



## PRIVACY POLICY AND PERSONAL DATA PROTECTION POLICY

### 1. WHAT IS THE PURPOSE OF THIS POLICY?

This Privacy Policy and Personal Data Protection (“Privacy Policy” or “Policy”) is intended to inform the holders of personal data about:

- a) how the processing of your personal data will be carried out.
- b) what are your rights inherent to this Policy and how to exercise them; and
- c) what are the security measures adopted by Fortlev Solar to carry out the processing of personal data.

For the purposes of this Policy, Fortlev Solar means the business company Fortlev Energia Solar Ltda. headquartered in the city of Serra, State of Espírito Santo, at R. Dois, 22, Civit I, Serra, Espírito Santo, CEP 29168-030, registered with the CNPJ under No. 32.270.838/0001-91.

### 2. GENERAL INFORMATION AND DEFINITIONS

To understand this Privacy Policy, it will be necessary to understand the concepts and their definitions listed below:

**Bases Legais:** It is the legal hypotheses established in article 7 of Law No. 13.709/2018 (“General Data Protection Law” or “LGPD”) that authorize the activities of processing personal data.

**Consent:** It is the hypothesis that authorizes the processing of personal data based on the free expression of the holder, when agreeing to the processing of their personal data for a specific purpose, informed by Fortlev Solar.

**Platform:** The website managed by Fortlev Solar ([www.fortlevsolar.com.br/](http://www.fortlevsolar.com.br/)).

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**Cookies:** These are small files transferred to the browser or device that allow it to recognize the browser or device and know how and when pages and the platform are visited, as well as how many people access the platform. They can be useful, for example, to make the platform fit your screen, better understand visitor preferences, and offer more efficient products, deals and experiences. To learn more, see the Cookies Policy available on our website: [www.fortlevsolar.com.br/cookies](http://www.fortlevsolar.com.br/cookies).

**Personal Data or Data:** All information that relates to an identified or identifiable natural person, pursuant to article 5, item I, of the LGPD. Examples of personal data that allow the identification of the person are name, date of birth, address, e-mail, telephone, bank details, geolocation, among others.

**Data Protection Officer:** It is the person who acts as a communication channel between Fortlev Solar, the holders of personal data and the National Data Protection Authority (ANPD), when the subject is the protection of the personal data of its holders.

**Legitimate interest:** It is another hypothesis that allows personal data to be processed. It occurs whenever the use of this data is necessary to fulfill legitimate interests, such as in the context of service, in which it may be necessary for you to provide some confirmations of personal data so that we can be sure that you are a legitimate user, and it is not about a fraud. The LGPD defines that the interests will only be considered legitimate if the form of use of the data is not contrary to Brazilian legislation and provided that effective transparency of such uses is given, as well as the rights of the holder of personal data are respected.

**Personal Data Holder:** It is the natural person to whom the personal data refer. This holder may be a consumer/client of Fortlev Solar or its employees, service providers, representatives/resellers or visitors to Fortlev Solar's facilities, facilities, or events.

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**Processing of Personal Data:** These are operations carried out with personal data, including, but not limited to, the following activities: collection, storage, consultation, use, sharing, transmission, classification, reproduction, deletion, inactivation, enrichment, and evaluation of these.

### **3. SCOPE OF THE PRIVACY POLICY**

The Privacy Policy applies to all holders who have their personal data processed by Fortlev Solar, whether by physical or digital means.

### **4. COLLECTION OF PERSONAL DATA**

Personal data can be collected directly from the data subject, through forms or registrations filled in by the holder or representative of the Fortlev Solar area, through signed contracts, interaction on our platform, automatically through Cookies or promotional actions of Fortlev Solar in events.

### **5. PROCESSING OF PERSONAL DATA**

**Consumer/customer or service provider data:** Personal registration data may be requested to allow the provision of services by third parties to Fortlev Solar, to carry out demands such as budget request, technical assistance service, registration, to operate business and provide products and services to our customers, either through intermediaries/integrators or directly between Fortlev Solar and customers. This data is necessary to complete the registration and enable the provision of services, either by third parties or by Fortlev Solar, and the provision of products.

