

HAHA VENDING Website FAQ

Disclaimer: If there is any inconsistency between this FAQ and the applicable Privacy Policy, Cookie Policy, Terms of Service, User Agreement, or other official policy, the applicable official policy shall prevail.

第一部分：消费者购物与智能柜机使用 / Part 1: Consumer Purchase and Vending Machine Use

Q1. What is the payment process on the vending machine? Is my money and card information secure?

When you swipe, tap, or insert a card to start shopping and pay, payment processors and transaction fulfillment providers that partner with us may collect certain personal information. These partners include Adyen, Stripe, PayPal, Shift4, PAX, Nayax, WizarPos, and Universal PROCESSING.

These payment providers act as independent data controllers with respect to the personal information they process. We do not and cannot control their independent data processing activities. We encourage you to carefully review their respective privacy policies.

For the relevant transaction, these payment providers may provide us with certain personal information, including the truncated bank card number, bank card expiration date, and other transaction-related information, so that we can process your order.

问题：消费者在柜机上购物的支付流程是怎样的？资金和银行卡信息安全吗？

当您通过刷卡、轻触或插卡开始购物并支付时，与我们合作的支付处理方和交易履约服务提供方可能会收集您的部分个人信息。相关合作伙伴包括 Adyen、Stripe、PayPal、Shift4、PAX、Nayax、WizarPos 和 Universal PROCESSING。

这些支付服务提供方作为独立的数据控制者处理其所处理的个人信息。我们不控制且无法控制其独立开展的数据处理活动。建议您仔细阅读其各自的隐私政策。

就相关交易而言，该等支付服务提供方可能会向我们提供部分个人信息，包括截断后的银行卡号、银行卡有效期及其他交易相关信息，以便我们处理您的订单。

Q2. How can I obtain an electronic receipt after purchase?

If you want to receive a receipt after your purchase, you need to scan the QR code on the POS machine and provide your email address to our payment processors and transaction fulfillment providers.

We will then obtain your email address from these payment providers to email you the receipt.

问题：购买商品后如何获取电子小票？

如果您希望在购买后接收电子小票，您需要扫描 POS 机上的二维码，并向我们的支付处理方和交易履约服务提供方提供您的电子邮箱地址。

随后，我们将从该等支付服务提供方处获取您的电子邮箱地址，以向您发送电子收据。

Q3. How can I request a refund or contact customer support?

If you want to request a refund, you need to scan the QR code on the POS machine and enter the shopping card number to select the after-sales order.

For the bank card number entered in connection with a refund, we have implemented corresponding technical measures to collect only the truncated bank card number.

If you contact our customer care team, we may collect the information you provide during the interaction, including your contact email, the problem you encountered, and any pictures or videos you provide. If you choose not to provide relevant information, we may be unable to effectively respond to your inquiry or process your request.

问题：如果遇到设备故障等问题，如何申请退款或进行售后沟通？

如果您希望申请退款，您需要扫描 POS 机上的二维码，并输入购物卡号以选择相应的售后订单。

对于您在退款相关流程中输入的银行卡号，我们已采取相应技术措施，仅收集截断后的银行卡号。

如果您联系我们的客户关怀团队，我们可能会收集您在互动过程中提供的信息，包括联系邮箱、遇到的问题以及相关图片或视频。如果您选择不提供相关信息，我们可能无法有效回应您的咨询或处理您的请求。

Q4. Will the cameras on the vending machine affect my privacy? How are captured images handled?

Answer

When you open the Vending Machine and take the products you wish to purchase, cameras on the Vending Machine may capture video images that include you.

We have implemented appropriate technical measures to minimize the capture of personal images and have applied desensitization measures to blur and anonymize any personal images inadvertently captured.

To ensure the normal operation of HAHA Vending Machine, we may share the personal information we collect, including truncated bank card numbers and anonymized video images, with our vending machine clients, distributors, and agents, who are also responsible for the daily operation of the vending machine.

问题：自动售货机上的摄像头会影响我的隐私吗？捕捉到的画面如何处理？

当您打开自动售货机并拿取您希望购买的商品时，自动售货机上的摄像头可能会捕捉到包含您的视频图像。

我们已采取适当技术措施，以尽量减少对个人图像的捕捉，并已采取脱敏措施，对无意中捕捉到的任何个人图像进行模糊化和匿名化处理。

为确保 HAHA Vending Machine 的正常运行，我们可能会将所收集的个人信息，包括截断后的银行卡号和匿名化视频图像，共享给自动售货机客户、经销商和代理商，该等主体也负责自动售货机的日常运营。

第二部分：商家账户注册与 AI VENDING 系统合规 / Part 2: Merchant Account and Payout Compliance

Q5. What core functions does the AI VENDING platform provide for registered merchants?

