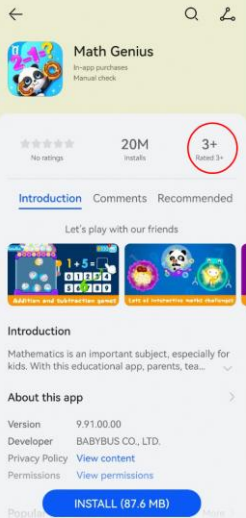


AppGallery's Annual Online Safety Report 2025 (for the period of 01.04.2025 to 31.12.2025)			
No	Code Obligations:	For designated ADSs' input	Additional comments and explanatory notes on the information /data provided
Section A: User Safety			
1.	Paragraph 9: ADS users must be able to use the Service in a safe manner. In this regard, the provider of the Service must put in place reasonable and proactive measures to (i) minimize ADS users' access to or exposure to harmful content on the Service; (ii) empower ADS users to manage their safety on the Service; and (iii) mitigate the impact on ADS users that may arise from the	Please provide information on the measures in place for all ADS users in Singapore: 1. Strict App Review Guidelines – Huawei AppGallery (“AppGallery”) implements comprehensive AppGallery Review Guidelines that govern multiple aspects of App distribution on the platform. Amongst others, the Review Guidelines lay out AppGallery's requirements and expectations on App Security, App Content, User Privacy and Minor Protection. AppGallery advocates providing users with appropriate, original, and high-quality application content. Content that is harmful or inappropriate to users must not appear, including but not limited to application information, application content, application advertisements, and internet pop-up messages (information provided to internet users through operating systems, application software, websites, etc., in the form of pop-up message windows). The Review Guidelines specifically restrict the publication of harmful content as well as contents deemed inappropriate for minors. Where applicable, the developers must also provide relevant qualifications documents to prove that they are licensed to provide any regulated content through the App. 2. Functional and Active Enforcement – To support effective moderation and enforcement:	

	dissemination of harmful content on the Service. <i>And</i> Paragraph 10: Children in particular may lack the capacity or experience to deal with the information and content available online and will need more protection to ensure a safer online space for them. In this regard, the provider of the Service must also have specific measures in place to protect children from harmful content and inappropriate content on the Service.	- the Review Guidelines also prescribe for the requirements relating to app names, icons, descriptions (including app overview and new version features), screenshots and videos, categories and tags, languages, content ratings and developer information. This is to ensure that users, particularly children and their parents or guardians are able to understand the nature and content of the app; - AppGallery reviews the App before allowing it to be onboarded and proactively conducts post-release monitoring through routine checks. If the developers are found to have breached any of the Review Guidelines, or breach the applicable laws or regulations, Huawei retains the rights to remove or delete the app, disable the app services, terminate its agreement with Huawei and/or freeze or delete the developer's accounts with AppGallery. 3. Functional Complaint Channel - - AppGallery also provides an open user complaint channel, where users can submit complaints and reports for our consideration and further action. (See Appendix A for the “AppGallery Review Guidelines”)	
2.		Please provide information on any differentiated or additional measures in place for children: 1. Dedicated Child Account – - For the children user group, AppGallery has set up a child mode interface for child accounts. The content made available and recommended to child account users is carefully selected by editors and is suitable for minors to access. - All available apps have corresponding age ratings, and child users can only download apps appropriate for their age group. There are specific review standards for content accessible by or involving minors, and the control over the release of applications is strengthened. (See Appendix A for the “AppGallery Review Guidelines-Minor Protection”)	

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3.	Paragraph 12: ADS users' access or exposure to harmful content on the Service must be minimised via reasonable and proportionate measures. These measures include,	Please provide information on (a) the content guidelines and standards in place for app providers and (b) the content moderation measures in place and how they are enforced or implemented. Please include screenshots or evidence where possible. You may also provide information on additional measures outside (a) and (b) that meet the outcome of minimizing ADS users' access to or exposure to harmful content. All ADS users in Singapore: Paragraph 12(a): Content guidelines and standards must address the categories of harmful content set out at paragraph 4 of the Code. Please see below:	

