

YouCloud User Agreement

Updated on November 20, 2025

Preamble: Welcome to apply for registration as a YouCloud user (hereinafter referred to as "User") to use YouCloud's services. This Agreement is a contract concluded between the User and the operator of YouCloud products, with legal validity of a contract. Please read it carefully.

Notice: Before completing the registration process or using YouCloud's services in any way, the User shall carefully read and fully understand all the following contents, and may become a registered user only after agreeing to abide by this Agreement. **When the User fills in the information as prompted on the registration page, reads and agrees to this Agreement, completes the entire registration process, or starts using YouCloud's services in other ways, it indicates that the User has fully read, understood and accepted all the contents of this Agreement, and this Agreement shall have legal binding force on both the User and YouCloud. The User undertakes to accept and comply with the provisions of this Agreement and be bound by its terms. At that time, the User shall not claim that this Agreement is invalid or request its revocation on the grounds of not having read the contents of this Agreement or not having obtained YouCloud's explanation of this Agreement.**

If the User disagrees with the terms of this Agreement or any of its provisions, the User shall not proceed further or shall terminate the registration process. When using any single service or product, the User shall accept the relevant agreement before use.

Registered Users must be natural persons, legal persons or organizations with corresponding legal capacity for rights and capacity for conduct, and capable of independently assuming legal liability. The User represents and warrants that (I) they are 18 years of age or older; and (II) if the User agrees to these terms on behalf of a company or legal entity, the User has full authority to bind such company or legal entity to these terms. When the User completes the registration process or actually uses the product services in other ways approved by YouCloud, it shall be deemed that the User confirms that they have the subject qualification and can independently assume legal liability. Any consequences arising from the User's lack of subject qualification shall be borne by the User and their guardian.

If the User purchases YouCloud 365, please note that as a B2B commercial application tool, YouCloud 365 is open for use by enterprise organizations. The User confirms and warrants that they have the right to register a YouCloud 365 account on behalf of their affiliated unit/organization and have obtained authorization from their affiliated unit/organization to act as the administrator of the YouCloud 365 account.



The User acknowledges, understands and confirms that, as the administrator of YouCloud 365, they have the right to open account seat usage permissions for other personnel of their affiliated unit/organization in accordance with the number of account seats purchased by the unit/organization. At the same time, opening seat usage permissions to other personnel indicates that the User warrants that they have the right to agree to the contents of this Agreement on behalf of the corresponding account seat users, who shall be bound by this Agreement, and the User shall be responsible for managing the corresponding account seat users to ensure their compliance with this Agreement.

If the User has any questions, please contact YouCloud through the contact information at the end of this Agreement.

1. Acceptance of Service Terms

1.1 The scope of validity of these Service Terms covers all products and services of YouCloud. When the User enjoys any single service or product of YouCloud, they shall be bound by these Service Terms.

1.2 When the User uses each single service or product of YouCloud, the User agrees to accept the service terms of that single service and various announcements issued by YouCloud in respect of that single service (hereinafter referred to as "Single Terms") in the manner required by the single service. In such cases, both the Single Terms and the terms of this Agreement shall be binding on the User. If there is a conflict between the Single Terms and the terms of this Agreement regarding the same type of provisions, the Single Terms shall prevail within the scope of the Single Terms.

2. User Registration

2.1 YouCloud accounts are divided into free services (trial) and member services (paid). Paid member services are available to the User after paying the corresponding fees. **Member accounts are online products and virtual goods. The member service fee is the online product price corresponding to the member service purchased by the User, and is not of the nature of advance payment, deposit, down payment, debit card, etc. Once the member service is activated, no refund will be provided.** The User shall enjoy the member service rights and interests of the YouCloud account after paying the corresponding fees in accordance with the relevant guidelines of YouCloud products. The member rights and interests of different product versions shall be subject to the corresponding product descriptions on YouCloud's official website.