**Visitor data to Fortlev Solar facilities or events:** Personal registration data may be requested for entry into Fortlev Solar's facilities or events and for the use of goods or services provided by this

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company, free of charge or not, in the locations. These registration data are necessary to ensure the security and internal control of the activities developed by Fortlev Solar.

**Employee data:** Personal data is collected for compliance with legal obligations, execution of the signed employment contract and internal management of the employee.

**Navigation data:** The systems and software used to operate the website collect some data during the operation, such as date and time of access, pages visited or name of the provider that is accessing the internet. This transmission is implicit in the use of web communication protocols and can help to better manage and optimize the data transmission system.

## **6. WHAT ARE THE PURPOSES FOR PROCESSING PERSONAL DATA?**

The personal data that Fortlev Solar collects from its holders are treated for the same purposes for which they were provided. The following are just a few examples of the purposes of processing personal data:

- a) Comply with obligations provided for in current laws and regulations.
- b) Enable the execution of contracts with employees, suppliers, and partners.
- c) Carry out the contractual relationship with the holder (or with the company he works for) and/or provide and improve our products and/or services requested by the holder.
- d) Customer service.
- e) Holding of events.
- f) Entry into Fortlev Solar facilities or premises.
- g) Use of goods or services provided by Fortlev Solar, free of charge or not, in its facilities or dependencies.
- h) Sending promotional emails.
- i) Recruitment for job vacancies.

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- j) Internal and external audits.
- k) If necessary, use for other specific purposes that will be previously informed to the holder, with the collection of consent.

## **7. SHARING OF PERSONAL DATA**

Personal data are protected with Fortlev Solar, and will only be shared when necessary to:

- a) Compliance with legal obligations, for Government Agencies.
- b) Enable business and/or services offered by Fortlev Solar that depend on the transfer of data to partner companies.
- c) Intermediation of payments and financial transactions with partner companies.
- d) Storage of information in external providers.

Fortlev Solar does not sell any personal data that can identify its holder, and does not transfer personal data to third parties, except for (i) service providers that need the information to enable the execution of the activity/service, (ii) companies of the same group or (iii) competent authorities. In this context, if any of the hypotheses listed above is verified and Fortlev Solar needs to transfer your data to another country, all measures required by law will be adopted to ensure that they remain protected.

Fortlev Solar is committed to ensuring that its holders' personal data will be collected for specific, informed, explicit and legitimate purposes. To this end, several security measures, of a technical and organizational nature, are adopted to protect data from access, loss, misuse, alteration, unauthorized treatment, as well as against any other form of treatment that differs from the parameters established by legislation.

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In addition, Fortlev Solar is committed to the education and continuous training of its employees and collaborators regarding data governance and the ethical, responsible, and legitimate use of the personal data processed.

## **8. PERSONAL DATA STORAGE TIME**

Fortlev Solar stores the personal data of the holders securely in its internal system, in Brazil, and will only keep personal data as necessary to fulfill the purpose for which it was collected, to comply with applicable laws and regulations and court orders.

## **9. WHEN PERSONAL DATA WILL BE DELETED?**

Personal data must be processed, stored, and eliminated within the legal limits and/or contractually established, guaranteeing the privacy of the holders. Among the hypotheses for the elimination of personal data, one can cite:

- a) verification that the purpose has been achieved or that the data are no longer necessary or relevant to the achievement of the specific purpose sought.
- b) end of the storage period.
- c) communication from the holder, including in the exercise of his right to revoke consent, safeguarding the public interest and legal determinations.
- d) determination of the ANPD, when there is a violation of the provisions of the LGPD.

If any of the above hypotheses occur, the data must be deleted. However, the storage period may be longer than that stipulated above, for example, in the following cases:

- a) compliance with a legal or regulatory obligation by the controller.

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- b) study by a research body, guaranteeing, whenever possible, the anonymization of personal data.
- c) transfer to a third party, provided that the data processing requirements set out in the LGPD are respected.
- d) exclusive use of the controller, its access by a third party being prohibited, and provided that the data is anonymized.

