

PETALS STREAM PRIVACY POLICY

AND CONSUMER HEALTH DATA PRIVACY POLICY

This Privacy Policy explains how YUE MEI LAI LIMITED, doing business as Petals Stream ("Petals Stream," "we," "us," or "our"), collects, uses, discloses, retains, and protects personal information in connection with our website, online store, customer service, social-media accounts, creator and affiliate relationships, Petals Stream Dream Lab, Dream Lab #01, and other services that link to this Privacy Policy (collectively, the "Services").

Section 16 is our Consumer Health Data Privacy Policy. It applies to private information concerning skin conditions, skin symptoms, product tolerance, product reactions, and other information that is treated as consumer health data under applicable law.

This document provides notice of our current practices. We request separate consent when applicable law requires consent. We update this document before materially expanding the categories, purposes, or recipients described here.

1. Who We Are and Scope

The entity responsible for the practices described in this Privacy Policy is:

YUE MEI LAI LIMITED

A company incorporated in Hong Kong, doing business as Petals Stream

Business Registration No.: 79872444

Registered office: 605 OF WORKSPACE B ON 8/F, TAI KING IND BLDG, No. 700-702 PRINCE EDWARD ROAD EAST, HONG KONG

Email: support@petalsstream.com

Phone: +1 209 321 1544

Website: www.petalsstream.com

Official TikTok: @petalsstreamlabs

This Privacy Policy applies to personal information that Petals Stream controls in connection with the Services. TikTok, payment providers, shipping carriers, and other third parties control their own independent privacy practices.

1.1 Meaning of Conditional Terms

Legal privacy notices commonly use the word "may." In this Privacy Policy, "may" does not authorize undisclosed or unknown practices. It is used only when an action depends on how you interact with the Services, your request or consent, a legal requirement, a security event, or a business event specifically described in this document. Where a practice is current and unconditional, this Privacy Policy states it directly.

2. Personal Information We Collect

We collect the categories below only when you use the relevant feature, submit the information, complete a transaction, participate in a program, or communicate with us.

2.1 Information You Provide

- Contact information: name, email address, telephone number, mailing address, and social-media username.

- Order and transaction information: products purchased, order history, shipping information, returns, refunds, discounts, and customer-service records.
- Account information: login credentials, account preferences, and saved settings when account features are offered.
- Communications: emails, direct messages, product questions, complaints, reviews, survey responses, privacy requests, and other correspondence.
- Public and submitted content: Dream Lab Entries, comments, replies, product reviews, photographs, videos, and social-media engagement.
- Creator, affiliate, and collaboration information: audience information, content links, commission records, shipping information, disclosure confirmations, and agreement information.
- Product Co-Creator verification information: legal name, date of birth, proof of age, proof of state or District of Columbia residence, eligibility declarations, and identity documents when reasonably necessary.
- Tax and payment information: Form W-9 information, payment-account information, and payment records for contracted creators or Product Co-Creators.
- Skin and product-experience information you voluntarily provide: dryness, tightness, stinging, visible redness, sensitivity, acne-prone, eczema-prone, or rosacea-prone skin, product tolerance, product reactions, skincare routines, and desired product experiences.

2.2 Information Collected Through the Website and Devices

- Our hosting and security systems collect IP address, browser type, device type, operating system, language, timestamps, requested pages, referral source, and security logs.
- The website records interactions needed to operate checkout, forms, accounts, and customer-service features.
- The website derives approximate location from an IP address for security, localization, and legal compliance. We do not collect precise GPS location through the website.
- Cookies and similar technologies operate as described in Section 7.

2.3 Information Received from Other Sources

- Public information from TikTok and other social-media platforms, including public profiles, Entries, comments, replies, and engagement.
- Payment, e-commerce, shipping, and fulfillment providers, including payment status, transaction identifiers, delivery status, refunds, and fraud indicators.
- Creators, affiliates, referral partners, and collaboration participants.
- Service providers supporting website operations, security, identity verification, customer service, and Program administration.
- Publicly available sources and information another person provides at your direction.

3. Public Information and Petals Stream Dream Lab

Dream Lab Entries are submitted in a public TikTok comment environment. Public usernames, profile images, Entries, replies, and engagement are visible to other users and remain subject to TikTok's systems.

Petals Stream reviews, classifies, stores, quotes, excerpts, summarizes, discusses, displays, and documents public Entries and related public information for Program administration, consumer research, content, fraud prevention, and the development journey, consistent with the applicable Official Rules.

