OPPO Community Privacy Notice

Last updated: February 5, 2026
Version update history
Added details on the implications of deactivating an OPPO community account. Please refer to Section A.VIII for more information.

Thank you for using OPPO Community. Operated by Guangdong OPPO Mobile Telecommunications Corp., Ltd and its affiliates(hereinafter referred to as “we”, “us” or “OPPO”), OPPO Community is a product ("Platform", or "OPPO Community") that provides you with official news of OPPO, contests and discussion with global OPPO users . During your use of our accounts, websites, mobile apps, or other products or services, we may collect and use your personal information. In this Privacy Notice, “personal information” or “personal data” refers to all information that can be used alone or in combination with other information to identify a specific natural person.

This Privacy Notice describes how we collect, use, disclose, transfer, store and otherwise process your personal data when you are using our services, including our websites, our smartphones or wearable devices, apps, online services and other products (hereinafter collectively referred to as "Services"). Within the meaning applicable law, we will act as a data controller when we process your personal data. Please read the Privacy Notice carefully and familiarise yourself with our privacy practices before using our Services or providing your personal data.

This Privacy Notice will help you understand the following:

A.General Provisions

I. How We Collect Personal Data and What Types of Personal Data We Collect
II. How We Use Your Personal Data
III. How We Use Cookies and Similar Technologies
IV. How Long We Keep Your Personal Data
V. How We Disclose Your Personal Data
VI. How Your Personal Data Is Transferred Globally
VII. How We Protect Your Personal Data
VIII. Your Rights Regarding Your Personal Data
IX. How We Process Children's Personal Data
X. Third-Party Websites
XI. How This Privacy Notice Is Updated
XII. Contact US

B.GDPR Specific Provisions

I. Legal Bases for the Processing of Personal Data
II. Additional Information on How Your Personal Data Is Transferred Globally
III. Additional Information on Cookies and Other Tracking Technology
IV. Additional Information on Your Rights Regarding Personal Data
V. Contact Us

In addition to this Privacy Notice, specific privacy notices might apply depending on the Services used. We will, in each case, provide you with the applicable privacy notice.

The general provisions of Section A shall apply to you, regardless of your location. Section B only applies to customers located in the European Union, Liechtenstein, Norway, the United Kingdom or Switzerland ("Europe ").

A. General Provisions

I. How We Collect Personal Data and What Types of Personal Data We Collect

The term personal data is broadly defined and means any information relating to an identified or identifiable individual. This means that not only the data that, for example, identifies you directly, such as your name or address, is personal data but also other data, which when combined with other information accessible to us, enables us to link that data to you, for example, an IP address.

Our channels for collecting personal data include: 1. personal data that you provide to us directly; 2. personal data that we automatically obtain when you interact with our Services, such as information on your interactions with our Services or us, and/or; 3. personal data that we obtain about you from third parties.

The personal data we collect depends on the environment in which you interact with us and the choices you make, including your privacy settings and the features and Services you use.

1. Personal Data Directly Provided by You

You may provide personal data to us directly, in which case you are generally free to choose which personal data you want to provide to us. However, if some personal data is required for the performance of our Services and you choose not to provide that personal data, we may not be able to provide you with the Services you requested. Personal data we directly collect from you may, for instance, include the following:

- If you register a Community account: Some of our Services requires you to create an account or to complete a personal profile. In these services, we may ask you to log in with a HeyTap Account. When you log in using your HeyTap Account, a Community account will be automatically created for you or linked to your HeyTap Account to enable access to relevant Community services.The personal data used to register your HeyTap Account may include email address, username and password created, region, phone number, profile picture, biography. For details on how your account personal information is protected, please refer to Heytap Account Privacy Notice.
- If you generate User Content: We process the content you generate on the Platform, including texts, photographs, audios and videos you upload or create, comments, hashtags, feedback and reviews you make, and the associated metadata, such as when, where, and by whom the content was created ("User Content"). Even if you are not a user, we may collect information about your appearance in User Content created or published by users on the Platform. We collect User Content through pre-loading at the time of creation, import, or upload, regardless of whether you choose to save or upload that User Content.
- When you follow our social media accounts or interact with us in any other way:
  We may collect your profile information, the content and details of the timing of the communication exchanged or other personal data as required to respond to your request. The data we receive is dependent on your privacy settings with the social network.
- When you share content with others: Some of our Services allow you to communicate and share content with others. The communicated or shared content shall be transmitted through and stored in our system.
- We may ask you to provide personal data or collect it under other circumstances such as in connection with marketing:
  Such activities include when you enter prize draws, use coupons or enter other competitions, participate in promotional or marketing activities organised by us or our business partners on our behalf, complete questionnaires or participate in user forums or blogs hosted by us or our business partners. To this extent, we may ask you to provide personal data such as your name, address, email address, phone number and other personal data as indicated in connection with such activities.

