

## OnDemandViet® PRIVACY POLICY

Affected by June 1st, 2020

Thank you for using OnDemandViet's products and services. We would like to welcome you and tell you the terms governing your use of our products and services. Please read the following Privacy Policy (the "Policy") carefully. The Policy may change from time to time, so please check our website often to review the latest version.

We understand that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This Policy explains and governs how OnDemandViet by ODK Media Inc., a Delaware corporation, and its subsidiaries and affiliates ("we," "us," and "our") treat information that we collect when you are on our websites, including [www.OnDemandViet.com](http://www.OnDemandViet.com) (the "Websites"), and when you use our OnDemandViet Streaming Media Player (the "Device"), our video content streaming service provided through the Device (the "VOD Services"), and other related products and services (all such Websites, Device, VOD Services, and related products and services we offer, the "Products and Services"). By using our Products and Services, you are accepting the practices described in our Policy. This Policy does not apply to the practices of any person or entity other than us, including operators of websites you may visit before or after visiting the Websites and other third-party websites that you access through the Products and Services.

### 1. Information we collect.

We collect information from users, which may include personally identifiable information ("Personal Information"), through the Products and Services as follows:

1.1 Information you give us. We receive and store information you enter on the Websites or give us in any other way through the Products and Services. This information includes but is not limited to:

- Registration data. When you register for the Products and Services, we ask that you provide basic contact information such as your name, address, and email address.
- Order data. When you place an order for any product or service, we collect your purchase and address or billing information, including your credit card number and expiration date.
- Voluntary information. We may collect additional information at other times, including but not limited to, when you provide feedback, change your content or email preferences, respond to a survey, or communicate with our customer support.

1.2 Information collected automatically. We receive and store certain types of information whenever you interact with us via the Products and Services. To do this, we may use cookies and other techniques to gather this information. This information includes but is not limited to:

- Computer and device configuration, identification and location. We automatically receive and log information from your browser, including but not limited to your IP address, the name and ID of your computer, mobile device and other devices, your operating system, browser type and version, CPU speed, connection speed, and location information based on your IP address and as derived from GPS or similar features on your mobile device and other devices.
- Referral, clickstream, and site interaction data. We may also record the URL you linked from to get to the Websites, your clickstream through and from the Websites, and other tracking information. We may also record other sites that you have visited and your viewing habits and patterns.
- Usage and log data. We may collect information, such as title selections and watch history, page views, etc., when you use our Products and Services.

1.3 Information we get from other sources. We may receive information about you from other sources, add it to your account information and treat it in accordance with this Policy. This may include information about your demographic data, purchasing behavior, activities online, and interests.

1.4 How we use cookies. Cookies are alphanumeric identifiers that a website can store on your computer's hard drive. When you visit the Websites, create a user account, download, subscribe to, or purchase a product or service from us, or perform other tasks we may set cookies or other tracking tools on your personal computer or in your computer's memory. We require that cookies be enabled in your Web browser so that we can identify you as a repeat visitor or customer and maintain session information for logged-in users. We also use cookies to track usage trends and patterns in order to better understand and improve the Websites.

2. How we use the information we collect.

We use information about you to:

- Deliver or provide the Products and Services
- Verify access to secure content and your account information

- Determine whether you meet the minimum system requirements for use of the Products and Services
- Provide you with tailored content and instructions, renewal options and promotions
- Service your customer support requests
- Ask you to participate in surveys about our Products and Services
- Offer you upgrades
- Better understand, on an anonymous and aggregated basis, how the Products and Services are being used, including Web traffic and usage patterns, so that we may continually improve our Products and Services
- Determine other products and services that may be of interest to you. These may be offered by us or by third parties.

In addition to using your individual data, we may aggregate information about you and other individuals to create anonymized, aggregated information that does not identify you personally. We may use such anonymized and aggregated information for internal research, development, analysis, marketing, and other business purposes. We may use and share non-Personal Information for any purpose, except where we are required to do otherwise under applicable law.

### 3. How we share the information we collect.

We may share your Personal Information as follows:

- Partners. Other than your name and other contact information, we may share information collected from or about you with our business partners such as advertisers, content licensors, distributors, and other companies that are not affiliated with us. We will share your name and other contact information with our partners only after obtaining your consent that such partners can send you promotional information about their products and services directly.
- Agents. We may employ other companies and individuals to perform functions on our behalf such as fulfilling orders, sending email, processing credit card payments, and providing customer service. These companies or individuals will be provided access to Personal Information needed to perform their functions, but these companies and individuals have agreed or will agree to not use your Personal Information for other purposes. For example, we employ a payment gateway service provider to process your credit card payments and that company has access to and stores your payment information.
- Protection of the Products and Services. We release accounts and other Personal Information when we believe that such release is appropriate to comply with the law; to

enforce or apply our Terms of Use for the Products and Services, or to protect the rights, property, or safety of the Products and Services, our users, or others.