Ordinary Entrants are not asked to provide private identity documents. A provisional, alternate, or confirmed Product Co-Creator is asked only for information reasonably necessary for eligibility verification, contracting, tax reporting, affiliate setup, payment, and agreed public credit.

After verification and subject to written permission, Petals Stream can announce a selected Product Co-Creator's legal name, display name, username, city, and state. Broader use of name, likeness, voice, biography, or account identity is governed by written authorization.

4. How We Use Personal Information

- Operate, maintain, secure, and improve the Services.
- Process orders, payments, shipping, returns, refunds, and customer-service requests.
- Respond to questions, complaints, product feedback, tolerance concerns, and safety reports.
- Administer Dream Lab, including eligibility review, professional review, preliminary validation, Community Choice, fraud review, verification, agreements, announcements, and development participation.
- Study consumer needs, product gaps, product preferences, product reactions, and product-experience feedback.
- Send order, account, Program, agreement, security, and customer-service communications.
- Send marketing communications only where permitted and honor unsubscribe requests.
- Operate creator, affiliate, product-sampling, content, and promotional collaborations.
- Prevent fraud, manipulation, unauthorized access, prohibited conduct, and threats to security or Program integrity.
- Comply with legal, tax, accounting, regulatory, contractual, and platform obligations.
- Establish, exercise, or defend legal claims and enforce terms, rules, and agreements.
- Create aggregated or de-identified information that is not reasonably linkable to an individual.

5. How We Disclose Personal Information

We disclose personal information only for the purposes described in this Privacy Policy and only to recipients that need it for the relevant purpose.

- Website, cloud, e-commerce, payment, fulfillment, shipping, customer-service, communications, identity-verification, security, fraud-prevention, and document-storage providers.
- Payment providers and financial institutions for transactions, commissions, refunds, chargebacks, and payments.
- Shipping carriers and logistics providers for delivery, returns, and delivery support.
- TikTok and other social-media platforms when you interact through those platforms or when public Program content is displayed.
- Product-safety, regulatory, quality, formulation, manufacturing, and professional advisers when needed to evaluate a complaint, product issue, consumer need, or development question.
- Lawyers, accountants, auditors, insurers, and other professional advisers.
- Government authorities, regulators, courts, and law enforcement when disclosure is legally required or reasonably necessary to protect rights, safety, security, or Program integrity.
- A buyer, lender, investor, successor, or relevant adviser in connection with a proposed or completed merger, financing, restructuring, sale, or transfer, subject to applicable confidentiality and privacy obligations.
- A recipient you direct us to use or separately authorize.

Service providers process personal information under written instructions or contracts appropriate to the service and are not authorized to use it for unrelated purposes.

6. Payments, Orders, and Shipping

Payment service providers process payment card information. Petals Stream does not receive full payment card numbers. We receive transaction identifiers, payment status, fraud indicators, refunds, chargebacks, and payment-account information needed to administer transactions and creator or Product Co-Creator payments.

Order and shipping information is disclosed to e-commerce, fulfillment, logistics, and shipping providers to process and deliver orders, manage returns, prevent fraud, and provide support.

7. Cookies and Similar Technologies

The website uses strictly necessary cookies and similar technologies for security, checkout, forms, account functions, and basic website operation.

Analytics or campaign-measurement technologies are activated only when identified in the website's cookie settings and permitted by your choices or applicable law. Non-essential technologies are not activated before consent where consent is required.

You can use the website's cookie controls and browser settings to manage non-essential technologies. Blocking necessary technologies can prevent checkout, forms, or account functions from operating correctly.

We honor recognized browser-based opt-out preference signals, including Global Privacy Control, when they apply to a practice covered by state privacy law.

8. Sale, Sharing, and Targeted Advertising

As of the Effective Date, Petals Stream does not sell personal information, does not share personal information for cross-context behavioral advertising, and does not process personal information for targeted advertising.

Petals Stream does not sell consumer health data. Petals Stream does not disclose private skin-condition, skin-symptom, product-reaction, or product-tolerance information to advertising networks, data brokers, or social-media platforms for their own advertising purposes.

Before adopting a practice that is treated as a sale, sharing, or targeted advertising under applicable law, Petals Stream will update this Privacy Policy and provide the required notice, choice, consent, and opt-out mechanism.

9. Data Retention

We retain personal information only for the period reasonably necessary for the disclosed purpose, legal and contractual obligations, fraud prevention, dispute resolution, and legitimate recordkeeping.