2. Personal Data We Automatically Collect About Your Use of Our Services

Please see the Section "How We Use Cookies and Similar Technologies " below for further information on personal data that we automatically collect via cookies and other tracking technology when you visit our website.

3. Types of Data Processed Locally on Your Device

For the avoidance of doubt and to ensure transparency about the processing of data, please note that the data set out in this section will only be collected and processed locally on your device and not uploaded to our servers. Therefore, we will neither access, collect nor otherwise process such data, nor will we be able to disclose this information to any third party or use it for any other purpose. This also means that this data processing is done by you only and is thus not subject to this Privacy Notice. If you want to exercise your rights in relation to such data or would like to modify or delete it, we will not be able to support you, except to provide information on how you can handle your data yourself.

4.Other Non-personal Data

Non-personal data refers to information which cannot be directly or indirectly associated with any specific individual. We may process aggregated or otherwise anonymised data.

We collect non-personal data to understand users' preferences, improve our operational efficiency and optimise our websites and your product experience. If the non-personal data is combined with personal data, all such data will be treated as personal data.

II. How We Use Your Personal Data

1. We will use your personal data for the following purposes:

- Your Information will be processed to implement core functionalities for services on the Platform such as user login, user comment and content contribution to this Platform. When you contribute contents, make comments on the Platform, your username and profile picture will be shown as your profile so the Platform and other users of the Platform could identify you.
- Enforce our Terms and Conditions, and other policies that apply to you. We review User Content, profile picture, bio as well as username through a mix of technology (including through automated means) and human review to protect the safety and well-being of this Platform. In the process of User Content/profile picture/bio/username review, we will not use purely automated decision-making processes, including profiling, to significantly affect you.
- We may use Your Information for sending you promotional and other commercial offers and communications. We may use third-party tools to send you commercial and promotional offers and communications in which you may be interested. You may unsubscribe from these direct marketing messages by clicking the un-subscription link in the email.
- To comply with activities related to the law and legal processes.

2. When we want to use the personal data for other purposes not covered by this Privacy Notice, we will inform you thereof and ensure that said use of your personal data is lawful.

3. We do not make any decisions involving the use of algorithms or profiling that produces legal effects or other effects that significantly affect you.

III. How We Use Cookies and Similar Technologies

We use cookies and similar tracking technologies on our website and other Services.

1. What Are Cookies?

Cookies are small text files that are transferred from our Services and stored on your device. Our Services may use "cookies" and other technologies such as pixel tags and web beacons (collectively referred to as "Cookies "). Cookies may be stored on your computer. Cookies not set by us will not be accessible to us.

2. How We Use Cookies?

We and our third-party partners use Cookies to better understand the functionality of our mobile software on your device, and to monitor and analyse how you use and interact with our Services so that we can continue to improve them (such as to evaluate information on how often you use the Services, events that occur on our Services and where an app was downloaded). We do not link information that we store in analytics software to any personal data you may submit through our mobile apps.

We and our third-party partners also use Cookies to analyse trends, manage websites, track user activity across these websites and collect aggregate demographic information about our user base.

3. Types of Personal Data We Collect

This information may include Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, files viewed on our site (such as html pages and graphics), operating system, date/time stamp and/or touch stream data.

4. Clear/Disable Cookies

Depending on your mobile device and operating system, you may not be able to delete or block all cookies. Please note that if you choose to refuse all cookies, you may not be able to use the full functionality of our Services. These settings will typically be found in the "Options" or "Preferences" menu of your browser.

