



Pion Power Privacy Policy

Effective Date: [December 13, 2025]

Pion Power Inc. ("Pion Power," "we," "our," or "us") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, and protect your information when you visit our website, use our products, or contact us.

By using our Services, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

1.1 Information You Provide

This may include:

- Name
- Email address
- Phone number
- Shipping and billing address
- Order details
- Customer support communications
- Basic account information (if you create an account)

1.2 Device and Website Usage Information

When you visit our website or use our applications, we may automatically collect:

- IP address
- Browser type
- Pages visited and time spent
- Device type and operating system
- Cookies and related data

1.3 Product and Charging Device Information

When you use Pion Power products (such as EV chargers or home backup systems), we may collect:

- Device serial number
- Charging and power usage data
- Device performance logs and status
- Firmware or software version

1.4 Location Information

Some features may require access to your location, such as:

- Device setup and activation

- Network connection assistance
- Feature optimization

You can disable location access at any time through your device settings.

2. How We Use Your Information

We may use your information to:

- Provide, operate, and maintain our products and Services
- Process orders and payments
- Deliver technical support and customer service
- Improve product performance and user experience
- Send important service-related notifications, such as warranty or safety updates
- Send marketing communications if you have opted in
- Enhance security and prevent misuse of our Services
- Comply with legal obligations

We will not use your information for purposes not described in this policy without your consent.

3. How We Share Your Information

We **do not sell** your personal information.

We may share limited information in the following situations:

3.1 Service Providers

We may share information with trusted third parties that help us operate our business, such as:

- Payment processors
- Shipping and logistics providers
- Email and messaging service providers
- Website analytics tools
- Cloud hosting providers

These partners may only use your information as necessary to provide services to Pion Power.

3.2 Legal Requirements

We may disclose information if required to:

- Comply with laws, regulations, or legal processes
- Respond to government or regulatory requests
- Protect our users, our company, or public safety

4. Your Rights and Choices

Depending on your region, you may have the right to:

- Access your personal information
- Update or correct your information
- Request deletion of your data (where legally allowed)
- Opt out of marketing communications
- Manage cookies in your browser settings

- Withdraw previously granted permissions

To exercise your rights, please contact us at: marketing@pionpowertech.com

5. Cookies

We use cookies to:

- Improve your browsing experience
- Analyze website usage
- Remember your preferences
- Support essential website functions

You can manage or disable cookies in your browser settings.

Certain essential cookies cannot be disabled as they are required for basic site functionality.

6. Security of Your Information

We use commercially reasonable physical, technical, and administrative safeguards to protect your information.

However, no internet transmission or electronic storage method is completely secure.

7. Children's Privacy

Our Services are not intended for children under the age of 13.

We do not knowingly collect personal information from children.

If you believe a child has provided us with personal information, please contact us immediately so we can delete it promptly.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time.

If significant changes are made, we will notify you through our website or other appropriate means.

Your continued use of our Services means you accept the updated policy.

9. Contact Us

If you have any questions about this Privacy Policy or your personal information, please contact us:

marketing@pionpowertech.com

Pion Power

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