Information	Retention Standard
Orders, transactions, taxes, refunds, and payment records	For fulfillment and the applicable accounting, tax, fraud, warranty, dispute, and legal periods.
Customer-service communications, product complaints, and safety reports	While the issue is active and afterward for the period needed to document resolution, identify recurring issues, satisfy safety obligations, and protect legal rights.
Marketing contact information	Until unsubscribe or removal from active marketing; a limited suppression record remains to honor the opt-out.
Public Dream Lab Entries and Program records	For Program administration, integrity, documentation, dispute handling, and proportionate archival purposes. Public content remains subject to TikTok's systems.

Information	Retention Standard
Uncontracted candidate verification materials	Ordinarily deleted or irreversibly anonymized within 12 months after the relevant Program concludes, unless fraud prevention, a legal claim, regulatory compliance, or a documented dispute requires longer retention.
Contracted Product Co-Creator, creator, affiliate, tax, and payment records	For the relationship and the applicable contract, tax, accounting, reporting, audit, and dispute periods.
Cookies, technical logs, and security records	According to the technology's disclosed function, configuration, security need, and applicable law.

10. Data Security

We maintain administrative, technical, and physical safeguards designed for the nature, sensitivity, and volume of the personal information we process. Access is limited to personnel and service providers that need the information for an authorized purpose.

No transmission or storage method eliminates all risk. Contact support@petalsstream.com promptly if you believe an interaction with Petals Stream is no longer secure. Do not send passwords, authentication codes, full payment card details, or unnecessary identity documents through ordinary email or social-media messages.

11. Your Choices

11.1 Marketing

Use the unsubscribe link in a promotional email or contact us to stop promotional messages. We continue to send non-promotional communications about orders, accounts, Programs, agreements, security, and customer service.

11.2 Cookies

Use the website's cookie controls, browser settings, and recognized opt-out preference signals to manage non-essential technologies.

11.3 Public Content

Review the privacy and audience settings of social-media platforms. Deleting public content from a platform does not automatically delete copies lawfully retained for Program records, fraud prevention, legal compliance, or content use authorized under the applicable rules or agreement.

12. U.S. State Privacy Rights

Depending on your state of residence, the law that applies to Petals Stream, and the nature of the information, you have the right to:

- Confirm whether we process personal information and access or obtain a copy.
- Correct inaccurate personal information.
- Delete personal information, subject to legal exceptions.
- Receive personal information in a portable format.
- Opt out of a sale, sharing, targeted advertising, or certain profiling if Petals Stream adopts such a practice in the future.
- Limit certain uses or disclosures of sensitive personal information where the law provides that right.
- Withdraw consent where processing depends on consent.
- Appeal a refusal to act on a request.
- Receive equal service and not be unlawfully discriminated against for exercising privacy rights.

12.1 Submitting a Request

Email support@petalsstream.com with the subject line "Privacy Request," or call +1 209 321 1544. Identify the right you are exercising and the relevant account, order, Program, or interaction.

We authenticate requests by matching information provided in the request with information already maintained by us and request only additional information reasonably necessary for authentication. You are not required to create a new account.

12.2 Authorized Agents and Appeals

An authorized agent can submit a request where permitted by law. We require proof of authorization and can contact you directly to confirm the request. Submit an appeal by replying to the decision or emailing support@petalsstream.com with the subject line "Privacy Appeal."

13. Collection Notices at Forms and Transaction Points

This Privacy Policy is the general Privacy Policy Statement for the Services. At checkout, account registration, creator applications, shipping forms, Product Co-Creator verification, private product-feedback forms, and other direct collection points, Petals Stream provides a shorter collection notice that identifies the purpose, required and optional fields, relevant recipient categories, and a link to this Privacy Policy.

A private form that requests consumer health data beyond what is necessary to provide a product or service you requested includes a separate affirmative consent immediately before submission. Consent to share consumer health data, when required, is requested separately from consent to collect it.

14. California Notice

This section applies only to the extent the California Consumer Privacy Act applies to Petals Stream. The categories below describe personal information collected during the preceding twelve months and the current collection practices.

Identifiers

Examples: Name, email, phone, address, username, IP address, account and transaction identifiers.

Purposes: Orders, support, accounts, Dream Lab administration, communications, security, verification, and legal compliance.

Recipient categories: Website, payment, shipping, customer-service, security, verification, and professional service providers.