See the instructions below on how to manage cookies in some common web browsers:

- Microsoft Internet Explorer
- Microsoft Edge
- Mozilla Firefox
- Google Chrome
- Safari for macOS
- Safari for iOS

For more information about cookies and instructions on how to configure your browser to accept, delete or reject cookies, see www.allaboutcookies.org.

Please note that deleting or blocking cookies may not be effective for all types of tracking technologies, such as Local Storage Objects (LSOs) like HTML5.

If the "Do Not Track" function is enabled in your browser, we will respect your choice.

Where required by law, we will provide you with further information about cookies.

IV. How Long We Keep Your Personal Data

We will only store your personal data for as long as necessary to achieve the collection purposes set out in this Privacy Notice, unless a longer retention period is required by law. If we are required by law to store your personal data beyond this period (such as for tax and commercial law reasons), we will delete the personal data at the end of this storage period.

After the expiry of the aforementioned retention periods, we will delete or anonymise your personal data.

To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use and disclosure of your personal data, the purposes for which we process the personal data and the applicable legal requirements.

If, after you sign up for our promotional emails, you unsubscribe from receiving our promotional emails, we will delete your personal data from our mailing lists. However, we will continue to store your email address in a blocklist to ensure that you will not receive any further communication.

V. How We Disclose Your Personal Data

At times we may make certain personal data available to other companies that are wholly or jointly controlled by us ("Affiliates ") and other third parties that work with us in order to provide Services to you. Your personal data will not be shared with third parties for their own independent marketing purposes.

- Affiliates: Your personal data may be shared with our Affiliates for the purpose of rendering our Services to you. If Affiliates wish to process data for a different purpose, they must first seek your consent, unless another lawful basis exists.
- Service Providers and Partners: Some of our Services will be provided with the assistance of third parties. We may also share some personal data with our partners in particular so as to deliver you a better service and improve your user experience. For example, when you use the security centre app, third-party service providers are used to scan for viruses and free up storage space on your phone, and we engage third-party service providers to provide you with enhanced customer service. We may also rely on service providers to identify and serve targeted advertisements, provide email services, provide tax and accounting services, organise competitions and deliver web hosting or analytics services. Any such service providers will, through appropriate data processing agreements, be bound to only process personal data on our behalf and under our instructions, unless such service providers act as independent controllers.
- Purchasers and third parties in connection with a business transaction:
  Where a merger, acquisition, bankruptcy liquidation or similar action takes place, we may transfer or disclose your personal data to a limited, but necessary extent to the applicable third party.
- Law enforcement, regulators and other parties for legal reasons:
  We may also disclose your personal data to third parties as required by law, or if we reasonably believe that such action is necessary
  (a) to comply with a subpoena or other legal proceedings, legal actions or government agency requests;
  (b) when we believe in good faith that a disclosure is necessary to comply with the law and the reasonable requests of law enforcement;
  (c) to protect and exercise our legal claims, rights and property;
  (d) to protect your rights, property or personal safety or that of others;
  (e) to investigate fraud and
  (f) to protect the security or integrity of our Services.
- The public, when posted in certain public spaces: Some of our Services allow you to connect and interact with others. Your profile information or information that you post in a forum or on a blog, including personal data, will be accessible to other users or the general public by default when you create it. Such content will be accessible by the general public or the members of the Service depending on the Service used.
- Otherwise with consent: We may disclose your personal data to certain other third parties with your consent.

VI. How Your Personal Data Is Transferred Globally

1. We leverage our resources and servers around the world to provide Services. We have data centre in France, which means that in compliance with applicable laws, your personal data might be transferred to or accessed from countries or regions outside of where you use our Services.

2. Please note that different countries or regions offer different levels of data protection. This means that your personal data could be stored in a country that offers a level of protection that may, in certain instances, be less protective of your personal data than the country or region in which you are located. However, in such cases, we will take measures to ensure that the personal data we collect is processed in accordance with this Privacy Notice and applicable laws, and that your personal data is adequately protected. For example, we might ask your permission to transfer your personal data across borders, and we will implement adequate security measures (such as encryption and de-identification where feasible) and sign the necessary data transmission/sharing agreements with the recipients of your personal data prior to the transfer taking place. We will also specifically ensure that we comply with laws that require us to store data locally within a specific country or region.