2.2 YouCloud registration information includes but is not limited to the User's YouCloud account name, avatar, password, email address, phone number, ID number, all information entered when updating the YouCloud account,

and all information such as the name and avatar entered by the User when using various services of YouCloud. The User understands and agrees that they warrant that the registered account name, set avatar and profile information shall not contain illegal or inappropriate content, shall not impersonate others, shall not register without others' permission, shall not register an account or set account information in a way that may cause others to misunderstand, and shall not use user names, avatars, etc. that may infringe upon others' rights and interests (including but not limited to alleged infringement of trademark rights, copyrights, portrait rights, reputation rights, etc.). Otherwise, YouCloud has the right to refuse registration, suspend services and recover the account, and any losses arising therefrom shall be borne by the User.

2.3 In accordance with the provisions of relevant laws and regulations and considering the importance of YouCloud's product services, the User agrees to:

- (1) Submit true and valid identity information when registering a YouCloud account, and complete real-name authentication if necessary;
- (2) Provide timely, detailed and accurate account registration information;
- (3) Continuously update the registration information to meet the requirements of timeliness, completeness and accuracy.

2.4 If the information and data provided by the User is untrue, untimely, incomplete or inaccurate, the User shall bear the consequences and losses arising from the inability to use the YouCloud account (failure to register successfully or account being frozen or cancelled) or other issues during use.

2.5 The User warrants that they use YouCloud's product services for legal and compliant purposes, undertakes to comply with the relevant requirements of Article 9 of this Agreement, shall bear legal liability for all their actions in the process of using YouCloud's services, and shall bear joint and several liability with the actual user.

2.6 If the User discovers any situation that may endanger the security of their account, such as illegal use, the User shall immediately notify YouCloud in an effective manner to request the suspension of relevant services and report to the public security organs. The User understands and agrees that YouCloud needs a reasonable time to take action on the User's request. YouCloud shall not be liable for any consequences (including but not limited to any losses of the User) arising from the possible delay between receiving the notification and taking action, nor shall it be liable for any consequences not caused by YouCloud's fault.

2.7 To enable the User to timely and fully understand all services provided by YouCloud, the User understands and agrees that YouCloud may send various commercial information (including product updates, marketing activities, system maintenance, etc.) to the User multiple times and for a long time

without obtaining additional consent from the User. If the User disagrees with YouCloud sending such information, they may provide feedback through the contact information provided in this Agreement or by contacting YouCloud's customer service personnel. YouCloud will cancel the sending of relevant information after receiving the User's feedback. However, please note that once the User refuses to receive information sent by YouCloud, it will result in YouCloud being unable to timely and effectively provide the User with service information related to this product, and the User shall bear full responsibility for any possible losses arising therefrom.

2.8 To enable the User to obtain more comprehensive services, the User understands and agrees that YouCloud will conduct user follow-up visits by phone through special staff without obtaining additional consent from the User.

2.9 The User agrees that all relevant data, records generated during the registration and use of the YouCloud account, including but not limited to the YouCloud account, registration records, all login and consumption records, and relevant usage statistics, belong to YouCloud. In case of disputes, the User agrees that YouCloud's system data shall prevail, and YouCloud warrants the authenticity of such data.

3. Special Requirements for Natural Person Users

3.1 If the User is a natural person, YouCloud requires that the User must be an adult over 18 years of age with full capacity for civil rights and civil conduct. If the User is a minor or a person with limited capacity for civil conduct, they shall not have the aforementioned subject qualification, and the User and their guardian shall bear all consequences arising from the User's improper registration. (Natural person users under 18 years of age must obtain consent from their guardian to apply for registration; otherwise, YouCloud has the right to close the minor's account).

3.2 If the User provides false information, they shall bear the corresponding responsibilities. YouCloud reserves the right to dispose of the User's account. If the User's actions cause losses to YouCloud and its operator, YouCloud has the right to claim compensation from the User and their guardian.

4. Modification of Agreement Terms

YouCloud has the right to modify the terms of this Agreement and the relevant terms of each single service in accordance with laws, regulations, policy requirements and business conditions, and shall publish such modifications through reasonable means such as announcements on the website when necessary. When enjoying various services, the User shall timely check and understand the modified contents and consciously comply with the terms of this Agreement and the relevant terms of the single service. **The User's clicking the "Agree" button**

indicates full acceptance of all terms of the Agreement; after reviewing the updated Agreement, if the User continues to use the services involved in the terms of this Agreement, it shall be deemed as acceptance of the modified contents. In case of disputes, the latest agreement terms shall prevail; if the User disagrees with the modified contents, they shall stop using the services involved in the updated terms of this Agreement.