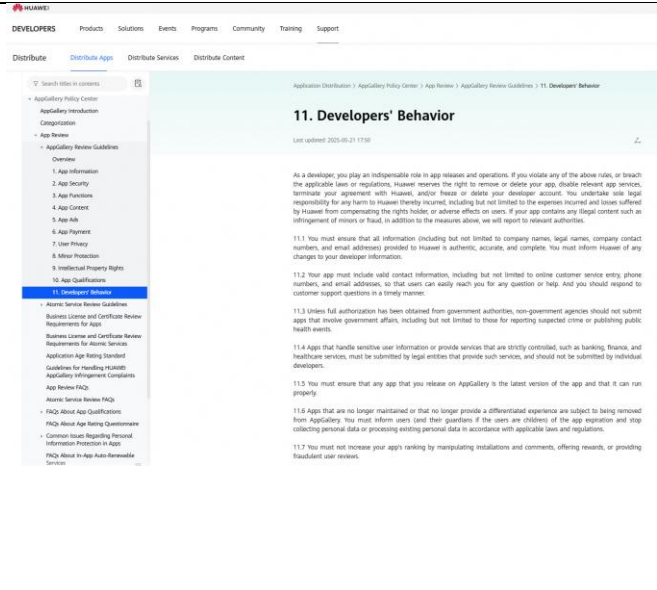
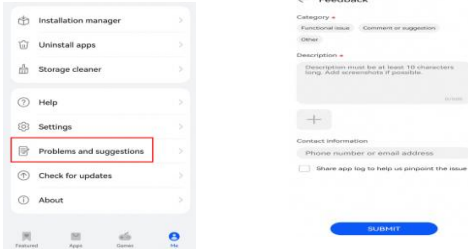
	but are not limited to, a set of content guidelines and standards for app providers, and content moderation measures that are put in place and implemented by the Service provider: a. The Service's content guidelines and standards must address the categories of harmful content set out at paragraph 4 of this Code. b. The Service's content moderation measures must include systems and processes for the following: i. Review of apps and app updates before they are released	Inappropriate content restrictions 4.8 Your app must not include illegal money transactions, gambling, or other content prohibited by applicable laws and regulations, and does not incite any illegal activity. 4.9 Your app must not include nude, pornographic, or other vulgar content in app information, content, ads, and more, including but not limited to vulgar, sexually suggestive, and pornographic content (in forms such as text, images, comics, audio, and videos), pornographic website names or links, or content that induces users to participate in transactional sex offline. 4.10 Your app must not include content that is offensive, insensitive, disturbing, or vulgar. 4.11 Your app must not include or incite violence or other dangerous activities, including but not limited to imitative violence or violent threats of killing, mutilation, torture, or abuse of humans or animals, self-mutilation, suicide, hunger strike, or other acts that may cause serious injuries. 4.12 Your app must not include or incite acts of terrorism, organize violent activities, encourage the illegal use of weapons or dangerous goods, facilitate the purchase and sale of arms, or describe how to use and reconstruct explosives, guns, ammunition, or other weapons. 4.13 Terrorist organizations and associated members, as well as organizers and participants of other violent activities, are prohibited from releasing apps for any purpose. 4.14 Your app must not include or share content that propagates cults and/or feudal superstition or is offensive to a religious or racial group, sexual orientation, gender, or other group to which individuals self-identify. 4.15 Your app must not include or share content that may involve bodily harm, such as illegal use of drugs and controlled substance, excessive alcoholic intake, driving under the influence (DUI), traffic rule violations, and encouragement of using tobacco or e-cigarettes. 4.16 Your app must not contain content that violates public order and morality (such as malicious celebrity gossip and scandals, ostentatious displays of wealth, and vulgar humor), or content that may lead to social disorder (such as spamming or exaggerating sensitive social events, violent incidents, and disasters), use algorithms to encourage addiction or overspending in users, make excessive recommendations, or maliciously block messages. 4.17 Your app must not contain any content of a harassing, discriminatory, intimidating, or bullying nature, or encourage others to engage in such behavior, and should provide an effective mechanism for filtering out such content or behavior. Harassing behavior includes but is not limited to sending harassing messages to users and tricking users into making payments.	In the Review Guidelines, in particular paragraphs 4.9 to 4.17, there are clear guidelines on contents that may pose harm. In this regard, all six (6) categories of harmful content have been addressed : (a) Sexual content——paragraphs 4.9, 4.10 (b) Violent content——paragraphs 4.10, 4.11, 4.12, 4.13 (c) Suicide and self-harm content——paragraph 4.11 (d) Cyberbullying content —— paragraphs 4.11, 4.17 (e) Content endangering public health —— paragraphs 4.15, 4.16 (f) Content facilitating vice and organised crime ——paragraphs 4.12, 4.14, 4.15 (See Appendix A for “AppGallery Review Guidelines-App Content”)	
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	on the Service, and other reviews of apps available on the Service to ensure compliance with the Service's content guidelines and standards ; and		
4.		All ADS users in Singapore: Paragraph 12(bi): Review of apps and app updates before they are released on the Service, and other reviews of apps available on the Service to ensure compliance with the Service's content guidelines and standards. Prior to releasing an app on AppGallery, developers are required to follow the platform's release process which requires them disclosing and submitting the corresponding app information for review. The app can only be officially released after passing the review. (See Appendix A for “Releasing an App (APK)”)	
5.	ii. Appropriate actions to be taken when there is a breach of the Service's content guidelines and standards , which may include warning, suspensi	All ADS users in Singapore: Paragraph 12(bii): Appropriate action(s) to be taken when there is a breach of the Service's content guidelines and standards, which may include warning, suspending, or banning the app provider(s) from the Service. For applications that violate the Review Guidelines, AppGallery reserves the right to undertake any of the following measures, depending on the severity of the violation: ▪ Removal or deletion of apps; ▪ Disabling relevant app services; ▪ Termination of agreement; ▪ Suspension or deletion of developer's account. (See Appendix A for “AppGallery Developers' Behaviour”) <u>Technologies and Human Review Process</u> The AppGallery review team uses a text-based keyword matching database to determine the presence of inappropriate content. Whether it's a newly submitted app or an updated version submitted after an existing app has been listed, the Huawei AppGallery will review it. If the review is successful, the app will be listed/updated; if the review fails, we will provide the developer with detailed reasons for the rejection. We regularly conduct special retests on apps currently available on the platform. If an app is found to violate applicable laws and regulations of the country of release or the "App Review Guidelines," the developer will be notified in advance to rectify the issue.	

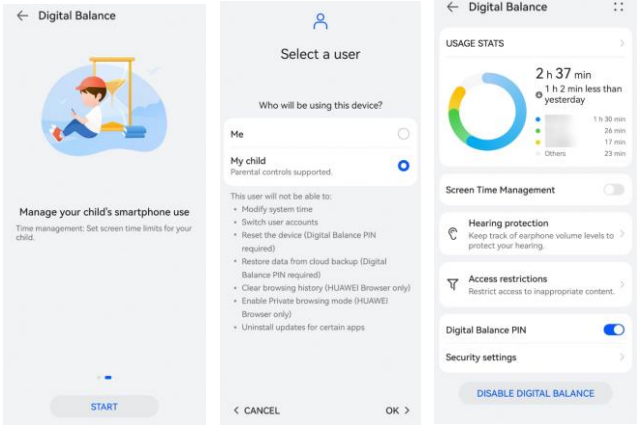
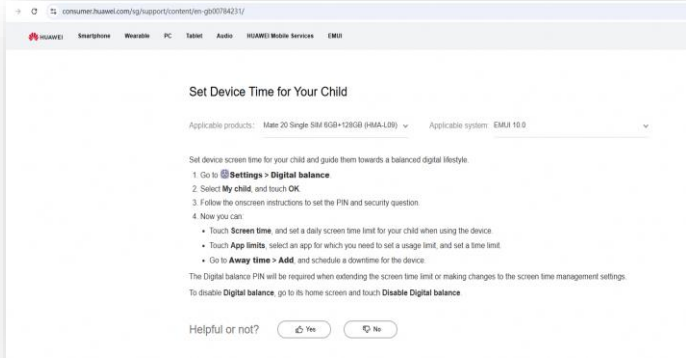
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	ng, or banning the app provider(s) from the Service.	If rectification is not completed within the specified time, the app will be removed from the platform. For more serious violations, the app will be removed from the platform while simultaneously notifying the developer of the problem. Furthermore, we have a professional customer service team to follow up on any unexpected events such as user complaints, verifying the specific information of the complaints and providing timely assistance.	
6.		All ADS users in Singapore: Other additional measures N/A	
7.	Paragraph 13: ADS users must be able to easily access information on the Service regarding online safety. Such information must be easy to understand and must include without being limited to the following:	Please <u>explain</u> how your service has made information regarding online safety easy to access, including information that addresses the three sub-categories. All ADS users in Singapore: Paragraph 13(a): The Service's content guidelines and standards. AppGallery Review Guidelines can be found in Huawei's Developers official website and the content is publicly available.	
8.	a. The Service's content guidelines and standards; b. The content moderation measures put in	All ADS users in Singapore: Paragraph 13(b): The content moderation measures put in place by the provider of the Service and, in particular, the actions that may be taken by the provider of the Service to address a breach of its content guidelines and standards. See Items 1 and 5. Our AppGallery Review Guidelines are open to all including ADS users. We will also publish an article addressing to the ADS users in the AppGallery itself by way of FAQ in relation to Huawei's content moderation and user reporting measures sometime in second half of 2026.	

	place by the provider of the Service, and in particular, the actions that may be taken by the provider of the Service to address a breach of its content guidelines and standards; and		
9.	c. Information on ADS users' ability to report content on the Service to the provider of the Service in relation to the categories of harmful content and inappropriate content set out at paragraphs 4 and 17 of this Code, and information on how to make such a report. And	All ADS users in Singapore: Paragraph 13(c): Information on ADS users' ability to report content on the Service to the provider of the Service in relation to the categories of harmful content and inappropriate content set out at paragraphs 4 and 17 of this Code, and information on how to make such a report. AppGallery provides an open user complaint channel, where users can submit complaints and reports for AppGallery's consideration and further action. 	

