

## PRIVACY AND DATA PROTECTION POLICY

The “HD DOCTOR” portal and any related mobile applications (“App”) (collectively, the “Services”) are offered by I&T - Tecnologia e Serviço LTDA, a private legal entity operating under the trade name HD DOCTOR, registered with the CNPJ/MF under No. 04.656.588/0001-06, duly filed with the Commercial Registry of the State of Minas Gerais, headquartered at Rua Sebastião Fabiano Dias, No. 210, Room 811, Belvedere district, Belo Horizonte/MG, ZIP Code 30.320-690.

The purpose of this Privacy Policy is to define the principles governing the use of personal information that you provide to us, or that we obtain from you, through the Internet or the App.

By using the website or App offered by HD Doctor, or (when applicable) by registering as a user of the online services we provide, you agree to this use. If you do not agree with this Privacy Policy, please do not access or use the Services.

We ask that you read this Privacy and Data Protection Policy carefully. Any dispute regarding privacy, as well as any data collection carried out, will be subject to this policy and to the provisions of Brazilian law.

We may amend our Privacy Policy periodically. Therefore, we ask that you review this Privacy Policy from time to time to ensure you are aware of the most recent version, which will apply from the moment you access the website.

We will, of course, notify you of any changes when we are obligated to do so.

For more information about this Privacy Statement and your rights under the applicable law, please contact us at [contato@hddoctor.com.br](mailto:contato@hddoctor.com.br).

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### I. DESCRIPTION OF THE INFORMATION WE COLLECT AND HOW WE USE IT

#### **Aggregated Information**

Like many commercial organizations, we monitor the use of this website by collecting aggregated information through the use of cookies (see below).

We generally collect information about the number of visitors to the site, the number of visits to each page, and the originating domain name of the visitor’s Internet Service Provider.

This information is used to understand how the visitor uses the website and may be shared with other companies within the Group.

No reasonable means are available for us to determine the identity of end users from the aggregated information.

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## Personal Information

If it is necessary for you to register to use this site or to complete a registration form (e.g., to sign up for services or receive email updates), we will collect personally identifiable information about you, such as your name, CPF (Brazilian ID), date of birth, residential address, email address, country of residence, and any other information you voluntarily provide.

We intend to continue improving the content and functionality of our website. Therefore, we may collect information about how you specifically use the site through cookies (and similar technologies) (see below).

We may also monitor user traffic patterns and website usage to help improve the design and layout of our site, thereby personalizing your experience by adapting the content you see and optimizing your user experience. We may also perform statistical analysis on our members' accounts to determine, among other things, how many of them are active, how frequently they are used, and in how many of our other sites you are registered.

By providing us with this information, you consent to the processing of such sensitive personal data for the purposes set out in this Privacy Policy and in any collection notices provided.

We may also obtain information about your opinions if, for example, you send us feedback or ask us questions.

We may occasionally receive information about you from other sources (other companies within the Group), which will be added to the information we already hold about you to help improve and personalize our services.

If you provide us with information about another person (e.g., a family member), you confirm that the individual appointed you to act on their behalf, consented to the processing of their personal data, including sensitive personal data, and that you informed them of our identity and purposes (as defined in this Privacy Policy) for which their personal data will be processed.

We may disclose personal information to comply with a legal or regulatory obligation, or in response to a non-mandatory request for information made by a governmental or state body.

You consent to our transferring your information to countries or jurisdictions that do not provide the same level of data protection as your country of origin. If we make such a transfer, we will ensure your information is properly protected while in transit and during its stay in the destination country.

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## II. OPTING OUT OF RECEIVING COMMUNICATIONS FROM US

If you opted to receive information about our services or from other HD Doctor companies and wish to stop receiving such information, you may do so through the Contact section. You must clearly include your name, username (if any), registration details (if any), and the name of this website in all communications.

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### III. HOW WE PROTECT YOUR INFORMATION

We maintain appropriate security policies intended to ensure, as reasonably as possible, the security and integrity of all our information, including your personal information.

For any information or data collected in physical form, the same provisions above apply.

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### IV. USE OF COOKIES

Below is a summary of how we use cookies. For a more comprehensive explanation of what a cookie is, visit “[aboutcookies.org](http://aboutcookies.org)”.

In general terms, cookies are small text files that are sent to your browser and stored on your computer’s hard drive. Cookies act as a memory for a website, allowing it to recognize your computer when you revisit it.

This is particularly important for sites that require you to log in, as it speeds up your access.

We use both session cookies (which last only until you close your browser) and persistent cookies (which remain for a longer, specific period).

Some of our online advertising materials may send a cookie to your hard drive (regardless of whether you click on them). If you later visit the advertiser’s website, we will know you saw our material. This enables us to track the success rate of such communications.

We will also know how many of our emails were opened and will automatically receive your IP address, a unique identifier of your computer or access device; however, we will not identify you as an individual because this information is aggregated.

You can generally change your browser settings to refuse new cookies, disable existing ones, or simply alert you when new cookies are sent to your hard drive. However, be aware that refusing or disabling cookies may result in loss of some website functionality.

If you want to delete any cookies already on your computer, refer to your file management software’s instructions to locate the file or directory where cookies are stored. Our cookies will appear as `nomedeusuario@www.hddoctor.txt` or `nomedeusuario@www.hddoctor.txt`.

If you want to prevent cookies from being stored in the future, consult your browser manufacturer’s instructions by clicking “Help” in your browser menu.

Additional information on deleting or controlling cookies is available at “[aboutcookies.org](http://aboutcookies.org)”.

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## **V. CHILDREN**

Our website is intended for an adult audience (individuals seeking information about HD Doctor and its Data Recovery services). We do not knowingly collect information from or about children.

Do not use this site if you are under 18 years old.

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## **VI. IMPROPER CONDUCT**

We may use information we collect and/or receive about you to investigate and help prevent illegal activity or activity that threatens our network or otherwise jeopardizes the provision of this website. Accordingly, we may disclose such information to the police and federal enforcement agencies for these purposes.

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## **VII. ACCESS AND CORRECTIONS**

If we process personal information about you, then you have the right, in accordance with the Brazilian General Data Protection Law (LGPD), Law No. 13.709/2018, to request access to this personal information.

You also have the right to request that any inaccuracies in your information be corrected free of charge. You may request corrections through the Contact section. Please clearly provide your name, username (if any), registration details (if any), and the name of this website in all communications.

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## **VIII. OTHER INFORMATION**

You should be aware that if our business (or any part of it) is sold or transferred at any time, the information we hold may be part of the transferred assets but will still be used only in accordance with this Privacy Policy.

For quality control and training purposes, we may monitor or record your communication with us.

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## **IX. HOW TO CONTACT US**

If your personal details change, if you wish to edit your data, or if you have any feedback or questions about this Privacy Policy, please send an email through the Contact section.

References to “HD Doctor,” “we,” “us,” and “our” refer to HD Doctor and its subsidiaries, collection points, laboratory, stores, controlled and affiliated companies. A list of all locations where HD Doctor operates is available at [www.hddoctor.com.br](http://www.hddoctor.com.br).