5. Change or Suspension of Services

YouCloud has the right to adjust part or all of the YouCloud account service contents and/or member rights and interests based on factors such as changes in laws, regulations and regulatory policies, adjustments to operational strategies, and user needs (including but not limited to changing, adding, reducing, replacing, or optimizing part of the member rights and interests and/or service types, member packages, service charging standards, member names and/or rights details, adding or changing additional paid contents and/or rules, adjusting and optimizing part of the product functions, etc.). YouCloud shall give advance notice of the aforementioned adjustments through the website service page or other reasonable means. If such adjustments do not render the User completely unable to use YouCloud's products, the User agrees that YouCloud shall not be liable to the User or any third party when exercising the above rights. If additional paid contents are added or modified, the User has the right to independently decide whether to purchase such services based on their own needs.

6. User Privacy System

6.1 Respecting user privacy is a basic policy of YouCloud. YouCloud will strictly comply with legal provisions in collecting, storing, using, disclosing and protecting the User's personal information.

6.2 YouCloud will take reasonable measures to protect the User's personal information to prevent loss, abuse, unauthorized access, disclosure, alteration or destruction of the information. YouCloud undertakes not to disclose or provide the User's personal information to third parties except in the following circumstances:

- (1) Having obtained the User's consent and authorization;
- (2) Complying with relevant rules and regulations;
- (3) Being consistent with the public interest;
- (4) The legitimate rights and interests of YouCloud need to be protected;
- (5) The collected information can help better understand products, services and user preferences. On the premise of fully protecting the User's privacy data, YouCloud has the right to analyze and process the user database.

6.3 For detailed explanations on user privacy rights, please refer to *the Privacy Policy*.

7. Account Security

7.1 After successful registration, the User becomes a registered user of YouCloud and will hold account information with a unique number assigned by YouCloud. The User may change the account password in accordance with the provisions of YouCloud's website.

7.2 The User shall carefully and properly store and use their account and password, and maintain their confidentiality and security. The User shall be responsible for all actions performed through their account and password. If the User fails to properly keep their account and password and causes damage to themselves, YouCloud or third parties, the User shall bear full responsibility.

7.3 The User agrees that if they discover any illegal use of their account or security vulnerabilities, they are obligated to immediately notify YouCloud.

7.4 Unless required by law or judicial ruling and with the consent of YouCloud, the user name and password shall not be transferred, donated, inherited, resold or shared with third parties in any way.

8. Force Majeure

YouCloud shall not be liable for losses caused by force majeure. Force majeure as referred to in this clause includes: natural disasters, changes in laws, regulations or government orders, specific reasons arising from the characteristics of network services (such as failures of domestic and foreign basic telecommunications operators, computer or Internet-related technical defects, limitations of Internet coverage, computer viruses, hacker attacks, basic cloud services, etc.), and other unforeseeable, unavoidable and insurmountable objective circumstances within the scope of law.

9. User Management

9.1 The User independently bears the responsibility for their legal actions. The User's use of the services must comply with all local, national and international laws applicable to the services. The User undertakes to:

(1) Comply with local relevant laws and regulations when using YouCloud's products or services, and shall not create, copy, publish or disseminate the following information on YouCloud's web pages or through YouCloud's services:

(a) Violating the basic principles established by the Constitution;