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	Paragraph 23: Children and their parents or guardians must be able to easily access information on the Service regarding online safety. This information must be easily understood by children. The		
	information must at a minimum include the tools available and the steps that parents or guardians may take to supervise and manage children's use of apps.	Please <u>explain</u> how your service has made information regarding online safety easily accessible for children and their parents or guardians, including information on tools available and steps that parents or guardians may take to supervise and manage children's use of apps. Children: AppGallery Review Guidelines can be found in Huawei's Developers official website and the content is publicly available.	
10.		Parents or guardians: Parental control measures available: 1. Activating the Digital Balance mode on the child's phone. This Digital Balance mode allows parents to set screen time limits as well as control content accessible by the child;	

		 Huawei's parental controls and tools have also been made public on Huawei's official website where parents are able to manage screen time for their kids and manage children's use of apps: 	
11.	Paragraph 14: ADS users' exposure to child sexual exploitation and	Please provide information on the measures to minimize ADS users' exposure to <u>child sexual exploitation material</u>. Please include screenshots or evidence where possible. All ADS users in Singapore:	

	abuse material and terrorist content on the Service must be minimized through the use of technologies and processes. These technologies and processes must proactively detect and swiftly remove child sexual exploitation and abuse material and terrorist content as technically feasible, so that the extent and duration of exposure to such content on the Service are minimized.	AppGallery has a strict review process and rules for app listings. We have clear regulations regarding sexual content, and such content is strictly prohibited. (See Appendix A for the “AppGallery Review Guidelines”) Furthermore, such contents will be detected through automated detection system and will be reviewed manually if and when such contents are detected.	
12.	Paragraph 16: The measures outlined in paragraphs 14 and 15 of the Code would require the Service provider to take proactive steps, primarily by engaging with app providers through the Service's content guidelines and standards and related processes,	Please provide information on the measures to minimize ADS users' exposure to <u>terrorist content</u>. Please include screenshots or evidence where possible. All ADS users in Singapore: AppGallery has a strict review process and rules for app listings. We have clear regulations regarding terrorist content, and such content is strictly prohibited. (See Appendix A for the “AppGallery Review Guidelines”) Furthermore, such contents will be detected through automated detection system and will be reviewed manually if and when such contents are detected.	

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	to reduce ADS users' exposure to child sexual exploitation and abuse material, as well as terrorist content and preparatory activities related to such content. These steps may include requiring app providers to take measures to prevent the creation, sharing, hosting, or facilitation of such material or activities on their apps, conducting reviews of apps and app updates before these apps or updates are released on the Service, and suspending or removing apps that contain or facilitate such content or activities from the Service.		
13.	Paragraph 15: ADS users must be protected from	Please provide information on the measures to protect ADS users from <u>preparatory child sexual exploitation and abuse activity</u> . Please include screenshots or evidence where possible.	

	preparatory child sexual exploitation and abuse activity and preparatory terrorist activity on the Service through reasonable and proportionate steps taken by the provider of the Service to	AppGallery has a strict review process and rules for app listings. We have clear regulations regarding child sexual exploitation and abuse activity, and such content is strictly prohibited. (See Appendix A for the “AppGallery Review Guidelines – Minor Protection”) Furthermore, such contents will be detected through automated detection system and will be reviewed manually if and when such contents are detected.	
14.	proactively detect and swiftly remove preparatory child sexual exploitation and abuse activity (such as online grooming for child sexual abuse) and preparatory terrorist activity (such as glorifying or endorsing terrorist activities and recruitment) on the Service. Paragraph 16: The measures outlined in paragraphs 14 and 15 of the Code would require the Service provider to take proactive steps, primarily by engaging with app providers through	Please provide information on the measures to protect ADS users from <u>preparatory terrorism activity</u>. Please include screenshots or evidence where possible. AppGallery has a strict review process and rules for app listings. We have clear regulations regarding <u>terrorism activity</u>, and such content is strictly prohibited. (See Appendix A for the “AppGallery Review Guidelines-App Content”) Furthermore, such contents will be detected through automated detection system and will be reviewed manually if and when such contents are detected.	

	the Service's content guidelines and standards and related processes, to reduce ADS users' exposure to child sexual exploitation and abuse material, as well as terrorist content and preparatory activities related to such content. These steps may include requiring app providers to take measures to prevent the creation, sharing, hosting, or facilitation of such material or activities on their apps, conducting reviews of apps and app updates before these apps or updates are released on the Service, and suspending or removing apps from the Service that contain or facilitate such content or activities.	
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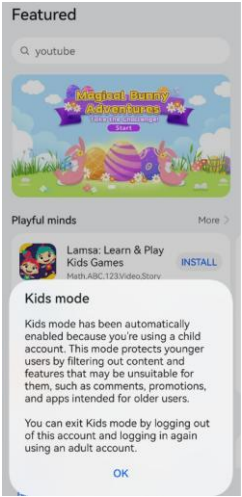
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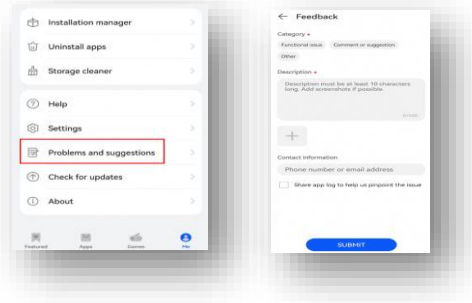
15.	Paragraph 17: In addition to harmful content, children's access or exposure to inappropriate content on the Service must also be minimized through reasonable and proportionate measures. These measures include, but are not limited to, a set of content guidelines and standards for app providers and content moderation measures put in place and enforced by the Service provider that are appropriate for children. Stricter standards must, at a minimum, apply to the following categories of harmful content, and must be published in a way that is easily accessible to ADS users: a. Sexual content b. Violent content	Please provide information on the measures, and include screenshots or evidence where possible. Children: Paragraph 17(a): Sexual content AppGallery has strict Review Guidelines. During the app listing process, we will review whether the app contains any sexual content. Huawei will also keep records of the violations and report the violations to the relevant administrative authorities when necessary. Paragraph 8.5 of the AppGallery Review Guidelines - Minor Protection clearly stipulates: 8.5 Your app must not contain any pornographic content involving minors, including but not limited to pedophilia, improper interactions with minors, and child sexual abuse. (See Appendix A for the “AppGallery Review Guidelines - Minor Protection”)	
16.		Children: Paragraph 17(b): Violent content AppGallery has strict Review Guidelines. During the app listing process, we will review whether the app contains any violent content. Huawei will also keep records of the violations and report the violations to the relevant administrative authorities when necessary. Paragraph 8.6 of the AppGallery Review Guidelines - Minor Protection clearly stipulates: 8.6 If your app is intended for an audience which includes minors, it must not contain violent, bloody, or horrifying content that is not appropriate for them, or describe or encourage any harmful or dangerous activities. (See Appendix A for the “AppGallery Review Guidelines - Minor Protection”)	