## **10. WHAT ARE THE RIGHTS OF THE HOLDER AND HOW TO EXERCISE THEM?**

**Right of confirmation and access:** The data subject has the right to confirm with Fortlev Solar about the collection or not of their data, as well as to confirm whether their personal data is processed in any way by Fortlev Solar. In the case of effective data collection, the user has the right to access them, thus having full knowledge of the personal data held.

**Right to portability:** The right to portability has among its foundations the informational self-determination, which gives the holder autonomy and control over their own personal data, which includes the interruption of treatment by an agent and the use of this data to start or continue the treatment by another controller, that is, the data subject has the right to have his/her personal data.

**Right to share information:** The holder has the right to facilitated access to information about the shared use of data by the controller and the purpose. The topic encompasses guidelines and standards on the sharing of personal data in manual and digital media.

**Right to object to the processing of personal data:** Fortlev Solar performs the processing of data according to the legal bases established by legislation in a legitimate way. The holder has the right to object to the treatment carried out if he does not agree.

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**Right to review automated decisions:** The holder of the data collected and processed has the right to ask Fortlev Solar to review decisions made based on automated processing of personal data that affect their interest. Whenever requested, the controller must provide the data subject with clear information about the procedures used for the automated decision.

**Right of correction:** It is the right of the holder of personal data to request the rectification of incorrect, inaccurate, or outdated data, and Fortlev Solar is responsible for providing a channel to enable such adjustment.

**Right to information:** The holder of personal data has the right to be informed about the forwarding and sharing of data owned by them to entities, whether public or private. Fortlev Solar will not share the data eventually collected from its users with third parties, unless there is the prior consent of the data subject, except in cases where sharing is possible due to the legitimate interest of the controller or for the fulfillment of a legal obligation, or even in the cases provided for in items 6 and 7 of this Privacy Policy.

**Right of elimination:** Data retention is only for the time necessary to fulfill the purpose of collection. The right of data erasure is the right of the holder to have his data removed from the Fortlev Solar database, if it does not contradict any other legal obligation.

**Revocation of Consent:** The holder of personal data has the right to revoke consent to the processing activities that are supported by this legal basis, without prejudice to the treatment carried out before such revocation. Fortlev Solar will indicate the impact of such revocation to the data subject.

**Right of petition:** If the holder does not have his demand met by Fortlev Solar within a period or a certain sufficiency, he may, according to article 18, §1 of the LGPD, file a complaint with the

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ANPD body for the proper solution of the improper treatment of personal data and/or personal information.

The data subject may exercise their rights with the Fortlev Solar Data Protection Officer, identified and qualified in item 13 below.

## **11. WHICH LAWS APPLY TO PERSONAL DATA PROCESSING OPERATIONS?**

The current Privacy Policy was prepared in compliance with current legislation. Any demand arising from the Processing of Personal Data by Fortlev Solar will be processed by Brazilian law, with the jurisdiction of the holder's domicile being competent to resolve doubts arising from this Privacy Policy.

## **12. WHAT ABOUT THIRD-PARTY WEBSITES?**

As a resource for users of the Fortlev Solar platform, links to other sites on the Internet may be provided. Fortlev Solar is not responsible for these websites and content and does not share, subscribe, monitor, validate or accept the way in which these websites or content storage tools collect, process, and transfer your personal data.

Owners are recommended to consult the respective privacy policies of such third-party websites to be adequately informed about the treatment of their personal data on these websites or tools.

## **13. DATA PROTECTION OFFICER**

Fortlev Solar has appointed a Data Protection Officer to answer questions, suggestions or comments related to this Privacy Policy and the Fortlev Solar Privacy and Data Protection Program. The service will be done through the following contact:

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Data Protection Officer

Wendel Babilon

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29.168-030, Serra - ES

Telefone: +55 (27) 99519-9776

E-mail: [privacidade@fortlevsolar.com.br](mailto:privacidade@fortlevsolar.com.br)

#### **14. CHANGES IN THE PRIVACY POLICY**

In search of improvement in products and experiences, this Privacy Policy may be updated to reflect the improvements made. Therefore, it is recommended that you periodically visit this page to learn about the changes made.

#### **15. PUBLICATIONS**

This Privacy Policy may be regularly revised and may be amended at any time, without prior notice.

This policy was updated on April 21, 2022.

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