- (b) Endangering national security, disclosing state secrets, subverting state power or undermining national unity;
 - (c) Damaging national honor and interests;
 - (d) Inciting ethnic hatred, ethnic discrimination or undermining ethnic unity;
 - (e) Undermining national religious policies or propagating cults and feudal superstition;
 - (f) Spreading rumors, disrupting social order or undermining social stability;
 - (g) Spreading obscenity, pornography, gambling, violence, horror or abetting crimes;
 - (h) Insulting or defaming others or infringing upon others' legitimate rights and interests;
 - (i) Inciting illegal assemblies, associations, marches, demonstrations or gathering crowds to disrupt social order;
 - (j) Acting in the name of illegal civil organizations;
 - (k) Containing other contents prohibited by laws and administrative regulations.
- (2) Shall not engage in any acts endangering computer network security by using or targeting YouCloud's products and related services, including but not limited to:
- (a) Engaging in activities endangering network security such as illegal intrusion into websites, interfering with normal network functions or stealing network data;
 - (b) Providing programs or tools specifically used for activities endangering network security such as invading networks, interfering with normal network functions and protective measures, or stealing network data;
 - (c) Providing technical support, advertising promotion, payment and settlement assistance to others who are known to be engaged in activities endangering network security;
 - (d) Using unauthorized data or accessing unauthorized servers/accounts;
 - (e) Accessing public computer networks or others' computer systems without permission and deleting, modifying or adding stored information;
 - (f) Attempting to probe, scan or test the vulnerabilities of YouCloud's product systems or networks without permission or engaging in other acts that undermine network security;
 - (g) Attempting to interfere with or disrupt the normal operation of YouCloud's systems or websites, intentionally spreading malicious programs or viruses, or engaging in other acts that disrupt normal network information services;
 - (h) Forging TCP/IP packet names or partial names;

- (i) Shall not interfere with YouCloud's services in any way, including but not limited to decompiling, disassembling or reverse-engineering the software, using viruses, botnets, Trojan horses, malicious code, DDoS attacks, denial-of-service attacks, packet or IP spoofing, forging routing or email address information, or similar methods or technologies;
 - (j) Maliciously registering YouCloud platform accounts, including but not limited to frequent or bulk account registration;
 - (k) Shall not use scripts, robots, crawlers or other automated mechanisms to collect information or interact with the services in any other way without the explicit written permission of YouCloud; shall not copy, imitate, modify, distribute, transfer, sell, publish, broadcast, perform, transmit, license or disseminate any part of this website or YouCloud's content in any form.
- (3) Using any plug-ins, add-ons, systems or third-party tools not authorized or permitted by the company to interfere with, disrupt, modify or exert other impacts on the normal operation of YouCloud and related services.
- (4) The ownership of the YouCloud account belongs to YouCloud, and the User only has the right to use the YouCloud account. The User shall properly keep the account information and password and comply with the following rules; otherwise, the User shall bear the consequences and losses arising from the inability to use the YouCloud account (including but not limited to account being frozen or cancelled) or other issues during use:
- (a) Prohibiting gifting, leasing, transferring, borrowing, selling or licensing the account registered with YouCloud (including enterprise IM account administrator and seat accounts, etc.) to third parties or sharing the account with third parties for consideration or free of charge in any way;
 - (b) Prohibiting accessing from IP addresses originating from cloud service providers, computer room networks, etc.;
 - (c) Prohibiting switching the use of a single account in multiple cities within a certain period of time;
 - (d) Prohibiting using technologies such as web crawlers to collect or store any data of YouCloud's products;
 - (e) Prohibiting other acts endangering the security of YouCloud's systems and data;
 - (f) Prohibiting imitating YouCloud's products and/or services for commercial purposes, and prohibiting copying and imitating YouCloud's interfaces, functions and charts;
 - (g) Prohibiting modifying or creating derivative products and/or services based on YouCloud's product content without YouCloud's permission;

(h) Prohibiting taking any measures or means to circumvent the security measures or policies set by YouCloud's products, including but not limited to recording, crawling or obtaining any data content in YouCloud's products through third-party or self-owned tools in other illegal or non-compliant ways;

(i) Prohibiting providing or allowing third parties to use all data, charts or reports obtained from YouCloud's product services;

(j) Prohibiting obtaining YouCloud's product services through any non-official channels or unauthorized means.

(5) The User shall not abuse YouCloud's services or use them for illegal purposes, including but not limited to: using YouCloud's services to infringe upon others' intellectual property rights or other legitimate interests.

(6) The User shall not engage in other acts that damage the interests of YouCloud.

9.2 The forms of legal liability that the User shall bear for their actions in the process of using YouCloud's services include but are not limited to: compensating the infringed party, and compensating YouCloud or its affiliates in the same amount if YouCloud or its affiliates have first borne the administrative penalties or tort liability arising from the User's actions.

