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## PRIVACY POLICY

**Last Update: 01/01/2024**

Your privacy is important to us. SDWC SERVICOS E TECNOLOGIA LTDA's policy is to respect your privacy regarding any information we may collect from the sdwc.me website and other sites we own and operate.

By using our website and services, you agree to our Privacy Policy.

This Privacy Policy complies with local and international data protection laws, including [list specific laws such as GDPR, LGPD]. We will continue to review and update our policy as necessary to maintain this compliance.

### Collection of Personal Information

We request personal information only when needed to provide you with a service. We do this through fair and legal means, with your knowledge and explicit consent. By using our services, you agree to provide the requested information. The personal information we may collect includes, but is not limited to:

- Full name
- Email address
- User-provided images
- Phone number

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- Payment data

We use the personal information collected only for the specific purposes for which it was provided and related to our services. We do not publicly share personally identifiable information with third parties except when required by law.

The user has the right to access, correct, delete, or restrict the use of their personal information. To exercise these rights, please contact us at [contato@sdwc.me](mailto:contato@sdwc.me).

### **Validation and Confirmation of Registration Data**

Users must provide valid personal information during registration to ensure effective communication and account security. Suppose an invalid email is provided or the user needs to confirm their email within the stipulated timeframe. In that case, SDWC SERVICOS E TECNOLOGIA LTDA reserves the right to suspend or delete the account and all associated information. Email confirmation is essential for maintaining the account and continuous access to our services.

### **Data Retention**

We retain the information collected only as long as necessary to provide the requested service and comply with legal obligations. When we store data, we

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protect it within commercially acceptable means to prevent loss and theft, as well as unauthorized access, disclosure, copying, use, or modification.

### **Information Sharing**

We may share your personal information with trusted third parties who assist us in operating our website and providing our services. These third parties are subject to confidentiality agreements and are only allowed to use your personal information as necessary to provide services on our behalf.

### **Data Sharing for User Benefit**

Committed to continuously improving the user experience, we may share personal data with third-party products or services. By agreeing to this Privacy Policy, the user authorizes such sharing and accepts the receipt and use of this information by SDWC SERVICOS E TECNOLOGIA LTDA, always intending to enhance the quality and efficiency of the services provided. We ensure that all shared information will be protected according to the highest standards of security and privacy and in compliance with current data protection legislation.

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### **User Commitment**

The user commits to making appropriate use of the content and information that SDWC SERVICOS E TECNOLOGIA LTDA offers on the website, agreeing to the following guidelines:

- Do not engage in illegal activities contrary to good faith and public order.
- Not spread propaganda or content of a racist, xenophobic nature or related to legal betting houses (e.g., Moosh), gambling, any type of illegal pornography, advocating terrorism, or against human rights.
- Not cause damage to the physical (hardware) and logical (software) systems of SDWC SERVICOS E TECNOLOGIA LTDA, its suppliers, or third parties to introduce or spread computer viruses or any other hardware or software systems that are capable of causing the damages mentioned above.

If there is a violation of these guidelines, we reserve the right to take appropriate actions, including suspension or termination of access to our services.

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### **Disabling Cookies**

You can prevent the setting of cookies by adjusting your browser settings (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies usually turns off certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies.

### **Cookies We Set**

We use cookies to enhance the user experience. Details about the type of cookies used and how they impact your experience are available in the Account-related Cookies section. The user can manage their cookie preferences at any time.

### **Account-Related Cookies**

If you create an account with us, we use cookies to manage the signup process and general administration. These cookies are usually deleted when you log out, but in some cases, they may remain afterward to remember your site preferences upon logging out.

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### **Login-Related Cookies**

We use cookies when you are logged in to remember this fact. This prevents you from having to log in every time you visit a new page. These cookies are typically removed or cleared when you log out to ensure that you can only access restricted features and areas when logged in.

### **Email Newsletter-Related Cookies**

This site offers newsletter or email subscription services, and cookies may be used to remember if you are already registered and whether to show certain notifications that might only be valid for subscribed/unsubscribed users.