The main functions of AI VENDING include device activation, device operation and replenishment, inventory management, order management, customer support and complaint handling, device monitoring, and device configuration services.

These functions may change along with product upgrades, and the functions displayed on the product interface shall prevail.

问题：AI VENDING 平台能够为注册商家提供哪些核心功能？

AI VENDING 的主要功能包括设备激活、设备运营与补货、库存管理、订单管理、客户支持和投诉处理、设备监控及设备配置服务。

上述功能可能会随产品升级而变化，并以产品界面实际展示的功能为准。

Q6. What information do merchants need to provide when registering or completing their account information?

When you register for AI VENDING, you need to provide your country, time zone, device language, company name, email address, password, and phone number to create an account. We will record the email address and password you set and verify them when you log in again to ensure account security.

If you choose to complete your account information, you will need to provide your contact person's name, contact address, and administrator's name.

问题：商家注册 AI VENDING 账户及完善账户信息时需要提供哪些信息？

当您注册 AI VENDING 账户时，您需要提供国家、时区、设备语言、公司名称、电子邮箱地址、密码和电话号码来创建账户。我们将记录您设置的电子邮箱地址和密码，并在您再次登录时进行验证，以确保账户安全。

如果您选择完善账户信息，您还需要提供联系人姓名、联系地址和管理员姓名。

Q7. Why do merchants in the United States need to provide sensitive information such as SSN or federal tax ID when applying for a payout account?

For users located in America applying for a payout account, certain information is required for the purpose of processing withdrawals. This may include location information, owner information, company information, and ACH authorization information.

Location information includes address and phone number. Owner information includes name, home address, cellphone number, email address, social security number (SSN), and date of birth. Company information includes legal name, ownership type, corporate address, federal tax ID, and date of business commencement. ACH authorization information includes account type, routing number, account number, name on account, void check, driver license photo, and electronic signature.

We may share this information with PAX for the purpose of processing withdrawals. Before disclosing information, we will require authorized partners to take relevant confidentiality and security measures. We will not share your personal information with third parties for their own marketing or commercial purposes.

问题：以美国用户为例，商家在线申请提现账户时，为什么需要提交 SSN 或联邦税号等敏感信息？

对于位于美国并申请提现账户的用户，为处理提现，可能需要提供位置信息、所有者信息、公司信息和 ACH 授权信息。

位置信息包括地址和电话号码。所有者信息包括姓名、家庭地址、手机号码、电子邮箱地址、社会保障号 (SSN) 和出生日期。公司信息包括法定名称、所有权类型、公司地址、联邦税号和业务开始日期。ACH 授权信息包括账户类型、银行路由号码、银行账户号码、账户名、作废支票照片、驾照照片和电子签名。我们可能会将该等信息共享给 PAX，用于处理提现。在披露信息前，我们将要求授权合作伙伴采取相关保密和安全措施。我们不会为了第三方自身的营销或商业目的与其共享您的个人信息。

Q16. What mobile system permissions will the AI VENDING App request? What happens if I deny them?

Answer

Certain functions of AI VENDING require your prior consent for us to access relevant system permissions. You can check the opening status of specific permissions and decide whether to turn them on or off through AI Vending App > ME > Settings > Privacy Settings > Permission Settings.

If you close these system permissions, you withdraw your authorization. We will no longer collect and use the corresponding personal information, but we may also be unable to provide the functions corresponding to those permissions.

The App may request camera permission for scanning codes for device activation, restocking, and product identification; photos permission to take product photos and use image recognition; and microphone permission to receive sound input.

问题：AI VENDING App 会申请哪些手机系统权限？如果拒绝授权会怎样？

AI VENDING 的某些功能需要您事先同意我们访问相关系统权限。您可以通过 AI Vending App > ME > Settings > Privacy Settings > Permission Settings 查看特定权限的开启状态，并决定是否开启或关闭。

如果您关闭这些系统权限，即视为撤回授权。我们将不再收集和使用对应个人信息，但也可能无法继续提供与该等权限对应的功能。

App 可能会申请相机权限，用于扫码进行设备激活、补货和商品识别；申请照片权限，用于拍摄产品照片并进行图像识别；申请麦克风权限，用于接收声音输入。

Q17. What data does the Tencent Cloud Terminal Performance Monitoring Pro SDK collect in the App?

