- (5) How you manage your Personal Information
- (6) How we process the minors' Personal Information
- (7) How your Personal Information is transferred globally
- (8) How this Privacy Policy is updated
- (9) How to contact use

3.2. How we collect and use your Personal Information

We may collect and use your Personal Information for the following purposes as described in this Policy:

- (1) Display of products and services

In order to improve our products or services and provide you with personalized information services, we may intercept your browsing and searching preferences, behavior habits, location information and other features according to your browsing and searching records, device information and location information, and generate indirect crowd portrait based on the feature tags.

(2) Provision of products or services

We may use the information collected in the course of providing services to you for the following purposes:

- a. Dealing with the applications or requests regarding our products, facilities and services;
- b. Carrying out investigation of customers, products, facilities and services;
- c. Handling your complaints and inquiries against the companies under ENN-NG;
- d. Any matter directly connected with the above.

(3) Provision of security assurance

To improve the safety of your use of the services provided by us and our Affiliates and partners, protect your, other users', or the public's personal or property safety from harm, better prevent security risks such as phishing websites, fraud, cyber vulnerabilities, computer viruses, cyber attacks and cyber intrusions, and more accurately identify non-compliance with laws, regulations or protocol rules related to gas supply and utilization, we may use or integrate your user information, device information, relevant web logs and information shared by our Affiliates and partners with your authorization or according to the law, to comprehensively determine your identity authentication, detection and prevention of security incidents, and take necessary recording, audit, analysis and disposal measures according to the law.

(4) Other purposes

We will seek your consent to use the information for any purposes not set forth herein, or use the information, that has been collected for a particular purpose, for any purpose other than such particular purpose.

(5) Exceptions with authorization or consent

According to relevant laws and regulations, your authorization or consent is not required for the collection of your Personal Information under the following circumstances where:

- a. It is related to national security and national defense security;
- b. It is related to the public safety, public health and material public interests;
- c. It is related to criminal investigation, prosecution, trial, execution of judgment, etc.;

- d. It is used to protect material legitimate rights and interests such as the life and property of the subjects of Personal Information or other individuals but it is difficult to obtain your consent in person;
- e. It is made known to the public at your sole discretion;
- f. It is collected from legally and publicly disclosed information;
- g. It is necessary for entering into contracts at your request;
- h. It is required to maintain the safe and stable operation of products or services provided, such as identifying and addressing failures in products or services;
- i. It is necessary for legal news reports;
- j. It is necessary for the statistical or academic researches carried out by academic research institutions based on public interests and will be de-identified if contained in the results of academic research or description when such results are provided externally;
- k. Other circumstances provided by laws and regulations.

(6) Information retention

We will keep your personal information for the time necessary to fulfill the purpose for which they were collected, if the contractual relationship remains in force, you do not exercise the right of deletion and we must keep your data in compliance with a legal obligation. In each specific case, you will be informed of the criteria or duration of the Processing. Once your relationship with ENN Nature Gas has concluded, we will block your data within the legally prescribed period and use it for necessary future use in accordance with laws and regulations.

If we cease operation, we will stop the collection of your Personal Information in a timely manner and notify you of the cessation of operation by serving the notice one by one or in the form of an announcement, and the Personal Information held will be deleted or anonymized.

3.3. How we use Cookies and similar technologies

(1) Cookies

We may provide services (or products) to you through our website. To ensure that the website operates correctly and efficiently, provide an easier access experience for you and recommend content that you may be interested in, we may store relevant information on your computer or mobile device; such information may be Cookie, Flash Cookie or

other local storage provided by your browser or associated applications (collectively referred to as “Cookies”). With Cookies, the client can store data such as your preferences or the items in your shopping cart. Please understand that some of our services are available only through the use of Cookies. You have the right to choose whether to accept Cookies, and all information collection processes will only be initiated after obtaining your consent. If your browser or browser add-on allows, you may modify your acceptance of Cookies or reject our Cookies, but rejection of our Cookies may in some cases affect your safe access to the website and use of the services we provide. After you stop accepting cookies, your data will be retained by us for two years.