### **Order Processing-Related Cookies**

This site offers e-commerce or payment facilities, and some cookies are essential to ensure that your order is remembered between pages so we can process it properly.

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### **Survey-Related Cookies**

From time to time, we offer user surveys and questionnaires to provide interesting insights and helpful tools or to help you understand our user base more accurately. These surveys may use cookies to remember who has already participated in a survey or provide accurate results after you change pages.

### **Form-Related Cookies**

When you submit data through a form such as those found on contact pages or comment forms, cookies may be set to remember your user details for future correspondence.

### **Site Preferences Cookies**

To provide a great experience on this site, we provide the functionality to set your preferences for how it runs when you use it. To remember your preferences, we need to set cookies so that this information can be called whenever you interact with a page affected by your preferences.

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### **Third-Party Cookies**

In exceptional cases, we also use cookies provided by trusted third parties—the following section details which third-party cookies you might encounter on this site.

#### **Mixpanel Cookies:**

We use cookies from Mixpanel, a third-party data analytics platform, to collect information on user behavior in our product. This helps us understand how users interact with Sandwiche, improve usability, and customize content to user preferences. Data collected includes but is not limited to visited pages, actions taken, and device information.

#### **Google Tag Manager:**

We use Google Tag Manager, a tag management tool from Google, to add and update scripts and tags in our product. This enables us to track specific events and add functionalities to Sandwiche. Google Tag Manager may also collect user behavior information for analytical and customization purposes.

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### **Cookie Management:**

You can manage your cookie preferences and opt out of accepting cookies anytime. To do this, refer to your browser or device settings. Note that disabling cookies may affect the functionality of our product.

By using the product, you agree to collect and use information via Mixpanel and Google Tag Manager cookies, per the terms of this Privacy Policy. Please contact us if you have any questions or concerns about our cookie usage.

Third-party analytics are used to track and measure the usage of this site so that we can continue to produce engaging content. These cookies may track how much time you spend on the site or the pages visited, which helps us understand how to improve the site for you.

Periodically, we test new features and make subtle changes to how the site is delivered. When we are still trying new features, these cookies may be used to ensure that you receive a consistent experience while on the site, as we understand which optimizations our users appreciate the most.

As we sell products, we need to understand statistics about how many visitors to our site make purchases. Hence, this is the kind of data these cookies will track.

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## **PRIVACY POLICY**

This is important to you as it means we can accurately make business predictions to monitor our advertising and product costs to ensure the best possible price.

### **External Links**

Our website may contain links to external sites not operated by us. Be aware that we have no control over the content and practices of these sites and cannot accept responsibility for their privacy policies.

### **Changes to Privacy Policy**

We reserve the right to update our Privacy Policy periodically. We recommend reviewing this page regularly to be aware of any changes. Continued use of our site following any changes to this Policy will be deemed as acceptance of those changes.

### **Regarding the General Data Protection Law (LGPD)**

SDWC SERVICOS E TECNOLOGIA LTDA, for simplicity and business philosophy, does not request any information sensitive to your privacy, such as CPF, RG, phone, address, or financial institution access data. Only your email is requested for essential registration and access to the Keepo account.

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All data collected during your use of SDWC SERVICOS E TECNOLOGIA LTDA are exclusively to enhance your experience with us. We do not collect your information for any other purposes.

To request the complete removal of all your registered information at SDWC SERVICOS E TECNOLOGIA LTDA, as required by LGPD (Brazil) and ADPPA (USA), simply request to cancel your account by sending an email to [contato@sdwc.me](mailto:contato@sdwc.me). We do not store any data from deleted accounts.

### Security Procedures

We employ various security measures to protect user information against unauthorized access, alteration, disclosure, or destruction. These measures include but are not limited to advanced encryption to protect data during transmission, robust firewalls to defend against external attacks, authentication systems, controlled access to ensure that only authorized personnel have access to sensitive data, and constant monitoring to detect and prevent suspicious activities.

**PRIVACY POLICY****Contact Us**

If you have any questions about this Privacy Policy, please contact us at [contato@sdwc.me](mailto:contato@sdwc.me).