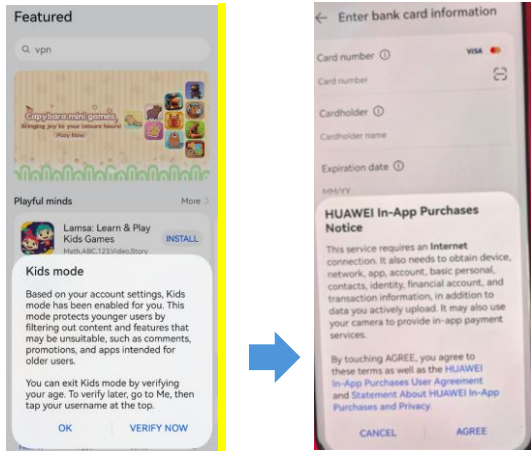
	c. Suicide and self-harm content		
17.	d. Cyberbullying content	Children: Paragraph 17(c): Suicide and self-harm content AppGallery has strict Review Guidelines. During the app listing process, we will review whether the app has any suicide and self-harm content. Huawei will also keep records of the violations and report the violations to the relevant administrative authorities when necessary. Paragraphs 8.2 to 8.4 of the AppGallery Review Guidelines - Minor Protection clearly stipulate : 8.2 Your app must not include or share any content that is harmful to the physical or mental health of minors, or use network services to commit illegal acts against minors. If your app contains any information that may cause or encourage minors to imitate unsafe behavior, violate social morality, develop negative feelings, or develop bad habits, you must display a clear warning before showing such information. 8.3 If your app is intended for an audience which includes minors, all app content should be appropriate for minors. Your app must not contain content that may distract them, harm their physical or mental health, or prevent them from fostering correct values. 8.4 Your app must not contain any cyberbullying content that insults, defames, threatens, or maliciously damages the image of minors, and should not indirectly conduct or participate in cyberbullying by agitating or encouraging minors, or provide support of any sort for this behavior. (See Appendix A for the “AppGallery Review Guidelines - Minor Protection”)	
18.		Children: Paragraph 17(d): Cyberbullying content AppGallery has strict Review Guidelines. During the app listing process, we will review whether the app has any cyberbullying content. Paragraph 8.4 of the AppGallery Review Guidelines - Minor Protection clearly stipulates: 8.4 Your app must not contain any cyberbullying content that insults, defames, threatens, or maliciously damages the image of minors, and should not indirectly conduct or participate in cyberbullying by agitating or encouraging minors, or provide support of any sort for this behavior.	

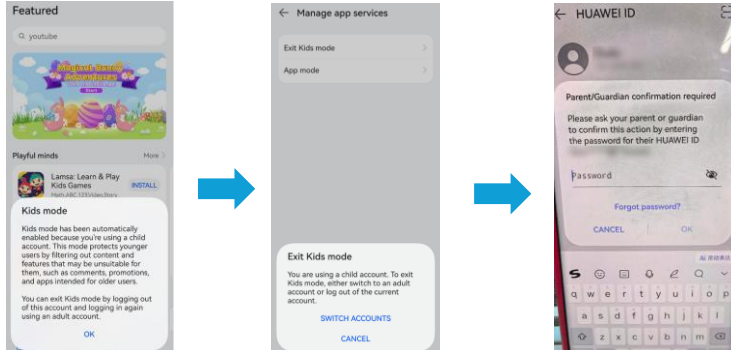
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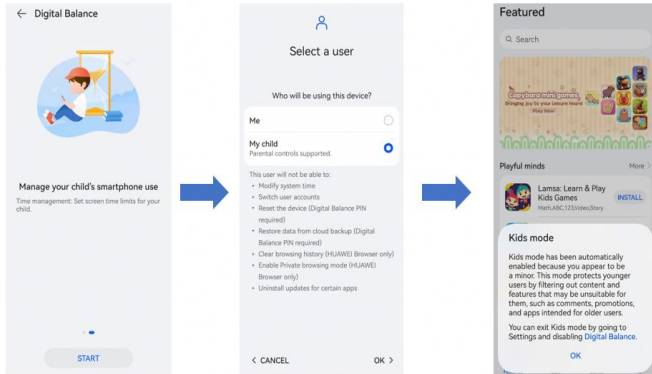
		Huawei will also keep records of the violations and report the violations to the relevant administrative authorities when necessary. (See Appendix A for the “AppGallery Review Guidelines - Minor Protection”)	
19.	Paragraph 18: Children must not be targeted to receive content on the Service that the provider of the Service is reasonably aware to be detrimental to their physical or mental well-being. Such content includes but is not limited to the categories of harmful content and inappropriate content set out at paragraphs 4 and 17 of this Code. In this regard, content targeting refers but is not limited to advertisements (including in-app advertisements), promoted apps and app recommendations.	Please <u>provide details</u> on the measures and include <u>explanations</u> on how they apply to content targeting, including, but not limited to, in-app advertisements, promoted apps, and app recommendations. Children: Children can only access Kids mode in AppGallery. On the home screen and on the Recommended content / Featured content of each category in Kids mode, we only recommend content that is suitable for children and ensures the health and safety of children. When a child user selects an app to download in AppGallery, AppGallery will display other similar apps. That said, all apps that can be downloaded are age-appropriate. It should be noted that we will not provide personalized recommendations based on the child's behavioral data. AppGallery will continue to keep up with industry best practices in child protection to prevent children from accessing inappropriate apps. In our Statement About HUAWEI ID and Privacy, we have specifically stated that no electronic marketing messages or advertisements will be sent to children. • Marketing purposes, including communicating about our offerings, sales promotion, and other marketing purposes, as well as creating aggregated target groups for marketing. Knowing customers' preferences enables us to target our offers and offer products and services that better meet the needs and expectations of our customers. This purpose requires processing your Account, Device, and Service usage information. You can object to such processing as described in Section 5.6 below. In order to protect children from any harm caused by advertising, we do not knowingly use children as a specific target group for tailored or directed marketing activities. (See Appendix A for “Statement About HUAWEI ID and Privacy”)	