VII. How We Protect Your Personal Data

1. The security of your personal data is very important to us. We have taken reasonably practical, technical and organisational measures in accordance with industry standards to protect personal data collected in connection with our Service and prevent it from accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. However, please note that while we have taken reasonable measures to protect your personal data, no websites, Internet transmissions, computer systems or wireless connections are absolutely secure. In particular:

- Where appropriate, we will de-identify your personal data to mitigate the risk that other organisations or individuals may identify you on the basis of that personal data. We may also implement full security encryption during storage and transmission to prevent your personal data from unauthorised access, use or disclosure (such as by using SSL to encrypt many Services). We regularly review practices regarding personal data collection, storage and processing (including physical security measures) to prevent unauthorised access to or tampering with our various systems and your personal data.
- We only allow our employees and personnel of authorised service companies to access such personal data on a need-to-know basis, in order to process such personal data or provide relevant Services to you. These employees and external personnel are subject to strict contractual confidentiality obligations. If they fail to perform these obligations, they may be held liable and/or their relationship with us may be terminated.
- When transmitting and storing special categories of personal data, we use extra security measures, such as encryption of the transmitted content. We also use technical measures to process your personal biometric information so that we only need to store essential data (such as basic parameters necessary to identify a person, but not the raw facial and fingerprint data).
- We carefully select our business partners and service providers and ensure that they are sufficiently bound to protect personal data and will be subject to privacy audits and assessments.
- We conduct security and privacy protection training, testing and other activities to enhance employee awareness of and proficiency in personal data protection.
- We use international and industry-recognised standards to protect your personal data and actively pursue relevant security and privacy protection accreditation.
- We promise not to sell personal data to any third party and guarantees the legitimate and fair use of user information only to the extent permitted by law.

2. In case of a personal data security incident, we will act in accordance with applicable law and notify you and/or the competent data protection authority of any such security incident where required, and take measures to mitigate any risks arising therefrom.

VIII. Your Rights Regarding Your Personal Data

1. Subject to applicable laws in your jurisdiction, you may have specific rights regarding your personal data. This may include the following rights in particular:

- The right to be informed: We are publishing this Privacy Notice to keep you informed as to how we handle your personal data and what options and rights you have regarding your personal data.
- The right to access: If you wish to access your personal data, some of our Services provide an interface through which you may directly search for or access certain personal data. You may also request access to the personal data we hold about you and information about its processing by contacting us using the "Contact Us" section.
- The right to rectification: If you find that the personal data we process about you is inaccurate or incomplete, you are entitled to ask us to make rectifications without undue delay and request the completion of your personal data where appropriate.
- The right to deactive your Community account : You can go to the [OPPO Community App] → [Settings] → [About Community] and select the "Deactivate Community Account" function. When you choose this function to perform related operations, to ensure the security of your data, we will verify your identity. If you ultimately pass the identity verification, we will stop providing you with related services, log you out of the application, and delete, anonymize, or cease processing your personal information and related data stored locally in the app and in the cloud (including but not limited to posts and comments), except for storage and necessary security protection measures.This portion of data will become non-retrievable and inaccessible in the client and front-end systems unless otherwise required by laws and regulations. At the same time, the community medal benefits you have obtained will also be cleared and cannot be restored. Canceling this service will not affect your use of other products or services provided by Heytap. Unless otherwise stipulated by laws and regulations, the "Deactivation Application/Service" operation is irreversible. Once performed, your personal information and data in the cloud will be permanently deleted or anonymized and cannot be recovered. We recommend that you proceed with caution.

2. The rght to make a complaint: You have the right to contact us and lodge a complaint through the contact methods set out in the “Contact Us” section. Please note that, in the interest of security, we may ask you to verify your identity before processing your request. Certain jurisdictions might entitle you to refer the complaint to the relevant regulatory authority if you are not satisfied with the response you received.

You may also have further legal rights concerning your personal data, depending on the jurisdiction in which you are located. In this respect, please see the GDPR-specific Section if you live in Europe.

IX. How We Process Children's Personal Data

1. Our Services are mainly intended for adults. A child should not use our Services without his/her legal guardian's consent. We treat anyone less than the equivalent minimum age for full legal capacity in the relevant jurisdiction as a child.