9.3 If YouCloud has reasonable grounds to believe that the User's actions have violated or may violate the above agreements, YouCloud may independently make judgments and take measures (including issuing warnings, restricting functions, suspending services, deleting illegal or non-compliant information, locking accounts, etc.), and has the right to terminate the provision of services to the User without prior notice and reserve the right to pursue relevant legal responsibilities in accordance with the law.

10. User Information Authorization

10.1 These authorization clauses are valid basis for determining the rights and obligations related to the User's personal information and shall be legally binding on the User unless they violate the mandatory provisions of national laws and administrative regulations.

10.2 YouCloud will legally collect the information and personal information generated by the User when using YouCloud. The User authorizes YouCloud to collect and use the relevant information of the User on YouCloud (including but not limited to the User's service usage information on

YouCloud, landing page information generated through YouCloud's business, etc.) and shall not pursue YouCloud's legal liability.

10.3 To enable YouCloud to provide more accurate and objective data analysis services to the User, the User agrees that YouCloud may collect the User's publicly launched advertising information (including advertising copy, advertising images, advertising videos, etc.) within the scope of mobile advertising data statistical analysis and use it for advertising data analysis and display on YouCloud's website. YouCloud warrants not to tamper with or distort such advertising information.

10.4 If the User refuses to allow YouCloud to collect and use the above information, YouCloud will be unable to continue providing services to the User.

11. Intellectual Property Rights

11.1 The ownership and intellectual property rights of YouCloud's products, including but not limited to brand names, trademarks and logos, proprietary technologies, intellectual property rights, copyrights and domain names, are owned by YouCloud or obtained through legal authorization and are strictly protected by law. Except as provided in this Agreement, without the written consent of YouCloud, the User shall not arbitrarily or instigate others to use or copy YouCloud's trademarks, logos, commercial information, technologies, website designs, works and other materials. The intellectual property authorization obtained by the User from YouCloud shall not be used for purposes other than those agreed upon in this Agreement.

11.2 The data involved in YouCloud's services is derived from YouCloud's own database, industry public sources, market public sources or company authorization, etc., and is obtained through legal collection methods, sampling surveys, etc. If some texts, data or image materials are collected from public information, the ownership of such content belongs to the original right holders, and YouCloud only uses them for reference and explanation of relevant issues. Due to factors such as technology (such as sampling statistical analysis) and data compliance requirements of media platforms (such as partial data desensitization), there may be errors or delays in the data, and the product content is for reference only. YouCloud strives but cannot guarantee the accuracy, effectiveness, timeliness and authenticity of the data content in YouCloud's products, and YouCloud shall not be liable for the results of any actions taken by the User based on the data of YouCloud's products.

11.3 Users using YouCloud's Inspiration Library service shall comply with the following terms:

(1) YouCloud's Inspiration Library only provides users with advertising creative inspiration management tools. When using the service, the User shall respect the intellectual property rights of third parties and bear full responsibility for their own use behaviors and the resulting legal consequences.

(2) As the platform manager, YouCloud's Inspiration Library has the right to review the legality and compliance of videos or other materials uploaded by the User and take reasonable measures, but shall not be liable for any damages caused to any right holders by the videos or other materials collected and uploaded by the User on their own. All legal liabilities arising from infringement caused by such materials shall be borne by the User. At the same time, YouCloud's Inspiration Library reserves the right to pursue legal liability against the User for losses suffered by YouCloud due to the User's upload of illegal or non-compliant materials.

11.4 In accordance with the requirements of laws and regulations such as the Measures for the Identification of AI-Generated Synthetic Content and relevant national standards, YouCloud will add AI-generated content identification (including explicit and implicit identification) to the content generated by YouCloud through artificial intelligence technology. The User promises and agrees not to violate laws, regulations and this Agreement by removing, obscuring, tampering with, hiding or attempting to circumvent the AI-generated content identification added by YouCloud in any way; nor shall the User use YouCloud to generate content that may violate laws, regulations or infringe upon others' legitimate rights and interests. The User shall independently bear full responsibility for violating the above provisions. If the User causes penalties or losses to YouCloud thereby, the User shall make compensation.