(2) Web beacons and pixel tags

In addition to Cookies, we will also use similar technologies such as web beacons and pixel tags on our website. For example, the email we send to you may contain a link of address that links to the content on our website. If you click on the link, we will track that click to help us understand your product or service preferences and improve customer service. A web beacon is typically a transparent graphic image embedded into a website or email. With the pixel tags in e-mail, we can tell if the email has been opened or not. If you don’t want your activities to be tracked in this way, you may unsubscribe from our mail list at any time.

3.4. How we share, transfer and publicly disclose your Personal Information

(1) Share

We will not share your Personal Information with other companies, organizations and individuals, except in the following cases:

- a. Sharing with explicit consent: After obtaining your explicit consent, we will share your Personal Information with other parties
- b. Sharing under statutory circumstances: we may share your Personal Information in accordance with the provisions of laws and regulations, for meeting the needs for dispute resolution, or as required legally by administrative or judiciary authorities.
- c. Sharing with our Affiliates: in order to provide services jointly with companies under ENN-NG for you, recommend the information in which you may be interested or protect the personal and property safety of our Affiliates, other users or the general public from harm, your Personal Information may be shared with our Affiliates. We will share necessary Personal Information only (for example, we will share your necessary account information with our Affiliates to enable your use of products or

services of our Affiliates via your gas consumption account). If we share your Sensitive Personal Information or our Affiliates may change the purpose of use or processing of your Personal Information, we will seek your authorization and consent anew.

- d. Sharing with authorized partners: For the sole purpose stated herein, certain services will be provided jointly by us and our authorized partners. We may share some of your Personal Information with partners to provide enhanced customer service and membership experience. We will share your Personal Information only for legal, legitimate, necessary, specific and express purposes stated herein, and only share the Personal Information necessary for provision of services. Our authorized partners are not entitled to use the Personal Information shared for purposes unrelated to the products or services.

At present, our authorized partners include suppliers, service providers and other partners. We send information to the suppliers, service providers and other partners who support our business by providing technical infrastructure services, analyzing how our services are used, measuring the effectiveness of ads and services, providing customer service, facilitating payments, or conducting academic research and surveys.

We will enter into a strict data protection agreement with companies, organizations and individuals with whom we share Personal Information, requiring them to abide by our instructions, this Policy and any other relevant confidentiality and security measures when processing the Personal Information.

(2) Transfer

We will not transfer your Personal Information to any company, organization and individual, except in the following cases:

- a. Transfer with explicit consent: After obtaining your explicit consent, we will transfer your Personal Information to other parties.
- b. When the transfer of your Personal Information is involved in our merges, acquisitions, or liquidations, or other circumstances involving merges, acquisitions, or liquidations, we will require new companies and organizations that hold your Personal Information to continue to be bound by this Policy. Otherwise, we will require such company, organization and individual to seek your authorization or consent anew.

(3) Public disclosure

We will only disclose your information to the public in the following cases:

- a. After obtaining your explicit consent or based on your voluntary choice, we may make public disclosure of your Personal Information;
 - b. If we determine that you have violated laws, regulations or the terms of this Policy or in order to protect our, our Affiliates', users' or the public's personal and property safety from harm, we may disclose your Personal Information with your consent, including relevant violations and the measures that have been taken by ENN-NG against you.
- (4) Exceptions with prior authorization or content when your Personal Information is shared, transferred or publicly disclosed

Your prior authorization or consent is not required for the share, transfer or public disclosure of your Personal Information under the following circumstances where:

- a. It is related to national security and national defense security;
- b. It is related to the public safety, public health and material public interests;
- c. It is related to criminal investigation, prosecution, trial, execution of judgment, etc.;
- d. It is used to protect material legitimate rights and interests such as your or other individual's life and property, but it is difficult to obtain your consent in person;
- e. It is made known to the public at your sole discretion;
- f. It is collected from legally and publicly disclosed information including public sources such as legal news reports and government information.

According to the law, the sharing or transfer of Personal Information which has been de-identified and of which the subject cannot be recovered and re-identified by the data recipients shall not be the sharing, transfer and public disclosure of Personal Information. Such data will be stored and processed without notice and your consent.