2. If we discover that a child's personal data has been collected, we will delete the corresponding data as soon as possible.

3. If you believe that we might have any personal data concerning a child, please contact us using the "Contact Us" section.

X. Third-Party Websites

1. Our Services may contain links to third-party websites, products and services. You can choose whether to access websites or accept products and services provided by third parties or not. For example, the "Follow us" function on our official website provides links to our official social media accounts (such as Facebook, Instagram, LinkedIn and Twitter) where you can view marketing or promotional information published by us.

2. We do not control third-party privacy and data protection policies and do not accept any responsibility or liability for such policies. At the same time, such third parties are not bound by this Privacy Notice. Therefore, before submitting personal data to third parties, we strongly recommend that you refer to the privacy protection practices of such third parties.

XI. How This Privacy Notice Is Updated

We reserve the right to update or modify this Privacy Notice from time to time. We will, as appropriate, send you notifications of material updates to this Privacy Notice in a form we deem appropriate and we will update the "last updated" date at the start of this Privacy Notice.

XII. Contact Us

If you have any questions regarding this Notice or matters related to personal data protection, or if you have any suggestions or complaints, you may contact us or our Data Protection Officer through the following channels. We will complete identity verification and respond within the time limits required by applicable local laws and regulations. Considering the complexity and volume of individual requests, as well as the feasibility of technical implementation, such time limits may be extended where necessary.

Personal Data Subject Rights Request Platform:
https://brand.heytap.com/en/privacy-feedback.html

Alternatively, please refer to
https://brand.heytap.com/en/privacy/contact-person.html
to determine whether there is a local Data Protection Officer, representative, or contact person in your country or region.

B. GDPR-Specific Provisions

The following provisions only apply to you if you live in Europe.

I. Legal Bases for the Processing of Personal Data

Our processing of your personal data as described in the Section "How We Use Your Personal Data" is based on the following legal grounds:

1. Consent: We may process your personal data with your consent. In particular, we may ask for your consent to participate in promotional activities, such as to send you promotional messages or enable you to participate in the User Experience Program and certain Services, including services through which we collect location information. You have the right not to provide consent, or to withdraw it at any time. The withdrawal of your consent does not affect the lawfulness of our use of your personal data before your withdrawal. If you have granted us consent to use your personal data, we will use it only for the purposes specified in the consent declaration. Please note that to the extent our processing is based on your consent and you deny your consent or withdraw it, we may not be able to provide the service relating thereto. Besides from that, neither the initial denial nor a withdrawal will have any negative consequences for you.

2. Perform or enter into a contract with you:

We rely on this legal basis in particular in the following cases:

- to provide you with our Services, process your orders or fulfil the contract between you and us;
- to help you create and manage HeyTap account, activate Services you have purchased, your warranty service and specific software licenses and provide notifications for software updates;
- to allow and manage your participation in prize draws, contests or similar promotional activities held by us; and
- to diagnose product issues, repair customer equipment and provide other customer care and support Services.

3. Compliance with a legal obligation: We may be obliged to process personal data to comply with our legal obligations, for example where we are required to retain data for tax law or commercial purposes.

4. Legitimate interests: The processing of your personal data may also be necessary for our legitimate interests. In particular, such cases may include the following:

- to conduct customer surveys to enhance your user experience;
- to analyse the customer market on the basis of the country where you use our Services, including the number of users for product marketing and promotion;
- to analyse the efficiency of our business operations;
- to analyse error logs to improve phone quality and app functions;
- to provide you with personalised Services and to recommend and display content and advertisements tailored to you through our Services;
- to communicate with you and reply to your questions or comments submitted to us by any means;
- to ensure the functionality and safety of our Services;
- to verify your identity;
- to conduct internal auditing and to prevent and investigate fraud, cybersecurity threats or other improper use;
- to enhance and develop our Services, including relevant security features, so as to improve the product usage experience, user-friendliness, operational performance, functions and design;
- to pursue or defend against legal claims.

Your personal data will only be processed on the above grounds after we have appropriately assessed and balanced our interests against your right to privacy.