Answer

The SDK is integrated into the App to enhance system security and traceability and to determine whether certain sensitive operations are performed by the same person.

The SDK will automatically collect the unique vendor identifier, or vendorId, of the user's device and report the data to Tencent Cloud. Tencent Cloud will process the relevant data as a personal data controller for the security purposes described above.

问题：AI VENDING App 中集成的 Tencent Cloud Terminal Performance Monitoring Pro SDK 会收集什么数据？

该 SDK 集成于 App 中，用于增强系统安全性和可追溯性，并用于判断某些敏感操作是否由同一人执行。

该 SDK 会自动收集用户设备的唯一厂商标识符 (vendorId)，并将数据上报至腾讯云。腾讯云将作为个人数据控制者，为上述安全目的处理相关数据。

第三部分：官方网站互动与浏览器追踪技术 / Part 3: Website Interaction and Cookie Policies

Q18. What information is collected if I fill in website forms or leave my contact details during exhibitions?

Answer

If you send an inquiry, contact us, request a quote, leave a message, or request to purchase equipment through the website, you may need to submit information such as your name or full name, phone number, email address, WhatsApp, country, purpose, message, whether you have prior knowledge of vending, and whether you have a location.

If you wish to stay in touch with us during exhibitions or market promotion activities, we may collect your name, phone number, email address, WhatsApp, company name, and job title through an electronic form.

We may use the personal information you provide to further communicate with you about our products and services, and for profiling, targeted advertising, and sending marketing text messages or emails. You can refuse to receive such messages or opt out of targeted advertising and profiling by contacting us at service@hahavending.com.

问题：如果我在官网填写表单或在展会上留下联系方式，公司会收集什么信息？

如果您通过官网发送询盘、联系我们、获取报价、留言或申请购买设备，您可能需要提交姓名或全名、电话号码、电子邮箱地址、WhatsApp、国家/地区、咨询目的、留言内容、是否了解售货机以及是否已有场地等信息。

如果您在展会或市场推广活动期间希望与我们保持联系，我们可能会通过电子表单收集您的姓名、电话号码、电子邮箱地址、WhatsApp、公司名称和职位。

我们可能会使用您提供的个人信息，进一步与您沟通我们的产品和服务，并用于画像、定向广告以及发送营销短信或电子邮件。您可以通过 service@hahavending.com 联系我们，拒绝接收该等信息或选择退出定向广告和画像。

Q12. Which strictly necessary cookies does the official website use?

We use necessary cookies to provide a properly functioning website and enable users to use the services we offer. If these cookies are blocked, you may not be able to use the website properly.

PHPSESSID is a first-party, session-based cookie used to maintain user session and login status and ensure basic website access functionality. It collects user session status and login information data, which will not be disclosed to any third party and is only used to maintain website session and access control.

cf_clearance and __cf_bm are third-party, session-based cookies used to provide Cloudflare anti-bot verification and security protection to ensure normal website access. They collect user access behavior, device, and network environment data and disclose such data to Cloudflare for implementing security protection, anti-attack measures, and stable service operation.

问题：官网使用哪些严格必要 Cookie？

我们使用必要 Cookie 来提供正常运行的网站，并使用户能够使用我们提供的服务。如果这些 Cookie 被阻止，您可能无法正常使用官网。

PHPSESSID 是第一方、基于会话的 Cookie，用于维护用户会话和登录状态，并确保基本网站访问功能正常。其收集用户会话状态和登录信息数据，不会向任何第三方披露，仅用于维护网站会话和访问控制。

cf_clearance 和 __cf_bm 是第三方、基于会话的 Cookie，用于提供 Cloudflare 反机器人验证和安全保护，以确保网站正常访问。其会收集用户访问行为、设备及网络环境数据，并向 Cloudflare 披露，用于实施安全防护、抗攻击措施和维持稳定的服务运行。

Q13. Which non-necessary cookies and similar technologies may be used on the website?

Based on your consent, the website may use non-necessary cookies and similar technologies for analytics, marketing attribution, online customer service, and website performance optimization.