20.	Paragraph 19: Unless the Service restricts access by children, children must be provided with differentiated accounts, where the settings for tools to minimize access or exposure to and mitigate the impact of harmful and inappropriate content on the Service are robust and set to more restrictive levels that are age-appropriate by default.	Please <u>describe</u> the settings/tools and <u>explain</u> how they are robust and set to more restrictive levels by default for children. Do include screenshots or evidence where possible. Children: A child's age will be determined based on the stated date of birth at the point of account registration. Only applications suitable for the child's age are available to be downloaded: - Parents are unable to set any age limit that override the default restrictions for the purposes of the App accessibility. - Parents are nevertheless able to change the child's age to be higher or lower. However, the risks of doing so have been stated in the Appendix A, Statement About Huawei ID and Privacy: 2.1 How Do We Safeguard Children? A user who is identified as a child (as determined by local law) based on their date of birth must have a parent or guardian create a child account for them by going to HUAWEI ID > Personal info > Child accounts from parents or guardians HUAWEI ID. Once the parent or guardian has created a child account, the child will be able to log in to our apps and services, such as AppGallery and Huawei Health, as well as various third-party services. Please note that the date of birth can be used by services your log in to with your HUAWEI ID to determine, for example, which content and personal data processing practices are appropriate based on the user's age. Therefore, providing accurate date of birth information is crucial for enabling such services to protect the rights and interests of child and minor users. The specific ways in which any given service uses the information about the user's age are subject to their terms of use and privacy policies. 1. Children are given differentiated accounts with child appropriate interface. The contents are age-appropriate by default. Further, no electronic marketing messages or advertisements will be sent to children. 	
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		See Appendix A, Statement About Huawei ID and Privacy: • Marketing purposes, including communicating about our offerings, sales promotion, and other marketing purposes, as well as creating aggregated target groups for marketing. Knowing customers' preferences enables us to target our offers and offer products and services that better meet the needs and expectations of our customers. This purpose requires processing of your Account, Device, and Service usage information. You can object to such processing as described in Section 5.6 below. In order to protect children from any harm caused by advertising, we do not knowingly use children as a specific target group for tailored or directed marketing activities. 2. AppGallery has a dedicated review team in the background that reviews and approves apps for release in accordance with the review standards for minors. There is also a regular routine inspection mechanism in place, and for any apps that do not comply with the rules after being released, they will be removed from the platform. 3. AppGallery provides an open user feedback channel, allowing consumers to provide feedback to help the platform better monitor the situation. 	
21.	Paragraph 20: In this regard, the provider of the Service must have in place systems and processes, including age verification, or other means of age assurance, such that the age or age range	Please <u>describe in detail</u> how and where the Service has implemented age assurance, and ensured the reasonable accuracy of it, in accordance with the Service's age assurance implementation plan that IMDA has agreed to. Children: Starting from April 1, 2026, AppGallery's new users will be required to undergo age verification. All users are required to sign in with a registered Huawei ID account before they are able to download any applications from AppGallery. As part of the age verification process, users will be required to a bind valid credit card to their accounts to confirm that they are adults. This process will be rolled out progressively to users registered pre-April 1,2026 by 1 August 2026.	

	of an ADS user of an account on the Service can be established with reasonable accuracy. Age assurance must be implemented in accordance with the data protection provisions under the Personal Data Protection Act 2012 and any relevant guidelines issued by the Personal Data Protection Commission. These include the Advisory Guidelines on The PDPA for Children's Personal Data In The Digital Environment, which stipulate, among other requirements, that organizations should practice data minimisation for age assurance purposes.	Starting 1 April, all users are required to sign in with a registered Huawei ID account before you are able to download any applications from our AppGallery. Which means, users who do not yet have an account will soon need to register for one. As part of the age assurance process, users will be required to link a valid credit card to their account to confirm that they are adults. Please note that credit card details will be used solely for the purpose of age verification. Users may request to unlink the credit card after the age verification process has been completed.	
22.	Please provide information on how the implementation of age assurance complies with the data protection provisions under the Personal Data Protection Act 2012 ("PDPA") and the relevant advisory guidelines issued by the Personal Data Protection Commission, such as the Advisory Guidelines on the PDPA for Children's Personal Data in the Digital Environment. Children: Huawei's collection of user privacy data is detailed in the Huawei User Agreement. Huawei's collection of user privacy data complies with relevant requirements. For the purposes of age assurance, we will collect users' credit card details (if any) to establish age range of the users. If there are any queries in relation to data protection, users are directed to contact our Data Protection Officer.		

		(See Appendix A for “ Statement About HUAWEI ID and Privacy ” and Statement About HUAWEI In-App Purchases and Privacy)	
23.	Paragraph 22: Children and their parents or guardians must be provided with clear warnings about the implications if they choose to opt out of the default settings for child accounts. Children and their parents or guardians must have access to information and tools that enable them to (i) manage children's safety; and (ii) effectively minimize children's access or exposure to, and mitigate the impact of, harmful and inappropriate content on the Service. These must	Please provide information on the clear warnings of implications in place for children and parents who opt out of default settings. Please include screenshots or evidence where possible. Children: N/A as the children are unable to change the default settings on their own. As for the parents/ guardians, if they choose to increase the age of their children thereby allowing them to access contents with age ratings above their true ages, warnings have been given in the Statement About Huawei ID and Privacy. See Item 20 above. The child mode has relevant information prompts. If you need to exit the child account, there will be a warning notification, and you need to log in to the guardian account to exit. 	