11.5 Users using YouCloud's AI Creation Tool shall comply with the following terms:

(1) The User understands and promises that the input when using YouCloud's AI Creation Tool shall not violate the requirements of laws, regulations and regulatory policies, and shall not infringe upon anyone's intellectual property rights, reputation rights, name rights, privacy rights or other legitimate rights and interests. Otherwise, the User shall bear the resulting infringement risks and legal liabilities. All direct and indirect losses suffered by YouCloud thereby (including but not limited to economic losses, goodwill damage, rights protection expenses, attorney fees, etc.) shall also be borne by the User;

(2) The User acknowledges, understands and agrees that if, in accordance with legal provisions, the User has rights to their input and/or output, all content uploaded and published by the User

independently in the process of using YouCloud's AI Creation Tool shall not result in the transfer of intellectual property rights, portrait rights or other rights due to the upload or publication, unless otherwise agreed with the User. At the same time, the User understands and agrees that for the purpose of providing this service, YouCloud may store and use the non-confidential content uploaded and published by the User within the scope permitted by law;

(3) As the platform manager, YouCloud has the right to review the legality and compliance of the content input/output by the User independently and take reasonable measures.

11.6 During the use of the member services of the YouCloud account, the User may obtain various virtual products provided by YouCloud through recharge or as gifts, such as points, credits, coupons, memory capacity, etc. The aforementioned virtual products can only be used for the specified purposes announced through YouCloud's official channels, and are subject to restrictions such as usage period and method (e.g., consistent with the account validity period). They cannot be returned, redeemed for cash, transferred, sold, exchanged, mortgaged, etc., and will be deducted when used. The specific usage rules shall be subject to the display or explanation on YouCloud's service page.

12. Third-Party Resources

This service may provide the User with access to, links to or references to products, services, data, information, websites or other materials provided or operated by third parties (collectively referred to as "Third-Party Products"). Third-Party Products are not controlled by YouCloud, and the User understands and confirms that YouCloud shall not be liable for the content, functions, accuracy, legality, appropriateness or any other aspects of such Third-Party Products. Any provisions of Third-Party Products and any data exchange between the User and any third-party provider of Third-Party Products shall be limited to the User and the applicable third-party provider.

13. Notices

All notices sent to the User may be delivered via email, short message service (SMS), regular mail or announcements in prominent positions on the website. YouCloud will deliver messages to the User through one of the above methods to inform the User of modifications to the service terms, service changes or other important matters.

14. Platform Liability

14.1 YouCloud hereby explicitly disclaims any express or implied warranties regarding the services, including but not limited to warranties, representations or commitments regarding the applicability, error-free nature, continuity, accuracy, reliability, or fitness for a particular purpose of the services.

14.2 YouCloud makes no commitments or warranties regarding the effectiveness, accuracy, correctness, reliability, quality, stability, completeness or timeliness of the technologies and information involved in the services.

14.3 Under no circumstances shall YouCloud be liable for the inability to provide services or service delays caused by internet connection failures, malfunctions of computers, communications or other equipment/systems, power outages, etc.

15. Governing Law

15.1 These terms shall be governed by the laws of the People's Republic of China, excluding the application of all conflict of laws rules.

15.2 In case of disputes, the User and YouCloud agree that the disputes shall be submitted to the people's court with jurisdiction at the place where this Agreement is signed for handling. The place where this Agreement is signed is Panyu District, Guangzhou City, Guangdong Province, China. If there is a conflict between the Single Terms and these Service Terms regarding jurisdiction provisions, the Single Terms shall prevail within the scope of the Single Terms.

16. Miscellaneous

16.1 YouCloud's failure to exercise, delayed exercise or insufficient exercise of any right under these terms or as provided by law shall not be deemed a waiver of such right, nor shall it affect YouCloud's right to exercise it in the future.

16.2 If any term of this Agreement is fully or partially invalid or unenforceable for any reason, the remaining terms of this Agreement shall remain valid and binding.

16.3 YouCloud reserves the sole right of final interpretation of this Agreement.

16.4 Contact Information: Tel: 020-35672278; Email: youcloud@youmi.net

16.5 In the event of any discrepancy between the English version and the Chinese version of this Agreement, the Chinese version shall prevail.