The Language Setting cookie remembers your language preferences and is not disclosed to any third party. The ga, ga*, and _gcl_au cookies collect website visit data and user behavior and may disclose or share such data with Google LLC for website traffic statistics and analysis.

The pys_* and last_pys_* series collect website visit data and conversion data from social media advertising channels and may disclose or share interaction data with Meta Platforms, Inc. for advertising attribution and audience optimization. The sbjs_* series tracks traffic sources and access paths for internal marketing attribution analysis and is not disclosed to any third party.

TawkConnectionTime, twk_idm_key, and twk_uuid_* collect user session, device, and online behavior data and disclose such data to Tawk.to Ltd. to provide online customer service and maintain customer service sessions. lscache_vary is used for website cache optimization and is not disclosed to any third party.

_uetclid, _uetvid, MUID, _clck, clsk, CLID, and MR track advertising conversion from Microsoft search engine and analyze real-time interaction behavior. The relevant data may be disclosed or shared with Microsoft Corporation for advertising effectiveness evaluation, user experience optimization, and security maintenance.

问题：官网可能使用哪些非必要 Cookie 和类似技术？

在获得您同意的情况下，官网可能会使用非必要 Cookie 和类似技术，用于分析统计、营销归因、在线客服和网站性能优化。

Language Setting Cookie 用于记住语言偏好，不向任何第三方披露。ga、ga* 和 _gcl_au 用于收集网站访问数据和用户行为，并可能向 Google LLC 披露或共享相关数据，用于网站流量统计和分析。

pys_* 和 last_pys_* 系列用于收集网站访问数据以及来自社交媒体广告渠道的转化数据，并可能向 Meta Platforms, Inc. 披露或共享页面互动数据，用于广告归因和受众优化。sbjs_* 系列用于追踪流量来源和访问路径，仅用于内部营销归因分析，不向任何第三方披露。

TawkConnectionTime、twk_idm_key 和 twk_uuid_* 用于收集用户会话、设备及在线行为数据，并向 Tawk.to Ltd. 披露，用于提供在线客服聊天功能和维护客服会话。lscache_vary 用于网站缓存优化，不向任何第三方披露。

_uetuid、_uetvid、MUID、_clck、clsk、CLID 和 MR 用于追踪来自微软搜索引擎的广告转化并分析实时互动行为，相关数据可能向 Microsoft Corporation 披露或共享，用于广告效果评估、用户体验优化和安全维护。

Q14. If I withdraw my cookie consent, will the website automatically delete existing cookies?

When you withdraw your consent, we will stop placing new non-necessary cookies, and existing cookies stored in your browser will be deactivated and will no longer collect your personal information. However, withdrawing consent will not automatically delete cookies previously stored on your device. You must manually delete these cookies through your browser settings, such as Google Chrome, Firefox, Safari, or Microsoft Edge.

问题：如果我撤回 Cookie 同意，网站是否会自动删除已存在的 Cookie？

当您撤回同意时，我们将停止放置新的非必要 Cookie，已存储在您浏览器中的现有 Cookie 将被停用，并不再收集您的个人信息。

但是，撤回同意不会自动删除此前已经存储在您设备上的 Cookie。您需要通过自己的浏览器设置手动删除这些 Cookie，例如 Google Chrome、Firefox、Safari 或 Microsoft Edge。

第四部分：全局数据存储、安全与架构合规底座 / Part 4: Global Data Storage, Security, and Compliance

Q15. Can minors use the vending machines or register on AI VENDING?

Our services are mainly adult-oriented, and we do not offer services directly to children or use children's personal information for marketing purposes. A child should not create a user account. To be eligible to register to use AI VENDING, you must be the age of majority in your jurisdiction. We treat anyone under 16 years old, or the equivalent minimum age in the relevant jurisdiction, as a child. If we become aware that a child or anyone under the age of 16 has registered with us and provided personal information, we will take steps to terminate that person's registration and delete the relevant personal information immediately.

问题：未成年人可以使用自动售货机或注册 AI VENDING 吗？

我们的服务主要面向成人，我们不直接向儿童提供服务，也不将儿童个人信息用于营销目的。儿童不应创建用户账户。

要获得注册并使用 AI VENDING 的资格，您必须达到您所在司法辖区的法定成年年龄。

我们将任何未满 16 周岁或相关司法辖区规定的等同最低年龄的人视为儿童。如果我们意识到儿童或未满 16 周岁的人已经注册并向我们提供个人信息，我们将采取步骤终止该人员的注册并立即删除相关个人信息。

Q8. Where is personal information stored? Who can access or obtain it?

