

Privacy and Data Protection Policy

Welcome to Eyhe's Privacy and Data Protection Policy.

Your privacy is very important to Eyhe, which is why we have designed our Privacy Policy to make important disclosures about how you can use our platform safely and also to inform how we use, collect, store and share your information, data, content and information, as well as how you can request the deletion of your data.

We encourage you to read the Privacy Policy in its entirety.

- Main points explored in this document: You can decide what information to share with us, however, some of the platform's functions may not be available to you if you do not provide the required information;
- “Angel” is the user with stories and overcoming experiences that can inspire your day and transform your life;
- “Hero” is the user who uses the platform in search of a path of overcoming and learning;
- You must always cherish the veracity and accuracy of the data provided. It is noted that you may respond civilly and criminally for improper or mistaken;
- In no way will the Eyhe company share the “email, telephone and date of birth” or other information provided with other users;
- We use cookies to: 1) allow the technical operation of the platform, to administer, to facilitate your login to your account; 2) to allow you to customize and store your settings; 3) collect usage information, how many users have visited the website, the pages they have accessed and if there have been any technical problems in loading the pages or navigating the website.
- It is the user's obligation to immediately notify the Eyhe platform of any unauthorized use of their username, password or any other known or suspected breach of security.

As a condition of using our services, YOU ACCEPT AND CONSENT the use of your information as described in this policy. Also, you declare that you have read this Privacy and Data Protection Policy and Terms of Use fully and carefully, being fully aware, thus giving your free and express agreement with the terms stipulated herein.

IF THE USER DOES NOT ACCEPT AND CONSENT WITH THE TERMS AND CONDITIONS OF USE OF THE PLATFORM AND POLICY OF PRIVACY AND DATA PROTECTION, THEY MAY NOT USE OUR SERVICES.

Your data will be treated with loyalty and good faith, taking into account the legitimate interest of its holders. This Privacy and Data Protection Policy takes effect on March 3, 2020, the 2nd version being the same.

We list the glossary with some terms to facilitate the user's understanding:

Eyhe: company responsible for platform services;

- Angel: user with overcoming stories and experiences that can inspire your day and transform your life.
- Hero: user who seeks the platform in search of a path of overcoming and learning;
- Platform: is the online environment that Users will have access to and any other website or applications maintained or managed by EYHE, which offers equivalent services;
- Anti-spam: system that blocks unwanted mail;
- Centro de Valorização da Vida (CVV) - is a non-profit civil association that works with suicide prevention.
- Cookies: small text files that are sent to or accessed from your web browser or your device's memory;
- Password: sequence of letters and numbers chosen by the USER, composed of at least 6 (six) characters, which must be previously informed by the USER when accessing the SITE It should be noted that Eyhe will not have access to this password, so if the USER want to recover your access, Eyhe will send an email to the email registered on the Eyhe platform to, from there, generate a new PASSWORD. Therefore, with this procedure, the PASSWORD can be changed at any time by the USER;
- Link: terminology for internet address;
- Upload: is the simple act of transferring data from a local computer to a server.
- User: any person who uses and has accepted the terms of use and privacy policy.

1. What is a privacy policy and what is its purpose?

It is a document that tells you what personal data we collect from you "USER", why and how we will keep it private and secure. The purpose of the privacy policy is to inform you about how your data is being treated, to explain the types of information obtained about you, how the information is obtained, used and disclosed, and also, the way in which you can obtain access to this information, and the choices you have regarding our use and your ability to review and correct the information.

2. What information do we collect?

a) Full name; b) Telephone; c) Valid email; d) Birth date; e) Photo for the profile (only the User "Angel" is required to fill in this field) f) Photo of a valid ID (only the "Angel" User is required to fill in this field) g) Short Biography (only the User "Angel" should fill in this field) h) City and State (only the User "Angel" is required to fill in this field)

The above data are collected when voluntarily entered by the USER when registering or when updating the data.

YOU SHOULD ALWAYS APPRECIATE THE TRUTH AND ACCURACY OF THE ABOVE DATA

REPORTED BY YOU VOLUNTARILY. IT IS UNDERSTOOD THAT YOU MAY BE RESPONDED CIVILLY OR CRIMINALLY FOR IMPROPER OR MISUNDERSTANDING INFORMATION.

We reserve the right to use all legal and possible means to identify the USERS of the platform, as well as to request, at any time, additional data and documents that we deem necessary, in order to verify the registration data informed.