3.5. How we protect your Personal Information

We have adopted reasonable and feasible security measures in compliance with industry standards to protect the security of the Personal Information you provide and prevent the Personal Information from unauthorized access, public disclosure, use, modification, damage or loss. We will use encryption technology to enhance the security of Personal Information; we will employ trusted protection mechanisms to protect the Personal Information from malicious attacks; we will put in place access control mechanisms to make sure that only authorized personnel can access the Personal

Information; and we will hold security and privacy protection training courses to raise the employees' awareness of the importance of the protection of Personal Information. If an employee is found to commit any suspicious behavior, such employee shall cooperate with the security management department to review his/her operation behavior in accordance with the safety codes. Where employees violate the Company's information security management rules, the Company will hold the direct responsible persons and the personnel in charge accountable; where employees are suspected of violating regulations or disciplines, such violation will be recorded in the employee files; employees who are subject to suspected criminal offense will be transferred to the judicial authority.

We take all reasonable and feasible measures to avoid collection of unrelated personal information. We retain your Personal Information for no longer than what is necessary for the purposes stated herein, unless an extension of retention period is required or permitted by law. The information will remain in the system until the account is canceled. When the customer cancels the account, the system will handle the customer information in accordance with the registration protocol;

The Internet is not an absolutely safe environment. We strongly recommend that you use the communication methods including email address or the message window published on our website to send the Personal Information. You can establish links and share mutually through our services. When you create a communication or share via our services, you can independently choose who you want to communicate or share with as a third party that can see your contact details, the information communicated, or the content shared.

Please note that the information you share voluntarily or even publicly while using our services may contain your or other persons' personal or sensitive information. Please consider more carefully whether you share or even publicly share relevant information when using our services.

We will endeavor to guarantee the security of any information you send to us. If any of our physical, technical or management protective facilities is damaged, leading to unauthorized access, public disclosure, manipulation or destruction of information which results in damages to your lawful rights and interests, we will assume liabilities accordingly.

Cyber security contingency plans and incidents will be strictly subject to the National Emergency Response Plan for Cyber Security Incidents issued by the Office of the Central Leading Group for Cyberspace Affairs. Incident response shall be carried out

by taking five steps of “information submission - > response procedure- > emergency relief - > recovery & reconstruction- > summary, evaluation and improvement”.

In the event of the unfortunate occurrence of a Personal Information security incident, we will inform you as required by laws and regulations of: basic information and possible impacts of the security incident, actions we have taken or will take in response to the incident, suggestions for taking precautions and reducing risks at your own discretion, remedial measures that may be taken against you, etc. Information about the incidents will be notified to you by mail, letter, telephone and other means. In case it is difficult to inform the subjects of Personal Information by one-by-one notification, we will publish an announcement in a reasonably practicable manner. In addition, we will also report the handling of Personal Information security incident as required by regulatory authorities.

3.6. How you manage your Personal Information

You may access and manage your Personal Information in the following ways:

(1) Access to your Personal Information

You are entitled to access your Personal Information unless any exception is provided by laws and regulations. You may access Personal Information through the background systems of the website and ENN-NG’s corporate websites. If you fail to have access to your Personal Information via the above routes, you may contact us at the phone number published on the website.

(2) Amending or supplementing your Personal Information

When you discover any error with respect to your Personal Information processed by us, you are entitled to request us for amendment or supplement. You may make a request for amendment or supplement in the manner set forth in “(a) Access your Personal Information”.

(3) Agree or refuse information collection

When we collect information, we will send you information collection consent, you have the right to choose whether to accept or not, all information collection procedures will be started after obtaining your consent. At the same time, you have the right to decide to opt out of the collection of your information at any time, we will immediately stop the collection of your information, and strictly protect your personal information and privacy.

(4) Deletion of your Personal Information

You may delete part of your Personal Information in the manner set forth in “(a) Access your Personal Information”. You may request us to delete your Personal Information if:

- a. Our processing of Personal Information violates laws or regulations;
- b. We collect or use your Personal Information without your explicit consent;
- c. Our processing of Personal Information materially breaches the agreement with you;
- d. You no longer use our products or services;
- e. We will no longer offer you products or services permanently.

If we decide to respond to your request for deletion, we will also at the same time, whenever possible, inform the persons who have obtained your Personal Information from and require them to delete the information promptly, unless otherwise provided by laws and regulations or where such persons have an independent authorization from you.