24.	include without being limited to: a. Information about the apps made available on the Service that parents or guardians may use to assess the appropriateness of the apps for children. These may include description of the features and functionalities of the app, description of the type of content on the app, and consumer advice regarding such content. b. Tools that parents or guardians may use to supervise	Please <u>provide a detailed description</u> of the information and tools available on your service for children and parents/guardians to (i) manage children's safety; and (ii) effectively minimize children's access or exposure to, and mitigate the impact of, harmful and inappropriate content. You may also provide information on additional measures outside the sub-categories paragraphs 22(a) and 22(b) that meet the outcomes described in paragraph 22 of the Code. Children: Paragraph 22(a): Information about the apps made available on the Service that parents or guardians may use to assess the appropriateness of the apps for children. These may include description of the features and functionalities of the app, description of the type of content on the app, and consumer advice regarding such content. Available parental controls: 1. Enable "Digital Balance" mode on child's phone. This mode allows parents to set screen time limits and control what content their child can access.  2. Huawei App Store has strict age-rating systems for downloading apps for children. Only apps that meet the set age restrictions can be downloaded and used. All applications must be assigned appropriate age ratings, which are clearly displayed to indicate their suitability for different age groups. In addition, app descriptions and related disclosures are required to	
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	and manage children's access to and use of apps. These may include user or parental controls, and search restrictions.	provide users, particularly children and their parents or guardians, with sufficient information to understand the nature of the app and its content. AppGallery has established age rating standards, and applications targeting or accessible to different age groups must comply with the corresponding requirements and restrictions applicable to those groups. (See Appendix A for the “AppGallery Application Age Rating Standard”)	
25.		Children: Paragraph 22(b): Tools that parents or guardians may use to supervise and manage children's access to and use of apps. These may include user or parental controls, and search restrictions. See Item 10.	
26.		Children: Other additional measures N/A	
27.	Paragraph 24: Unless the Service explicitly disallows the distribution or storage of apps with a UGC functionality, the provider of the said Service must ensure that the providers of such apps have:	Please provide information on how the Service has ensured <u>providers of UGC apps</u> have content moderation measures and in-app reporting channels in place. Please include screenshots or evidence where possible. All ADS users in Singapore: Paragraph 24(a): Content moderation measures to detect, assess, and remove harmful content in relation to the categories set out at paragraph 4 of this Code. 1. All developers must comply with AppGallery's Review Guidelines, which include review requirements for UGC content. AppGallery has also published its review requirements on its website, requiring developers to provide a reporting channel within their applications. See Paragraph 4.18 of AppGallery's review requirements for details.	

	a. Content moderation measures to detect, assess, and remove harmful content in relation to the categories set out at paragraph 4 of this Code; and b. An in-app channel for ADS users to report directly to the relevant app provider(s) any content on such apps in relation to the categories of harmful content and inappropriate	User-generated content requirements 4.18 You must effectively manage such content. Management measures include, but are not limited to, the following: verifying user identity and keeping records, designing filter mechanisms for content (including account names, nicknames, introduction, aliases, remarks, published information, and comments) that violates regulations and keeping records, <u>providing reporting mechanisms for timely responses</u>, disabling services for users who severely violate regulations, and providing contact information so that users can reach you. Example:  ✗ The app does not have a reporting button for the chatting module. ✓ 2. Huawei provides a public user complaint channel through which users can submit complaints to AppGallery. The official website hotline can be found in Appendix A. 3. AppGallery has a routine inspection mechanism to monitor applications after their release. 4. If developers are found to have failed to resolve users' reports within their apps, we will issue them warnings for violation of the AppGallery Review Guidelines where a deadline for rectification will be set. Further appropriate enforcement actions such as removal of application will be undertaken should the issue persist.	
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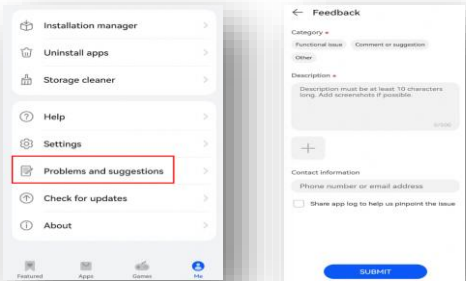
	content set out at paragraphs 4 and 17 of this Code.	HarmonyOS Developer Dear developer, We regret to inform you that your request submitted at [redacted] for updating your Application Security [redacted]; version: {appVersion}} has been rejected. Please make necessary changes based on the feedback in the review report. Once you've made the adjustments, you can resubmit in AppGallery Connect. We are willing to review your submission again. If you have any questions about the review result or need assistance, please contact us by submitting a ticket online. For other inquiries, you can also reach us at developer@huawei.com. Thank you for your understanding and support.	
5.		All ADS users in Singapore: Paragraph 24(b): An in-app channel for ADS users to report directly to the relevant app provider(s) any content on such apps in relation to the categories of harmful content and inappropriate content set out at paragraphs 4 and 17 of this Code. AppGallery has a feedback channel where users can submit feedback on issues. See Items 20 and 27. If inappropriate UGC content is found, it will be dealt with according to the rules. For example, if UGC contains pornography, a deadline for rectification will be set; if rectification is not completed by the deadline, the app will be removed from the app store. See the "AppGallery Review Guidelines - App Content" – Inappropriate content restrictions section.	
6.	Paragraph 25: The provider of the Service must take appropriate action(s) against app providers that	Please provide information on the actions the Service has taken against providers of UGC apps who have failed to resolve ADS user reports. In 2025, no reports relating to user-generated content (UGC) apps were received and no such apps were removed from Huawei's app store due to rule violations. Huawei is committed to providing a secure app	

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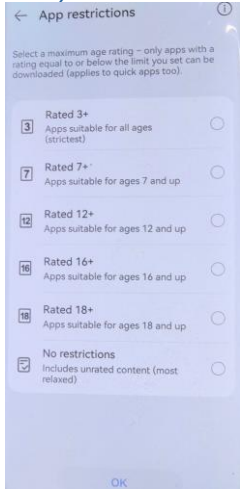
	fail to resolve ADS user reports in accordance with the Service's policies.	environment, and the app review requirements are relatively stringent. No apps were found to have been removed from the store due to violations of UGC rules after being listed, as confirmed by the inspection in 2025.	
Section B: User Reporting and Resolution			
7.	Paragraph 26: Any individual must be able to report content on the Service in relation to the categories of harmful content and inappropriate content set out at paragraphs 4 and 17 of this Code. In this regard, the reporting and resolution mechanism provided to ADS users must be effective, transparent, easy to access, and easy to use.	Please provide information on the measures, and include screenshots or evidence where possible. All ADS users in Singapore: Paragraph 26(a): ADS users' reports must be assessed, and appropriate action(s) must be taken by the provider of the Service in a timely and diligent manner that is proportionate to the severity or imminence of the potential harm. In particular, timelines must be expedited for content and activity related to child sexual exploitation and abuse material and terrorism. All users' reports will be reflected in our internal system, and Huawei's SLA in processing such reports does not exceed 7 working days. If any related public opinion is received, high-risk cases (including matters involving CSEA material and terrorism) will be prioritized for verification and handling. For more serious violations, the application will be removed from the platform while the developer is notified of the issue.	
8.	a. ADS users' reports must be assessed, and appropriate action(s) must be taken by the Service provider in a timely and diligent manner that is	Please provide information on the measures, and include screenshots or evidence where possible. All ADS users in Singapore: Paragraph 26(b): Where the Service receives a report that is not frivolous or vexatious, the ADS user who submitted the report must be informed of the decision and the action taken by the provider of the Service with respect to that report without undue delay, unless the ADS user had expressly opted not to be informed. AppGallery did not receive any feedback or complaints about this issue in 2025, and therefore did not activate the relevant process. Nevertheless, AppGallery has a standard customer service support process, which will be launched in the first half of 2026. If we receive complaints or feedback(include customer hotline and online complaints) from users, our consumer service will follow up and handle them in a timely manner and respond to user issues and feedback to the ADS users within the standard 7 working days.	