3. What is the purpose of collecting and processing USER registration data?

a) Full name and nickname: Personalization and User Identification; b) Telephone - To contact the user, if necessary; c) E-mail - Forward confirmation link; notification of a possible change to the terms of use and privacy policy; inform about news, features, content, news and other events relevant to the maintenance of the relationship with our USERS; d) Date of Birth - in order to promote the safety of minors in accordance with applicable legislation; e) Photo and Biography – Personalization, identification; f) Photo of a valid identification document – To prove the veracity of your data; g) City and State – Identification.

You grant us permission to use the data listed above to use the platform.

4. What data (personally identifiable or not) do we collect from browsing?

In addition to the data mentioned above, we also collect data automatically, some of which may be personal data. This includes: a) We collect information from your computer, phone, tablet or other devices that you use to access our services. This may include language setting, IP address, location, device settings, device operating system, log information, usage time, requested URL, status report, user agent (browser version information), operating system, result (visitor or guest), browsing history, USER ID, and types of data viewed. b) Cookies, through the Google Analytics tool, which collects the following information from the USER, anonymously and for analytical purposes: IP address; Browser used; Language settings, Pages accessed. As for Google Analytics, the USER can find out more details about the privacy information of Google Analytics in: “How Google uses data when the user uses websites or applications of our partners”, located at google.com/intl/pt-BR/policies/privacy/partners. If the USER DOES NOT AGREE WITH THE COLLECTION OF DATA BY GOOGLE ANALYTICS, he may deactivate it through the Add-on of his browser, available at the link <https://tools.google.com/dlpage/gaoptout?hl=pt-BR>. You will be able to choose which personal data (if any) you wish to provide us, however if you do not wish to provide certain data this may impact your use of the application in some of your transactions.

5. Why do we need to collect and process this data?

a) To know who you are; b) To promote our services and improve them; c) Contact via email marketing, direct mail, customized advertisements, mobile marketing (SMS, WhatsApp), if necessary or if requested; d) Inform about news, features, content, news and other events relevant to the maintenance of the relationship with our USERS; e) Analyze your information in a non-identifiable way

and for statistical purposes or for studies, research and surveys relevant to the activities of your behaviors when using the Platform; f) Security, Fraud Detection and Prevention - We may use personal data to analyze risk and for security purposes, including authentication of users. For this, personal data may be shared with third parties, such as authorities, in accordance with the law, and external consultants; g) For defense in administrative or judicial proceedings brought against Eyhe; h) To comply with a Court Order or Administrative Request.

6. Is this information shared?

We are a platform for connection, inspiration and personal evolution. In this way, when the “Hero” User connects with the “Angel” User, some personal data will be shared with the Hero and the Angel, such as:

- Data that the Angel shares with the Hero: “name, profile picture and biography”.
- Data that the Hero shares with the Angel: “name and profile picture”.

IN NO MANNER WILL EYHE COMPANY SHARE WITH OTHER USERS THE “EMAIL, PHONE AND DATE OF BIRTH” OR OTHER DATA PROVIDED. IT IS SOLELY RESPONSIBILITY OF USERS WHEN PROVIDING SUCH INFORMATION AMONG OTHERS TO USERS THROUGH COMMUNICATION BETWEEN THEM. USERS ACKNOWLEDGE AND AGREE THAT THE EYHE COMPANY SHALL NOT BE LIABLE FOR ANY ACT, OMISSION OR ACTION OF ANY USER (ANGEL OR HERO).

Users acknowledge and agree that we may share their data in the following cases:

- With companies and public authorities to fight fraud and illegal activities, we may exchange data with other companies and organizations and provide it to public authorities in response to legal requests.
- With the competent judicial, administrative or governmental authorities, whenever there is a request, request or court order. We may also disclose your data based on your consent, in compliance with the law or to protect the rights, property or safety of our platform, our users or others.
- Automatically in case of corporate transactions, such as merger, acquisition and incorporation.
- We may share aggregated or de-identified information with third parties for research, marketing, analysis and other purposes, as long as such information does not identify a particular individual.

How long will my data (provided upon registration) be kept?

The personal data collected/provided by the USER will be kept for the period that the USER remains active on the platform. When your account becomes inactive or at your request, we will delete your personal data. It should be noted that we may obligatorily keep your records, as provided for by Brazilian Laws, in particular the Civil Rights Framework for the Internet (Article 7, X) and the General

Data Protection Law.