When you delete information from our services, we may not delete the corresponding information from the backup system immediately, but will delete the information when the backup is updated.

(5) Changing the scope of your authorization or consent

Completion of each business function may require some basic Personal Information (See the “Part II (1)” hereof). In addition, with respect to the collection and use of additional Personal Information, you may give or withdraw your authorization or consent by contacting ENN-NG at the phone number published on this website.

After you withdraw your consent, we will not process the corresponding Personal Information. Your decision to withdraw your consent will not affect the processing of your Personal Information based on your previous authorization.

(6) Information transfer

When you need to transfer your information, you have the right to decide to transfer your data to another service provider, and we will do whatever is necessary to comply with your request.

(7) Restriction of automated decision-making by information system

In some business functions, we may make decisions solely based on non-manual automated decision-making mechanisms including information systems and algorithms. If these decisions may significantly affect your legitimate rights and interests, you have

the right to ask for our clarification, and we will also provide methods of complaint without prejudice to the trade secrets of ENN-NG or rights and interests of other users and social and public interests.

(8) Response to your requests above

In order to guarantee security, you may need to submit a written request or otherwise prove your identity. We may first require you to verify your own identity and then process your request.

We will reply to your reasonable request within 15 days. If you are not satisfied with our reply, you can also make a complaint against ENN-NG via the email address or phone number published on the website.

We may refuse any request that is repeated without cause or requires too many technical means (e.g., development of a new system or fundamental change of current practices) or requests that may cause risks to others' legitimate interests or is very impracticable.

We will be unable to respond to your request as required by laws and regulations under the following circumstances where:

- a. It is related to national security and national defense security;
- b. It is related to public security, public health and material public interests;
- c. It is related to criminal investigation, prosecution, trial and execution of judgment;
- d. There is sufficient evidence proving that the Personal Information subject is malicious or has abused the right;
- e. The response to your request may cause serious harm to your, other individuals' or organizations' legitimate rights and interests;
- f. It is involved with trade secrets.

3.7. How we process the minors' Personal Information

Without the consent from parents or guardians, the minors shall not create their own member account. If you are a minor, it is suggested that your parents or guardians read this Policy carefully and use our services or provide information to us with the consent from your parents or guardians.

For the Personal Information of minors we collect with the consent from the parents or guardians, we will only use, share, transfer or disclose such information as permitted

by relevant laws and regulations, with the explicit consent from parents or guardians, or required for protection of minors.

3.8. How your Personal Information is transferred globally

The Personal Information collected and generated during operation in the People's Republic of China will be stored in China, expect that:

- (1) It is explicitly provided by laws and regulations;
- (2) We have obtained your explicit authorization.

Under the above circumstances, we will ensure adequate protections for your Personal Information in accordance with this Policy.

3.9. How this Privacy Policy is updated

We regularly conduct compliance audits of this policy, therefore, our privacy policy may be changed. We will not impair the rights to which you shall be entitled according to this Policy without your explicit consent. We will post any changes we make to the Privacy Policy on a dedicated page.

In case of any material changes, we will provide notices in a more obvious manner (for example, we may solicit opinions, make announcements and even provide pop-up notices to you by publicity of ENN-NG.).

The material changes as referred to herein include but are not limited to:

- (1) Material changes to our service modes such as the purpose of processing Personal Information, the categories of Personal Information processed, and how the Personal Information is used;
- (2) Material changes to our control such as change in the owners' arising from M&A and reorganization;
- (3) Changes to the major subjects to whom the Personal Information is shared, transferred or publicly disclosed;
- (4) Material changes in your rights regarding Personal Information processing and the ways of exercise of these rights;
- (5) Changes of our departments, contacts, and complaint channels responsible for the security of Personal Information processing;
- (6) High risks identified in assessment reports of Personal Information security impact.

3.10. How to contact us

You can contact us in the following ways and we will reply to your request within 15 days:

- (1) If you have any questions, comments or suggestions regarding the content of this Policy, you can contact us via the email address, message window or phone number published on the website;
- (2) If you find any possible leakage of your Personal Information, you may make a complaint and report via the email address, message window or phone number published on the website.

4. Supplementary Provisions

This Policy shall take effect on a trial basis from August 2023. ENN-NG shall be responsible for interpretation of any matters not covered herein.