**Privacy Policy**

Relieve Soluções de Tecnologia would like to express gratitude for the trust placed in us and acknowledges the utmost importance of the relationship we have with all visitors to our website. In order to protect Personal Data and the privacy of all users, we have developed this Privacy Policy to ensure our commitment and respect for privacy rules and Personal Data protection. We strive to demonstrate how we guarantee the privacy, security, and integrity of Personal Data in the development and execution of our activities.

Thus, in accordance with the General Data Protection Law – LGPD, Relieve shares the following information:

**Responsible for the processing of Personal Data**

Relieve Soluções de Tecnologia, located at Rua Pitú, 72, Brooklin, Sao Paulo-SP.

Contact: privacidade@relieve.com.br

**Rights of Data Subjects**

The General Data Protection Law, No. 13.709/18, provides for the rights of individuals regarding the collection of Personal Data.

Relieve Soluções de Tecnologia guarantees the following rights to users of the website:

|  |  |
| --- | --- |
| **Rights of Data Subjects/Principles** | **Meaning** |
| Right to confirmation of the existence of processing | You have the right to obtain clear and objective information about the data that Relieve owns and the manner of its processing |
| Right to free and transparent access to the data | You have the right to free access to the personal data held by Relieve. This can be requested through the email: privacidade@relieve.com.br |
| Right to correction of incomplete, inaccurate, or outdated data | You have the right to rectify personal data if it is incorrect, incomplete, or outdated |
| Right to anonymization, blocking, or deletion of unnecessary, excessive, or unlawfully processed data | When the data subject becomes aware of unnecessary or excessive data, or that the processing is not in compliance with the intended purpose, they should report it so that appropriate measures can be taken |
| Right to erasure of personal data processed with the data subject's consent, except in the cases of legal retention and other provisions specified by the Law | In some cases, you have the right to have your data erased. However, this is not an absolute right in the face of legal grounds for the retention of personal data |
| Right to information about the public and private entities with whom Relieve has shared the data | You have the right to know which entities Relieve has shared your personal data with, as well as the specific data that was shared |
| Right to information about the possibility of not providing consent and the consequences of refusal | You have the right to know the consequences of refusing to give consent for the processing of your personal data |
| Right to withdraw consent | You have the right to withdraw the consent provided at any time, through the DPO channel or by sending an email to: privacidade@relieve.com.br |
| Right to ensure availability, authenticity, integrity, and confidentiality of data | You have the right to inquire about the availability, quality, and confidentiality of personal data when requested |
| Right to be notified by e-mail about changes in the processing of data | You have the right to be notified if there is a change in the purpose of data processing that requires the collection of new consent |

**Principles Applicable to the Processing of Personal Data**

The processing of data is carried out in accordance with the principles set forth in the General Data Protection Law and other national legislations such as the Federal Constitution, Civil Rights Framework for the Internet, Civil Code, and Consumer Protection Code.

**Personal Data**

Personal Data refers to any information related to an identified or identifiable natural person – art. 5, I, LGPD. A person is considered identifiable if they can be directly or indirectly identified by any means that enables their identification.

Sensitive Personal Data: Personal data regarding racial or ethnic origin, religious beliefs, political opinions, membership in a trade union or religious, philosophical, or political organizations, data related to health or sexual life, genetic or biometric data, when linked to a natural person.

**Personal Data Subject**

Natural person to whom the Personal Data being processed refers.

**Processing**

Any operation performed with Personal Data, including but not limited to the collection, production, reception, classification, use, access, reproduction, transmission, distribution, processing, archiving, storage, deletion, evaluation or control of information, modification, communication, transfer, dissemination, or extraction.

**Categories of Personal Data processed by Relieve**

During the development of its activities, Relieve may process Personal Data from the following categories: A) Identification Data; b) Personal Contact Data, c) Commercial Data for service provision and/or information supply.

