

Australia Cyber Security

Incident Response

We attach great importance to security issues and welcome all security researchers to report potential security vulnerabilities to us to improve the security of our products and services.

Vulnerability Response and Disclosure Process

Monitor and assign received vulnerabilities in a timely manner
Verify the vulnerability and confirm the exploitability and impact
Provide effective fix solutions or risk remediations measures
Investigate and confirm the complete scope of affected products
Review and publish the security advisory for the security vulnerability
Report Vulnerabilities

You can report vulnerabilities via telephone through our customer service department, or via email. The following are the detailed reporting methods:

Email: info@cgtek-smart.com

Phone number: +86 13310857457

Attention

Although we encourage investigation of potential security breaches, we cannot tolerate any activity that may interfere with legitimate users or may violate applicable computer abuse, cyber security and data protection regulations. Therefore, the following activities are prohibited:

- Modification or destruction of data
- Service disruption or degradation, such as DoS
- Disclosure of personal, proprietary or financial information

Response Time

After receiving the vulnerability you reported, we will send you vulnerability response related information within 48 hours based on the platform you used to report the vulnerability, as follows:

For vulnerabilities reported via email, we will send you a vulnerability response notice,

information confirmation and feedback related to the vulnerability via email. The progress of the vulnerability's solution development will also be continuously updated through email as soon as possible.

For vulnerabilities reported via the phone, we will send you a vulnerability response notice, information confirmation and feedback related to the vulnerability via email (gathered during the phone call). The progress of the vulnerability's solution development will also be continuously updated through email as soon as possible.

We will provide you with an update on the vulnerability **within 10 business days.**

* Note: Actual vulnerability response time may vary depending on the risk level and complexity of the vulnerability.

Product Support Policy Overview

We do our best to provide continuous security updates for our IoT products. The security updates generally include the latest security patches, security vulnerability fixes, and other security improvements. We will maintain the security updates for **at least 5 years from the launch day of certain device models.** The updates are available directly through the **DAFIT Smart App** and can be downloaded at any time through the device settings under: "Device Update" or through pop-up messages.

*Security updates cover product hardware (firmware), pre-installed software, software that implements necessary product functions, and external control software.

Contact us

If you have any questions about our company's privacy notice, the data we hold about you, or if you wish to exercise any of your data protection rights, please do not hesitate to contact **our Privacy Officer: AU-Compliance**

By visiting this page on our website: <https://tempo.org/>

By sending us an e-mail: au-compliance@tempo.org

How to contact the competent authority

If you wish to report a complaint or if you feel that your concern has not been satisfactorily addressed by our company, you may contact the **Commission of local information access**

Call the Australian Cyber Security Hotline: 1300 CYBER1 (1300 292 371)

Write to the ASD's ACSC by post:

ACSC

General enquiries

PO Box 5076

KINGSTON ACT 2604

AUSTRALIA

Statement of Compliance

Security standard for consumer grade relevant connectable products AUSTRALIA

This statement of compliance has been prepared by, or on behalf of, Shenzhen CGTek Technology Co., Limited, who is the manufacturer of the below product. The statement of compliance is made in accordance with the Cyber Security (Security Standards for Smart Devices) Rules 2025, authorised by the *Cyber Security Act 2024*.

Product manufacturer details	
Name of the manufacturer	Shenzhen CGTek Technology Co., Limited
Address of the manufacturer	C609-C610, C Building, Huafeng Robot Industrial Park, Bao'an District, Shen Zhen City, Guang Dong Province, China
Name of the authorised representative	Dana Zhang
Address of the authorised representative	C609-C610, C Building, Huafeng Robot Industrial Park, Bao'an District, Shen Zhen City, Guang Dong Province, China
Name(s) of other authorised representatives in Australia (if applicable)	
Address(es) of other authorised representatives in Australia (if applicable)	
Product details	
Product type	Smartwatch
Batch identifier	25448, 25466, 25449, 25467
Defined support period for the product	5 years



Declaration

It is declared that, in the opinion of the manufacturer:

1. The product listed in the table above has been manufactured in compliance with the requirements of Part 1 of Schedule 1 of the Cyber Security (Security Standards for Smart Devices) Rules 2025.
2. The manufacturer has complied with any other obligations relating to the product in Part 1 of Schedule 1 of the Cyber Security (Security Standards for Smart Devices) Rules 2025.

It is declared that this statement of compliance has been prepared by, or on behalf of, the manufacturer of the product listed in the table above and is accurate at the date of issue of [Shenzhen CGTek Technology Co., Limited].

Prepared by or on behalf of Shenzhen CGTek Technology Co., Limited

(Name, function and signature of the signatory of the manufacturer)

(Place and date of issue of the statement of compliance)

Statement of Compliance

Security standard for consumer grade relevant connectable products AUSTRALIA

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Name of the manufacturer	Shenzhen CGTek Technology Co., Limited
Address of the manufacturer	C609-C610, C Building, Huafeng Robot Industrial Park, Bao'an District, Shen Zhen City, Guang Dong Province, China
Name of the authorised representative	Dana Zhang
Address of the authorised representative	C609-C610, C Building, Huafeng Robot Industrial Park, Bao'an District, Shen Zhen City, Guang Dong Province, China
Name(s) of other authorised representatives in Australia (if applicable)	
Address(es) of other authorised representatives in Australia (if applicable)	
Product details	
Product type	Smartwatch
Batch identifier	25451 25468 25469, 25450
Defined support period for the product	5 years

Declaration

It is declared that, in the opinion of the manufacturer:

1. The product listed in the table above has been manufactured in compliance with the requirements of Part 1 of Schedule 1 of the Cyber Security (Security Standards for Smart Devices) Rules 2025.
2. The manufacturer has complied with any other obligations relating to the product in Part 1 of Schedule 1 of the Cyber Security (Security Standards for Smart Devices) Rules 2025.

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Prepared by or on behalf of Shenzhen CGTek Technology Co., Limited

Dana Zhang



(Name, function and signature of the signatory of the manufacturer)

(Place and date of issue of the statement of compliance)