8. The use of cookies

Cookie is a small packet of data placed on your computer's browser, hard drive or on your mobile device. We use cookies to:

- allow the technical operation of the platform, to administer, facilitate your login to your account;
- to allow you to customize and store your settings;
- collect usage information, how many users have visited the site, the pages they have accessed, and whether there have been any technical problems loading the pages or navigating the site. The types of information we collect through cookies include: IP address; device ID; pages viewed; information search; browser type; operational system; internet service provider; timestamp.

9. Can the User disable cookies?

Yes, you can allow, block or delete cookies installed on your computer by configuring the browser options installed on your computer or mobile device. Each browser used by you may have different parameters, and it is common to configure it in the "Preferences" or "Tools" menu. For more details on configuring cookies, see your browser's "Help" menu. Please note that if you choose not to accept certain cookies, some parts of our website, as well as most other websites, will not function properly if you choose to do so.

10. Links to third-party website

At the moment our platform will not take you to any third party website. In the future, we may use links to third-party websites. Therefore, if this change is made, affecting you and your privacy, we will notify you of such changes through our platform, with reasonable anticipation of their implementation. The continuous use of the Eyhe platform, after the disclosure of any changes, additions and/or alterations, will confirm the acceptance of these by the USER.

11. Privacy and Data Protection of Minors

As provided in the terms of use, our services are limited to users who are 18 years of age or older. Users under the age of 18 are not permitted to use our platform and we do not knowingly collect personal information from persons under the age of 18.

12. Data security

Our platform has the most advanced security systems in terms of data storage and management. We have adopted technological measures capable of minimizing the risk of destruction, loss, unauthorized access or treatment not permitted by the USER.

CONSIDERING THAT NO SECURITY SYSTEM IS 100% SECURE, WE DISCLAIM ANY RESPONSIBILITY FOR POSSIBLE DAMAGES AND/OR LOSSES ARISING FROM FAILURES,

VIRUSES OR INVASIONS OF OUR DATABASE, EXCEPT IN CASES IN WHICH WE HAVE DELIVERANCE OR FAULT.

Access to the server and database is protected by username and password. All information is encrypted in the database, however, it is impossible to discriminate whether the information you are providing is accurate and true. You are solely responsible for the fact that the information entered into the system is true and for any damages that may arise in the event of errors, defects or omissions in the information provided.

ALSO, YOU ARE RESPONSIBLE FOR MAINTAINING THE CONFIDENTIALITY OF YOUR DESIGNATED USERNAME AND PASSWORD DURING THE REGISTRATION PROCESS AND ARE FULLY RESPONSIBLE FOR ALL ACTIVITIES THAT OCCUR UNDER YOUR USERNAME AND PASSWORD.

Try not to use obvious passwords and change your password regularly and never share it with third parties. Regarding electronic messages (e-mails) it is important to check the content of the entire e-mail, always being suspicious of e-mails that contain a suspicious header and sender field or with strange content, with errors in Portuguese and faulty logos. .

IT IS YOUR OBLIGATION TO IMMEDIATELY NOTIFY THE EYHE PLATFORM OF ANY UNAUTHORIZED USE OF YOUR USERNAME OR PASSWORD OR ANY OTHER KNOWN OR SUSPECTED SECURITY BREACH. WE WILL NOT BE RESPONSIBLE FOR ANY LOSS OR DAMAGE ARISING OUT OF YOUR FAILURE TO COMPLY WITH THIS PROVISION. YOU MUST TAKE SPECIAL CARE WHEN ACCESSING YOUR ACCOUNT ON A PUBLIC COMPUTER, SO OTHERS MAY NOT VIEW, RECORD OR INTERCEPT YOUR PASSWORD OR OTHER PERSONAL INFORMATION. USER AGREES TO BE FULLY RESPONSIBLE FOR THE ECONOMIC CONSEQUENCES AND ANY OTHER CONSEQUENCES ARISING OUT OF ANY IRRESPONSIBLE USE OF PASSWORDS ON THE SITE OR THE USE BY UNAUTHORIZED THIRD PARTIES. IN THE IMPOSSIBLE EVENT OF A DATA BREACH, YOU WILL BE NOTIFIED AS SOON AS REASONABLY POSSIBLE PURSUANT TO APPLICABLE LAW. FURTHERMORE, WE ARE NOT RESPONSIBLE FOR ANY SECURITY BREACHES OR ANY ACTIONS BY THIRD PARTIES WHO RECEIVE THE INFORMATION.