The personal information we collect and generate in our operations is stored in third-party cloud storage located in the United States of America.

Tencent Cloud serves as our selected cloud service provider for the vending machine system and AI VENDING system. Hostinger provides cloud storage services for the website.

For necessary maintenance of the services and daily operations, personal data may be accessed by our personnel in China. We will implement corresponding protective measures in accordance with applicable data protection laws to ensure data security.

问题：用户数据存储在哪里？什么人员可以访问或获取？

我们在运营中收集和生成的个人信息存储于位于美利坚合众国的第三方云存储中。

腾讯云（Tencent Cloud）是智能柜机系统和 AI VENDING 系统的云服务提供商。官网的云存储服务由 Hostinger 提供。

为进行必要的服务维护和日常运营，我们位于中国的人员可能会访问个人数据。我们将按照适用数据保护法律的要求采取相应保护措施，以确保数据安全。

Q9. What technical measures are used to protect databases and data transmission?

For data transmission security, we adopt cryptographic technologies such as transport layer security protocols and deploy HTTPS to help prevent transmission links from being eavesdropped on or intercepted, and to help ensure the confidentiality and integrity of data.

For data access and use, we implement strict data authorization control mechanisms. The core production database is restricted to internal network access and does not open public network ports.

The production and testing environments are isolated by network segments. Manual execution of SQL statements is conducted through the auditing function built into the data management tool. The database operates in a primary-backup mode to support high availability and system reliability.

问题：数据库和数据传输有哪些技术安全措施？

在数据传输安全方面，我们采用传输层安全协议等密码技术，并部署 HTTPS，以帮助防止传输链路被窃听或拦截，并帮助确保数据的保密性和完整性。

在数据访问和使用方面，我们实施严格的数据授权控制机制。核心生产数据库仅限内部网络访问，不开放公网网络端口。

生产环境与测试环境通过网络分段进行隔离。内部人员手动执行 SQL 语句时，须通过数据管理工具中内置的审计功能进行。数据库采用主备模式运行，以支持高可用性和系统可靠性。

Q10. How will users be notified if a cybersecurity incident or data breach occurs?

When an incident endangering cybersecurity occurs, we will activate the cybersecurity incident emergency response plan, take corresponding remedial measures, and report to the relevant competent authorities in accordance with applicable requirements.

If a personal information security incident is likely to result in a high risk to the rights and freedoms of personal information subjects, we will inform affected users by email, letter, telephone, push notice, or other means as required by applicable laws and regulations. Where it is difficult to inform data subjects one by one, we will publish an announcement in a reasonable and effective way.

问题：如果发生网络安全事件或数据泄露，公司如何通知用户？

当发生危害网络安全的事件时，我们将启动网络安全事件应急响应预案，采取相应补救措施，并按照适用要求向相关主管机关报告。

如果发生可能对个人信息主体的权利和自由产生高风险的个人信息安全事件，我们将依据适用法律法规要求，通过电子邮件、信件、电话、推送通知或其他方式告知受影响用户。在难以逐一告知时，我们将采取合理、有效的方式发布公告。

Q11. What privacy rights do users have, and how long does it take to receive a response?

Depending on the laws of your jurisdiction, you may have rights such as the right to be informed, access, correction, deletion, restriction of processing, data portability, refusal, withdrawal of consent, and refusal of automated decision-making and profiling.

To verify your identity and protect data security, we may require you to provide sufficient proof of identification before processing your request. Generally, we will reply within one month after receiving your request. If necessary, such as when the request is complex or there are many requests, we may extend the response period by an additional forty-five days as permitted by law and inform you of the reason for the extension within the initial thirty-day period.

问题：作为数据主体，用户享有哪些权利？提出申请后多久可以得到回复？

根据您所在司法辖区的法律，您可能享有知情权、访问权、更正权、删除权、限制处理权、数据可携权、拒绝权、撤回同意权以及拒绝自动化决策和画像的权利。

为验证您的身份并保障数据安全，在处理您的请求前，我们可能会要求您提供充分的身份证明。通常，我们将在收到您的请求后一个月内给予答复。如果请求较为复杂或数量较多，在法律允许的情况下，我们可以延长额外四十五天，并将在初始三十日期间内告知您延期原因。