**Security and Integrity of Personal Data**

Personal Data will be processed by Relieve only for the purposes identified in this Policy, with the use of technical and organizational measures designed according to the risks associated with the specific processing of Personal Data. These measures ensure, to the maximum extent possible, the security and integrity of Personal Data, particularly with regard to unauthorized or unlawful processing, as well as its accidental loss, destruction, or damage. Relieve, however, cannot guarantee 100% security of Data when transmitted over an open network, as the transmission of information over the internet is not absolutely secure. Unauthorized use of accounts, hardware or software failure, and other factors can also compromise the security of your Personal Data at any time. In addition to adopting good security practices regarding your Personal Data, if the user identifies or becomes aware of anything that compromises the security of Personal Data, please contact us via email at privacidade@relieve.com.br, with the subject line: "Security Breach."

**Cookies**

The Relieve website uses cookies to collect information about the usage of its web page, such as duration of visit, accessed location, browser used, operating device, operating system, and user geolocation – with the protection of the user identity. Please refer to our Cookies Policy for more information.

**System - Customer Ticket**

Relieve has a Customer support system. This tool collects the customer's name, email, and phone number in order to respond to their request and provide assistance. These Personal Data are stored for up to 2 (two) years, after which they will be deleted or anonymized, leaving only statistical and technical data for future support purposes. The developing company is headquartered in Brazil and complies with the General Data Protection Law (Lei Geral de Proteção de Dados).

**Sharing of Personal Data**

Relieve does not sell, rent, distribute, or commercially provide Personal Data to third parties, except when it's necessary to share information with Service Providers for the purposes established in this Policy or with Third Parties to fulfill their legal obligations. Our partners are only authorized to use Personal Data for specific contracted purposes. Please refer to our Cookie Policy for more information.

**Storage and deletion of Personal Data**

The Personal Data of users will be stored by Google Sheets and kept on the page only for as long as necessary to fulfill the purposes for which we collect them or for legal, contractual, accountability, or competent authorities requirements.

All collected data will be deleted from the servers when the user requests it or when they are no longer necessary.

Retention period of Personal Data: We assess the quantity, nature/category, the potential risk of harm resulting from unauthorized use or disclosure of your Personal Data, the purpose of processing your Personal Data, and whether we can achieve such purposes through other legal means.

As a security measure, Relieve may request specific information from the user to confirm their identity and ensure their access to Personal Data (or to exercise their other rights).

**Indication of third-party *links***

Our page may contain third-party *links*, for which Relieve is not responsible for their privacy and content. Therefore, it is important to be aware of the Privacy Policy and other documentation regarding the collection and processing of Personal Data.

**Data transfer**

Relieve does not directly transfer Personal Data collected in Brazil to other countries.

Relieve is headquartered in Brazil, therefore its activities are governed by Brazilian law – General Data Protection Law (Lei Geral de Proteção de Dados). By accessing the page, the user agrees to the processing and transfer of such data to Brazil and potentially to other countries through third-party services. If transferred internationally, the Personal Data of page users may be subject to the legislation of the respective jurisdiction.

**Protective Security Measures**

Relieve restricts access to your personal data only for activities that require such access. All Relieve employees have been informed about their obligations regarding the protection of personal data.

The Relieve website is not intended for children and adolescents, only for individuals over 18 years of age.

Relieve does not collect Personal Data from children or adolescents. If the user is underage, they should not access the platform or even provide their personal information. If Relieve becomes aware of such practice, the data will be immediately deleted.

**Response Time**

15 calendar days. If the user's request is complex or multiple requests are required, the user will be notified by email about the progress of the request.

In case of any doubts about your right, please send a message to [privacidade@relieve.com.br](mailto:privacidade@relieve.com.br) with the subject "Questions - Personal Data."

**Privacy Policy Update**

Relieve will periodically update this document, and whenever it does so, the new version will be published on its website, with the date of the last update, and it will immediately take effect. Therefore, we advise you to visit it regularly to stay informed.

**Personal Data Protection Officer - DPO**

Relieve has a person responsible for the Personal Data processed, in accordance with Article 41 of the General Data Protection Law - LGPD.

Paulo Salomon

Data Protection Officer - DPO

[privacidade@relieve.com.br](mailto:privacidade@relieve.com.br)

Last Updated – March/2023.