13. Can I access, review, update, correct, block or delete my personal data?

Yes, you will be able to access, review, update, block, correct some of your personal data by accessing your registration (MY ACCOUNT). Data that cannot be changed and deleted by accessing your account (MY ACCOUNT) you must contact Eyhe support (suporte@eyhe.com.br) to request the change/deletion. OF THE TERMINATION OR BLOCKING OF THE PROCESSING OF PERSONAL DATA, WE MAY RETAIN OR SHARE IT WITH THIRD PARTIES, ONLY WHEN SUCH PRACTICES ARE ADOPTED FOR HISTORICAL, STATISTICAL OR SCIENTIFIC RESEARCH PURPOSES.

14. Payment

All payments made within the Eyhe platform are processed by the EBANX payment gateway. Since all users' card and payment data are registered directly in our gateway environment (EBANX) which guarantees protection with the most advanced encryption systems. We at EYHE do not have access to your payment details.

15. Chargeback

If the user feels dissatisfied, within the terms of the consumer code, Eyhe undertakes to refund the amount paid by the user. To request a refund of the amount related to the payment, the user must make a request to suporte@eyhe.com.br.

16. Changes to the Privacy Policy

We reserve the right to modify this privacy policy to adapt it to new legislation or jurisprudence, as well as business and commercial practices, without prior notification. Therefore, you should periodically review it to be updated on our current policies and practices. If the changes affect you, your privacy (for example, if there is a need to process your data for other purposes, which are not included in this Privacy Policy), we will notify you of such changes through the platform, with reasonable anticipation of your Implementation. The continuous use of our platform after the disclosure of any changes, additions and/or alterations, will confirm the acceptance of these by the User. We will update the "Last Revised" date at the bottom of this Privacy Policy if we make changes to this Privacy Policy.

17. General Provisions

Tolerance of possible non-compliance with any of the clauses and conditions of this instrument will not constitute novation of the obligations stipulated herein, nor will it prevent or inhibit their enforceability at any time. If any provision of this Privacy and Data Protection Policy is considered illegitimate by the authority of the location where the user accesses the platform, or maintains a link, the other conditions will remain in full force and effect until further notice. We may change the criteria for using your platform or carrying out activities on it at any time.

It also has the right to refuse to grant an access account to any person or entity that has previously failed to comply with the Terms of Use and Privacy and Data Protection Policy, whose access account has been suspended, deleted or banned for this reason.

18. Applicable Law and Jurisdiction

APrivacy and Data Protection Policy, described herein are interpreted according to Brazilian legislation, in the Portuguese language, being elected the Court of Pato Branco in the State of Paraná, to settle any dispute, question or supervening doubt, with the express waiver of any other, however privileged it may be.

19. User support, questions or complaints

If you need technical support, have questions or concerns about how we process your personal data, or if you would like to exercise any of your rights described in the terms of use and privacy policy, please feel free to contact us via email: support @eyhe.com.br.

When using such channels for denunciations and complaints, the User must describe the situation in detail, so that we can verify what measures are applicable, always observing the constitutional guarantees, in particular the full defense and the contradictory, in cases that are necessary.

By communicating with our customer service representatives, you agree to act with respect and kindness. If we consider your behavior towards any of our customer service representatives or other employees to be, at any time, threatening or offensive, we reserve the right to terminate your account immediately.

20. Final User Complaint - Consent

THE USER DECLARES THAT HE HAS READ THIS PRIVACY POLICY FULL AND CAREFULLY, BEING FULLY AWARE, THUS CONFERRING HIS FREE AND EXPRESS AGREEMENT WITH THE TERMS SET FORTH HEREIN, WHICH WERE CARRIED OUT FOR THE PURPOSE OF DEMONSTRATING HIS COMMITMENT TO PRIVACY AND PROTECTION OF DATA COLLECTED WITHIN THE SCOPE OF THE SERVICES AND FUNCTIONALITIES OF THE PORTAL, IN ACCORDANCE WITH THE LAWS IN FORCE.

EYHE INTERMEDIÇÃO DE NEGÓCIOS LTDA, a legal entity governed by private law, registered with the CNPJ under no.30.847.484/0001-70, headquartered at Rua Paraná, no 1670, Centro, in the city of Pato Branco, Paraná, Brazil.