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	proportionate to the severity or imminence of the potential harm. In particular, timelines must be expedited for content and activity related to child sexual exploitation and abuse material and terrorism. Appropriate action(s) may include: i. Swiftly removing the reported content or the app(s) containing such content from the Service, or restricting access to the reported content or	
	Please provide information on the measures, and include screenshots or evidence where possible. All ADS users in Singapore: Paragraph 26(c): Where the Service decides to remove or disable the reported app(s) from the app store, or suspend or terminate the account of the app provider(s) of the reported app(s), any ADS user who has downloaded the reported app(s) within the last six months must be informed as soon as reasonably practical, taking into account the egregiousness or severity of the nature of the violation. No reported Apps In 2025. For ADS user reported app, we have a professional customer service team that will follow up, verify the specific information in the complaints, and address the issues promptly. If an app is found to violate applicable laws and regulations of the country where it was published or the "App Review Guidelines," we will notify the developer in advance to rectify the problem. If rectification is not completed within the specified time, the app will be removed from the app store. For more serious violations, we will remove the app from the app store while simultaneously notifying the developer of the issue. If any apps are removed or disabled or accounts suspended or terminated, we will inform the ADS users who have downloaded the said apps within the last 6 months.	

9.	app(s) on the Service; and ii. Warning, suspending, or banning the app provider(s) of the reported app(s). b. Where the Service receives a report that is not frivolous or vexatious, the ADS user who submitted the report must be informed of the decision and the action taken by the provider of the Service with respect to that report without undue delay, unless the ADS user had expressly opted not to be informed.	Please provide information on the measures, and include screenshots or evidence where possible. All ADS users in Singapore: Paragraph 26(d): The ADS users referred to in sub-paragraph (b) must be allowed to submit requests to the provider of the Service for a review of the decision and the action taken. No reported Apps in 2025. AppGallery provides an open user feedback channel, allowing consumers to provide feedback to help the platform better monitor the situation. 	
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	c. Where the Service decides to remove or disable the reported app(s) from the app store, or suspend or terminate the account of the app provider(s) of the reported app(s), any ADS user who has downloaded the reported app(s) within the last six months must be informed as soon as reasonably practical, taking into account the egregiousness or severity of the nature of the violation. d. The ADS users referred to in sub-paragraph (b) must be allowed to submit requests to the provider of the Service for a review of	
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	the decision and the action taken.		
Section C: Accountability - Mandatory Information			
10.	Paragraph 27: ADS users must have access to clear and easily comprehensible information that enable them to assess the level of safety and related safety measures afforded by the provider of the Service and make informed choices.	Please provide information on the measures, and include screenshots or evidence where possible. All ADS users in Singapore: In the AppGallery>setting>app service management—there are clear content access restriction settings to protect minors from downloading apps that are inappropriate for their age group(Also applicable to adult accounts). 	
Section C: Accountability – Mandatory Metrics			
11.	Paragraph 29(a): The volume, breakdown by content category and outcomes of ADS user reports on the Service in relation to the	Please <u>provide information</u> and <u>insert metrics</u> that IMDA has agreed to, broken down by the content categories and ADS user categories. Please include accompanying explanations or footnotes to explain the metrics, where appropriate. The use of the following table format (or a comparable version) is encouraged. <i>No user complaints or application issues were received in 2025.</i>	

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categories of harmful content and inappropriate content set out at paragraphs 4 and 17 of this Code;	Content Categories	ADS user Categories	Total volume of ADS user reports received	Volume of ADS reports assessed to be harmful / inappropriate and <u>removed</u>	Volume of ADS reports assessed to be harmful / inappropriate with <u>other action taken</u> (please specify and include a column for each type of action taken)	Volume of ADS reports assessed to be <u>not</u> harmful / inappropriate, with <u>no action taken</u>		
	Sexual content	All ADS users in Singapore	0	0	0	0		
		Children	0	0	0	0		
	Violent content	All ADS users in Singapore	0	0	0	0		
		Children	0	0	0	0		
	Suicide and self-harm content	All ADS users in Singapore	0	0	0	0		
		Children	0	0	0	0		
	Cyberbullying content	All ADS users in Singapore	0	0	0	0		
		Children	0	0	0	0		

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		<table><tr><td>Content endangering public health</td><td>All ADS users in Singapore</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Content facilitating vice and organized crime</td><td>All ADS users in Singapore</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td colspan="2">Sub-total: All ADS users in Singapore</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td colspan="2">Sub-total: Children</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td colspan="2">Total</td><td>0</td><td>0</td><td>0</td><td>0</td></tr></table>	Content endangering public health	All ADS users in Singapore	0	0	0	0	Content facilitating vice and organized crime	All ADS users in Singapore	0	0	0	0	Sub-total: All ADS users in Singapore		0	0	0	0	Sub-total: Children		0	0	0	0	Total		0	0	0	0	
Content endangering public health	All ADS users in Singapore	0	0	0	0																												
Content facilitating vice and organized crime	All ADS users in Singapore	0	0	0	0																												
Sub-total: All ADS users in Singapore		0	0	0	0																												
Sub-total: Children		0	0	0	0																												
Total		0	0	0	0																												
12.	Paragraph 29(b): The prevalence and breakdown by content category of (i) violating or non-compliant apps on the Service that are accessible by ADS users in Singapore; and (ii) app providers providing such apps, in relation to the categories of harmful content and inappropriate content set out at paragraphs 4 and 17 of this Code;	Please <u>provide information</u> and <u>insert metrics</u> that IMDA has agreed to, broken down by the content categories and ADS user categories. Please include accompanying explanations or footnotes to explain the metrics, where appropriate. <i>The use of the following table format (or a comparable version) is encouraged.</i> <i>Based on AppGallery's Review Guidelines and routine checks, we have proactively identified the following non-compliant apps and AppGallery has removed them from the platform.</i> <table><tr><th>Content Categories</th><th>ADS user Categories</th><th>Volume of violating or non-compliant apps accessible by ADS users in Singapore</th><th>Volume of app providers providing violating or non-compliant apps accessible by ADS users in Singapore</th></tr><tr><td></td><td></td><td></td><td></td></tr></table>	Content Categories	ADS user Categories	Volume of violating or non-compliant apps accessible by ADS users in Singapore	Volume of app providers providing violating or non-compliant apps accessible by ADS users in Singapore																											
Content Categories	ADS user Categories	Volume of violating or non-compliant apps accessible by ADS users in Singapore	Volume of app providers providing violating or non-compliant apps accessible by ADS users in Singapore																														