Customer-record information

Examples: Contact, transaction, signature, agreement, identity-verification, tax, and payment information.

Purposes: Contracting, payments, tax, verification, fraud prevention, customer service, and legal compliance.

Recipient categories: Payment, verification, tax, accounting, legal, and security providers.

Protected classification information

Examples: Age, date of birth, and state or District of Columbia residence for eligibility.

Purposes: Dream Lab eligibility, contracting, and legal compliance.

Recipient categories: Verification, legal, and compliance providers.

Commercial information

Examples: Products, orders, returns, refunds, reviews, commissions, and transaction history.

Purposes: Transactions, support, analytics, accounting, product improvement, and fraud prevention.

Recipient categories: E-commerce, payment, shipping, affiliate, accounting, and support providers.

Internet or network activity

Examples: Browsing, referral source, device, cookie, and security log information.

Purposes: Website operation, security, basic analytics, and fraud prevention.

Recipient categories: Hosting, security, and analytics providers active under website settings.

Approximate geolocation

Examples: Approximate location derived from IP address.

Purposes: Security, localization, and legal compliance.

Recipient categories: Hosting and security providers.

Audio, visual, and electronic information

Examples: Photos, videos, voice, public content, and customer-service communications.

Purposes: Program content, product feedback, customer support, safety, agreed publicity, and documentation.

Recipient categories: Social platforms, content service providers, safety advisers, and legal providers.

Professional information

Examples: Creator business information, content field, audience information, and collaboration records.

Purposes: Creator selection, collaboration, contracting, verification, and payment.

Recipient categories: Creator, affiliate, payment, verification, and legal providers.

Inferences

Examples: Product preferences, recurring consumer needs, and fraud or safety indicators.

Purposes: Product research, Program review, customer support, safety, and fraud prevention.

Recipient categories: Research, security, safety, and professional advisers.

Sensitive personal information

Examples: Government identification, account credentials, tax information, payment-account information, and private skin or health information.

Purposes: Verification, security, tax, payment, requested services, product safety, and Dream Lab administration.

Recipient categories: Verification, payment, tax, security, product-safety, and legal providers only as necessary.

Retention is governed by Section 9. Petals Stream does not sell or share personal information and does not offer financial incentives or price differences in exchange for personal information.

15. Children's Privacy

The Services are not directed to children under thirteen, and Petals Stream does not knowingly collect personal information online from children under thirteen. Dream Lab Entrants and potential Product Co-Creators must be at least eighteen. Contact support@petalsstream.com if you believe a child submitted personal information.

16. Consumer Health Data Privacy Policy

Scope

This section applies to private consumer health data protected by applicable U.S. state law. It covers information linked or reasonably linkable to a person that identifies or indicates physical health status, including skin conditions, skin symptoms, product tolerance, and product reactions.

Petals Stream is a skincare company, not a healthcare provider. We do not diagnose, treat, or prevent disease. We use this information for skincare products, requested customer service, product feedback, safety, and Dream Lab activities.

16.1 Consumer Health Data We Collect

- Skin conditions or tendencies voluntarily described by you, including acne-prone, eczema-prone, or rosacea-prone skin.
- Skin symptoms and experiences, including dryness, tightness, stinging, visible redness, irritation, discomfort, and sensitivity.
- Product tolerance, product reactions, adverse-experience or complaint information, and product-use history.
- Skincare routines, active-ingredient use, seasonal or environmental triggers, and desired skincare outcomes.
- Private photographs, videos, reviews, messages, or form submissions that reveal skin or health information.
- Inferences derived from the information above solely for product support, safety review, consumer research, or Dream Lab evaluation.

16.2 Sources of Consumer Health Data

- You, through customer service, private feedback forms, reviews, creator communications, privacy requests, and voluntary communications.
- Public Dream Lab Entries, comments, replies, and public social-media content. Publicly available information is treated according to the applicable law and the public-information terms in Section 3.
- A person acting at your direction.
- Service providers supporting customer service, secure storage, product safety, or Program administration.

16.3 Why We Collect and Use Consumer Health Data

- Provide a product, service, response, or support you request.
- Respond to product questions, tolerance concerns, complaints, adverse experiences, and safety issues.
- Understand product performance, consumer needs, product gaps, and desired product experiences.
- Administer Dream Lab professional review, preliminary validation, development discussions, and Program documentation.
- Improve product instructions, customer service, quality, safety, packaging, and future product decisions.
- Prevent fraud, protect security and Program integrity, comply with law, and establish or defend legal claims.