II. Additional Information on How Your Personal Data Is Transferred Globally

In case your personal data is transferred to jurisdictions located outside of Europe, we will ensure that appropriate safeguards exist and are applied, such as:

1. the recipient of the personal data is located within a country that benefits from an "adequacy" decision of the European Commission;

2. the recipient has signed a contract based on "model contractual clauses" approved by the European Commission, obliging them to protect your personal data;

3. or in the absence of the above appropriate safeguards, we will ask you for your explicit consent for the cross-border transfer of your personal data or take any other measures that are recognised as providing a sufficient level of protection for your personal data.

For more information about the safeguards relating to personal data transfers outside of Europe, please submit your request via https://www.oppo.com/en/privacy-feedback/.

III. Additional Information on Cookies and Other Tracking Technology

If you wish to obtain detailed information on the use of cookies and other tracking technology, please read our Cookies Statement.

IV. Additional Information on Your Rights Regarding Personal Data

Subject to the legal requirements under the GDPR, you have the following rights:

- The right to access: You may request access to the personal data we hold about you.
- The right to rectification: If you find that the personal data we process about you is inaccurate or incomplete, you are entitled to ask us to make rectifications without undue delay and to request the completion of your personal data where appropriate.
- The right to erasure: You can submit a request to us to delete personal data, and we shall have the obligation to erase it without undue delay in some circumstances – for example, if we do not have a legal reason to continue to process the personal data to the extent required by applicable laws and regulations. Please note in so far as you delete all the data that is contained in your device, this does not mean that you have deleted all data that we collect and process about you. Therefore, we encourage you to contact us (please refer to the section "Contact Us" above) to request that your personal data is deleted.
- The right to restriction of processing: You have the right, in certain circumstances, to request us to temporarily restrict the processing of your personal data, such as where the accuracy of that personal data is contested by you, while we verify the accuracy of that personal data. We will keep just enough data, or process such data as is necessary to ensure that we comply with your restriction request in the future.
- THE RIGHT TO OBJECT: You have the right to object to any processing justified by legitimate interests based on grounds relating to your particular situation at any time. Should you decide to object to the processing of your personal data, we will stop processing personal data that concerns you, unless we can demonstrate compelling reasons for continuing to process your personal data that override your interests, rights and freedoms, or in the case that we establish, exercise or defend our legal claims. You can object to direct marketing activities at any time for any reason whatsoever.

- The right to data portability: You have the right to obtain a copy of your personal data in a structured, commonly-used and machine-readable format and transmit such data to another provider or have such data transmitted to another provider under certain circumstances.
- The right to withdraw consent: If you have given us your consent to process your personal data but change your mind later, you have the right to withdraw your consent at any time. The withdrawal of your consent does not affect the lawfulness of our use of your personal data before your withdrawal. If you want to withdraw your consent with regard to receiving promotional communications, you can unsubscribe through the method described in each promotional message. If you withdraw your consent, we may no longer be able to provide you with the corresponding Service.
- The right to lodge a complaint: You have the right to lodge a complaint with a competent supervisory authority about the way we handle or process your personal data, or file a lawsuit in a court with jurisdiction.

V. Contact Us

For users in Europe, if you have any questions regarding this Notice or matters related to personal data protection, or if you have any suggestions or complaints, you may contact us, our representative, or our Data Protection Officer through the following channels:

1. Feedback Email
   - for users in Europe (excluding the United Kingdom): privacy_eu@heytap.com
   - for users in the United Kingdom: privacy_uk@heytap.com

2. Data Protection Officer in Europe

For users in Europe, we have appointed a Data Protection Officer in Europe:
Collegium Auditores GmbH
Email: datenschutz@collegium-auditores.de
Mailing address: Haufeld 2a, 53721 Siegburg, Germany

3. European Representative

For users in Europe (excluding the United Kingdom), our European representative is:
Reflection Investment B.V.
Mailing address: Hofplein 20, 3032AC Rotterdam, the Netherlands
For users in the United Kingdom, our UK representative is:
Unumplus Limited
Mailing address: 7 Albert Buildings, 49 Queen Victoria Street, London, United Kingdom, EC4N 4SA

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third-party dispute resolution provider (free of charge) at https://feedback-form.truste.com/watchdog/request

View all versions of privacy notice