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		Sexual content	All ADS users in Singapore	13	13		
			Children	15	15		
		Violent content	All ADS users in Singapore	0	0		
			Children	0	0		
		Suicide and self-harm content	All ADS users in Singapore	0	0		
			Children	0	0		
		Cyberbullying content	All ADS users in Singapore	0	0		
			Children	0	0		
		Content endangering public health	All ADS users in Singapore	0	0		
		Content facilitating vice and organized crime	All ADS users in Singapore	352	281		
		Sub-total: All ADS users in Singapore		365	294		
		Sub-total: Children		15	15		
		Total		380	309		

13.	Paragraph 29(c): The timeliness of the Service's systems and processes in reviewing and addressing ADS user reports, in relation to the categories of harmful content and inappropriate content set out in paragraphs 4 and 17 of this Code; and The adjustments should primarily be based on the classification of data and content categories.	Please <u>provide information</u> and <u>insert metrics</u> that IMDA has agreed to, broken down by content categories and ADS user categories. Please include accompanying explanations or footnotes to explain the metrics, where appropriate. <i>The use of the following table format (or a comparable version) is encouraged.</i> <i>No user complaints or application issues were received in 2025.</i> <table><tr><th>Content Categories</th><th>ADS user Categories</th><th>Timeliness at reviewing and addressing ADS user reports in Singapore (e.g. median/average time taken)</th></tr><tr><td rowspan="2">Sexual content</td><td>All ADS users in Singapore</td><td>0</td></tr><tr><td>Children</td><td>0</td></tr><tr><td rowspan="2">Violent content</td><td>All ADS users in Singapore</td><td>0</td></tr><tr><td>Children</td><td>0</td></tr><tr><td rowspan="2">Suicide and self-harm content</td><td>All ADS users in Singapore</td><td>0</td></tr><tr><td>Children</td><td>0</td></tr><tr><td rowspan="2">Cyberbullying content</td><td>All ADS users in Singapore</td><td>0</td></tr><tr><td>Children</td><td>0</td></tr><tr><td>Content endangering public health</td><td>All ADS users in Singapore</td><td>0</td></tr></table>	Content Categories	ADS user Categories	Timeliness at reviewing and addressing ADS user reports in Singapore (e.g. median/average time taken)	Sexual content	All ADS users in Singapore	0	Children	0	Violent content	All ADS users in Singapore	0	Children	0	Suicide and self-harm content	All ADS users in Singapore	0	Children	0	Cyberbullying content	All ADS users in Singapore	0	Children	0	Content endangering public health	All ADS users in Singapore	0	
Content Categories	ADS user Categories	Timeliness at reviewing and addressing ADS user reports in Singapore (e.g. median/average time taken)																											
Sexual content	All ADS users in Singapore	0																											
	Children	0																											
Violent content	All ADS users in Singapore	0																											
	Children	0																											
Suicide and self-harm content	All ADS users in Singapore	0																											
	Children	0																											
Cyberbullying content	All ADS users in Singapore	0																											
	Children	0																											
Content endangering public health	All ADS users in Singapore	0																											

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		<table><tr><td>Content facilitating vice and organized crime</td><td>All ADS users in Singapore</td><td>0</td></tr><tr><td colspan="2">Sub-total: All ADS users in Singapore</td><td>0</td></tr><tr><td colspan="2">Sub-total: Children</td><td>0</td></tr><tr><td colspan="2">Total</td><td>0</td></tr></table>	Content facilitating vice and organized crime	All ADS users in Singapore	0	Sub-total: All ADS users in Singapore		0	Sub-total: Children		0	Total		0		
Content facilitating vice and organized crime	All ADS users in Singapore	0														
Sub-total: All ADS users in Singapore		0														
Sub-total: Children		0														
Total		0														
14.	Paragraph 29(d): The effectiveness of the Service's proactive actions in detecting and addressing (including removing) violating or non-compliant apps accessible by ADS users in Singapore, in relation to the categories of harmful content and inappropriate content set out in paragraphs 4 and 17 of this Code. The adjustments should primarily be based on the classification of data and content categories.	Please <u>provide information</u> and <u>insert metrics</u> that IMDA has agreed to, broken down by content categories and ADS user categories. Please include accompanying explanations or footnotes to explain the metrics, where appropriate. <i>The use of the following table format (or a comparable version) is encouraged.</i> <i>Based on AppGallery's Review Guidelines and routine checks, we have proactively identified the following non-compliant apps and AppGallery has removed them from the platform..</i> <table><tr><th>Content Categories</th><th>ADS user Categories</th><th>Volume of violating or non-compliant apps accessible by ADS users in Singapore <u>proactively detected and addressed</u></th></tr><tr><td>Sexual content</td><td>All ADS users in Singapore</td><td>13</td></tr></table>	Content Categories	ADS user Categories	Volume of violating or non-compliant apps accessible by ADS users in Singapore <u>proactively detected and addressed</u>	Sexual content	All ADS users in Singapore	13								
Content Categories	ADS user Categories	Volume of violating or non-compliant apps accessible by ADS users in Singapore <u>proactively detected and addressed</u>														
Sexual content	All ADS users in Singapore	13														

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			Children	15		
		Violent content	All ADS users in Singapore	0		
			Children	0		
		Suicide and self-harm content	All ADS users in Singapore	0		
			Children	0		
		Cyberbullying content	All ADS users in Singapore	0		
			Children	0		
		Content endangering public health	All ADS users in Singapore	0		
		Content facilitating vice and organized crime	All ADS users in Singapore	352		
		Sub-total: All ADS users in Singapore		365		
		Sub-total: Children		15		
		Total		380		

Appendix A

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N o.	Title	Link
1.	AppGallery Review Guidelines	https://developer.huawei.com/consumer/en/doc/app/50104-01
2.	AppGallery Application Age Rating Standard	https://developer.huawei.com/consumer/en/doc/app/50125
3.	Releasing an App (APK)	https://developer.huawei.com/consumer/en/doc/app/agc-help-release-app-0000001146436545
4.	AppGallery Review Guidelines-App Content	https://developer.huawei.com/consumer/en/doc/app/50104-04
5.	AppGallery Developers' Behavior	https://developer.huawei.com/consumer/en/doc/app/50104-11
6.	AppGallery Review Guidelines-Minor Protection	https://developer.huawei.com/consumer/en/doc/app/50104-08
7.	Statement About AppGallery and Privacy	https://privacy.consumer.huawei.com/legal/hiapp/privacy-statement.htm?code=SG&branchid=2&language=en_US
8.	Statement About HUAWEI In-App Purchases and Privacy	https://privacy.consumer.huawei.com/legal/id/privacy-statement.htm?code=eu&language=en-us
9.	Huawei Consumer Singapore official website hotline	https://consumer.huawei.com/sg/support/contact-us/

10.	Statement About HUAWEI ID and Privacy	https://id5.cloud.huawei.com/AMW/portal/agreements/accPrivacyStatement/en_accPrivacyStatement.html?version=hk&service=regionCode=hk&reqClientType=7&themeName=huawei&loginChannel=7000000
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