- Business transfers. We may transfer Personal Information we collect in connection with a merger, acquisition or sale of all or most of our assets related to the Websites and/or the Products and Services. You acknowledge that such transfers may occur, and that any acquirer may continue to use your Personal Information as set forth in this Policy.

- Trusted third parties. With your consent, we will make your Personal Information (not including your credit card information) available to trusted third parties who offer products and services we think may be of interest to you so that you can receive information or opportunities related to those products and services. You may update your preference with regard to our sharing your Personal Information for this purpose in the “email preferences” in the “account settings” area of the Website. These third parties with whom we share your Personal Information will use your Personal Information in accordance with their own privacy policies.

We reserve the right to use and disclose anonymous information, including aggregated and anonymized information derived from your Personal Information to inform our partners and other interested parties as to the usage habits or characteristics of our user base and to serve any other business purposes. We may share and disclose non-Personal Information for any purpose, except where we are required to do otherwise under applicable law.

#### 4. Your choices and options.

4.1 Email communications to our users. We do not send unsolicited email, but we do send email communications to our users in connection with the provision of the Products and Services. The following outlines the types of email we send to our users and the choices you have about which messages to receive:

- Messages required to service orders you place for any product or service fulfilled by us. We will send you an email notifying you of the availability of each product or service that you order either directly from us or our business partners.

- Messages required to service your account. We may send you the following messages: (i) for newly registered users, a welcoming email; (ii) messages confirming each order you place; (iii) messages confirming your account changes; (iv) messages inviting you to participate in customer surveys; and (v) messages informing you of important product or service updates related to our business.

- Marketing messages about products and services you receive. We may send you marketing messages related to the products and services you receive including, for example, messages encouraging you to purchase products and services.
- Optional marketing messages from us. Registered users may also occasionally receive information or special promotions from us about additional products or services. You may update your preference with regard to receiving such messages by logging into your account on our website at [www.OnDemandViet.com](http://www.OnDemandViet.com).
- Optional marketing messages from trusted third parties. With your consent, we may share your Personal Information (not including your credit card information) with trusted third parties so that you may receive information or opportunities from these third parties about relevant products and services they offer. You may update your preference by logging into your account on our website at [www.OnDemandViet.com](http://www.OnDemandViet.com). The use of your Personal Information by these third parties will be subject to their respective privacy policies.

4.2 Changing or removing your information. To review or update your Personal Information, or to alter your email preferences, or preferences regarding how we share your Personal Information, please log into your account on our website at [www.OnDemandViet.com](http://www.OnDemandViet.com). At any time, if you would like to close your account, send email to [help@ondemandviet.com](mailto:help@ondemandviet.com).

4.3 California law. California law permits our users who are California residents to request certain information regarding our disclosure of Personal Information to third parties for their own direct marketing purposes. To make such a request, please contact us at [help@ondemandviet.com](mailto:help@ondemandviet.com).

## 5. Security practices.

We use reasonable security methods to protect your Personal Information. We will store your Personal Information in a database located behind firewalls so that it is accessible only to authorized personnel. Our credit card payment processor will store your credit card information. We currently work with Stripe to process your credit card payments, and you can learn more about its security practices at [www.stripe.com](http://www.stripe.com). Despite our efforts, there is always a possibility that a breach in data transmission or storage may occur. While we cannot guarantee that your information will be secure at all times, we will strive to use reasonable security methods to safeguard your information. Password and credit card information is stored in our database in an encrypted, non-human readable form.

## 6. Children.

We do not knowingly collect, either online or offline, Personal Information from persons under the age of thirteen.

#### 7. Amendment of Privacy Policy.

From time to time, we may revise this Policy. The update date first written above is used to alert you to recent changes. You should thoroughly read all such revised Privacy Policies and notices. Your continued use of the Products and Services shall serve as your consent to any revised Privacy Policy.

#### 8. Contacting us.

If you have any questions or concerns regarding this Policy or our use of your information, please email [help@ondemandviet.com](mailto:help@ondemandviet.com) or mail or fax us at the following address:

OnDemandViet by ODK Media, Inc.  
Attention: Privacy Policy  
Address: 221 N. Harbor Blvd. Suite E, Fullerton, CA 92832

#### 9. Applicable law.

Our main office is located in the United States. If you are using our products and services, please be aware that information from or about you is subjected to the laws of the United States. By using our products and services, you consent to the transfer of information from or about you to the United States and the application of the United States law to the collection, storage, and processing of such information.

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We appreciate your reading this Policy carefully. If you have any questions or comments about the Policy, please feel free to contact us at [help@ondemandviet.com](mailto:help@ondemandviet.com). We hope that you will enjoy OnDemandViet's products and services and have a great experience. Welcome to OnDemandViet!