16.4 Consumer Health Data We Share

We share only the consumer health data categories needed for an authorized purpose. Depending on the issue or service requested, the shared categories are skin symptoms, skin-condition tendencies, product-use information, product-tolerance information, product-reaction information, photographs, videos, and related communications.

16.5 Third Parties and Specific Affiliates

The categories of recipients are:

- Processors supporting website hosting, secure cloud storage, customer service, communications, and Program administration.
- Product-safety, regulatory, quality, formulation, testing, manufacturing, and professional advisers when necessary to evaluate a specific issue or development question.
- Legal advisers, insurers, regulators, or authorities when required for safety, legal compliance, fraud prevention, or legal claims.

Specific corporate affiliates receiving consumer health data for independent purposes: none as of the Effective Date.

We do not share private consumer health data with advertising networks, data brokers, or social-media platforms for their own advertising purposes.

16.6 Consent and Processing Rules

We collect consumer health data without separate consent only to the extent necessary to provide a product or service you requested. For any other collection, we obtain affirmative, voluntary consent before collection. A required consent request identifies the categories, specific purposes, and withdrawal method.

We share consumer health data without separate sharing consent only to the extent necessary to provide a product or service you requested or when the law requires or authorizes the disclosure. Any other sharing requires affirmative consent that is separate and distinct from collection consent.

We do not sell consumer health data and do not condition goods or services on authorization to sell consumer health data.

16.7 Cross-Site Collection and Geofencing

No third party is authorized to collect private consumer health data over time and across unrelated websites or online services through the Petals Stream website.

Petals Stream does not use a geofence around a healthcare facility to identify or track consumers, collect consumer health data, or send health-related advertising.

16.8 Consumer Health Data Rights

Subject to applicable law, you have the right to:

- Confirm whether Petals Stream collects, shares, or sells consumer health data concerning you.
- Access the consumer health data and receive a list of third parties and affiliates with whom it was shared, together with available contact information required by law.
- Withdraw consent from future collection or sharing.
- Request deletion from Petals Stream's active systems and notification of the deletion request to relevant processors, contractors, affiliates, and third parties.
- Correct or request changes to consumer health data where applicable.
- Appeal a refusal to act on a request.
- Exercise rights without unlawful discrimination.

Submit a request using Section 12 and include "Consumer Health Data Request" in the subject line. We authenticate and respond within the period required by applicable law. Deletion from archived or backup systems is completed when those systems are next restored or within the maximum period permitted by law.

16.9 Changes to Consumer Health Data Practices

Before collecting, using, or sharing an additional category of consumer health data, using consumer health data for an additional purpose, or sharing it with a new category of third party or specific affiliate, Petals Stream updates this policy, provides any required notice, and obtains affirmative consent where required.

16.10 Security and Retention

Access to consumer health data is limited to personnel, processors, contractors, and advisers that need it for an authorized purpose. We maintain safeguards appropriate to the nature and volume of the information. Retention follows Section 9 and ends when the information is no longer reasonably necessary, subject to legal exceptions.

17. International Data Transfers

Petals Stream is operated by a Hong Kong company and serves the United States market. Personal information is processed in Hong Kong, the United States, and locations where contracted service providers operate. We use contractual, organizational, and security measures appropriate to the transfer and processing.

18. Third-Party Sites and Platforms

The Services link to or interact with TikTok, payment providers, shipping services, and other third parties. Those parties publish and control their own privacy practices. Review their policies before providing information to them.

19. Changes to This Privacy Policy

We update this Privacy Policy when our practices, Services, technology, legal requirements, or business operations change. The updated document states a new Last Updated date. Material changes are posted conspicuously on the website. Where law requires consent for a changed practice, the changed practice does not begin until the required consent is obtained.

20. Contact Us

Questions, privacy requests, appeals, and complaints should be directed to:

Petals Stream Privacy

YUE MEI LAI LIMITED

Business Registration No.: 79872444

Registered office: 605 OF WORKSPACE B ON 8/F, TAI KING IND BLDG, No. 700-702 PRINCE EDWARD ROAD EAST, HONG KONG

Email: support@petalsstream.com

Phone: +1 209 321 1544

Website: www.petalsstream.com

Official TikTok: @petalsstreamlabs

Email is the recommended channel for privacy requests. The registered office is provided for legal and business correspondence and is not a retail store or walk-in customer-service location.