

Privacy Policy

nimbi



NIMBI PRIVACY POLICY

We believe that the protection and preservation of data are essential for conducting our business and promoting a sustainable digital economy. With this in mind, NIMBI has created this Data Privacy Guide to inform and assist each user (whether a client, supplier, or visitor to our website) in protecting their personal data and privacy.

We use this guide to clarify how we process information that may be used, directly or indirectly, to identify an individual.

1. GENERAL INFORMATION

What is LGPD?

The General Data Protection Law (“LGPD”), Law No. 13,709/2018, is the Brazilian legislation that regulates the processing of personal data and also amends Articles 7 and 16 of the Brazilian Internet Civil Framework.

Brazil has joined countries that have specific legislation for the protection of personal data and privacy. Similar regulations include the General Data Protection Regulation (GDPR) in the European Union and the California Consumer Privacy Act (CCPA) in the United States.

The law is based on values such as respect for privacy, informational self-determination, freedom of expression, protection of intimacy, economic development, and human dignity.

The law applies to any personal data processing carried out by individuals or legal entities, in Brazil or involving data collected in Brazil.

What are personal data and sensitive data?

Personal Data: Any information that allows direct or indirect identification of a person.

Sensitive Data: Data related to racial or ethnic origin, religion, political opinions, health, sexual life, genetic or biometric data.

Who is the Data Controller here on Nimbi's websites?

The data controller for the website www.nimbi.com.br is Nimbi S.A., a corporation registered with the National Registry of Legal Entities of the Ministry of Economy ("CNPJ/ME") under number 02.890.199/0001-04, with headquarters at Av. Roque Petroni Júnior, 999 - Sala 31 - Jardim das Acacias, São Paulo - SP, 04707-000

What personal data does Nimbi collect?

- i. Data provided by the user
- ii. Data collected automatically
- iii. Data collected from other sources

Why does Nimbi need your personal data?

Nimbi needs your Personal Data to provide goods and services, as well as to comply with legal obligations. Without your Data, it would not be possible, for example, to answer questions or provide information about our products.

In general, and although the provision of Personal Data is voluntary, Nimbi may not be able to fulfill or satisfy your request without it. For example, Nimbi may need your Personal Data to process an order you place or to provide access to a web offer you have requested. In such cases, it is not possible for Nimbi to fulfill your request without certain Personal Data.

Please note that you may request products or services without providing consent for future marketing activities by Nimbi.

In addition, we may use this collected or received data to provide goods or services, improve the user experience, prevent potentially illegal or prohibited activities, as well as violations of applicable policies or terms of use, as necessary to defend and exercise rights in judicial, administrative, and arbitration proceedings, to comply with legal or regulatory obligations, and for other purposes with specific notice at the time of data collection or, otherwise, as authorized or required by law.

Our marketing team may access the data to develop campaigns, and once the data in our initial form is completed, it will be sent so that our sales team can contact you and offer services you have requested or that are related to your search and meeting scheduling.

From what types of third parties does Nimbi obtain Personal Data?

In most cases, Nimbi collects Personal Data directly from you. However, Nimbi also obtains Personal Data from third parties, provided that applicable national law permits it.

Nimbi processes this Personal Data in accordance with the privacy statement, as well as any additional restrictions imposed by third parties that provide such data to Nimbi or in accordance with applicable national laws. Third parties acting as sources include:

- Transactions involving Nimbi or any company within the Nimbi Group
- Third parties with your authorization to share your Personal Data with Nimbi

How long will Nimbi store your Personal Data?

- Nimbi will store your Personal Data for as long as necessary:
- To provide goods and services to you, including the use of the website;
- To comply with its legal obligations arising from, among other things, applicable export laws;
- Until you object to such use by Nimbi, if the use of your Personal Data is based on Nimbi's legitimate business interest;
- Until you revoke the consent granted in this Privacy Policy when Nimbi is processing your Personal Data based on your consent;
- Where required by law to retain your Personal Data for a longer period or where your Personal Data is necessary for Nimbi to assert or defend itself in legal proceedings, Nimbi will retain your Personal Data until the end of the applicable retention period or until the proceedings in question have been resolved.

Who will receive your Personal Data, and where will it be processed? Your Personal Data will be transferred for processing to the following categories of third parties:

- Companies within the Nimbi Group
- Third-party service providers, for example, for website hosting or newsletter distribution, consulting services, and other related services.

What are your data protection rights?

You may request from Nimbi, at any time, access to information regarding which Personal Data Nimbi processes, as well as the correction or deletion of such data. Please note, however, that Nimbi will only delete (or may delete) your Personal Data if there is no statutory obligation or prevailing right for Nimbi to retain it. Please also note that if you request the deletion of your Personal Data from Nimbi, you will no longer be able to use any Nimbi service that requires the use of such data.

In addition, you may request that Nimbi restrict your Personal Data from any further processing in any of the following events: (i) you assert that the Personal Data Nimbi holds about you is incorrect, while Nimbi verifies the accuracy of the relevant Personal Data, (ii) there is no legal basis for Nimbi to process your Personal Data and you request that Nimbi restrict your Personal Data from further processing, (iii) Nimbi no longer needs your Personal Data, but you request that Nimbi retain such data to assert or exercise legal rights or defend against third-party claims, or (iv) in the event that you object to the processing of your Personal Data by Nimbi based on Nimbi's legitimate interest, subject to the time necessary for Nimbi to determine whether it has an overriding interest or legal obligation in the processing of your Personal Data

How does Nimbi verify requests to exercise data protection rights?

Before processing your data protection rights, Nimbi will take appropriate steps to verify your identity. Where possible, Nimbi will match the Personal Data you provide when submitting a request to exercise your rights with the information already held by Nimbi. This may be done via telephone or email.

Nimbi will refuse to process requests that are clearly unfounded, excessive, fraudulent, or not otherwise required by Brazilian law.

Right to file a complaint. If you believe that Nimbi is not processing your Personal Data in accordance with the requirements set forth in this Privacy Statement or with the standards established by the LGPD, you may, at any time, contact us through our legal department via email at dpo@nimbi.com.br.

Can I use Nimbi's products and services if I am a minor or a child?

Children. Nimbi's websites and online services are not intended for users under the age of 16 or the age of majority in each jurisdiction. Individuals under the age of 16 may not register for or use these websites or online services.

2. PROCESSING BASED ON LEGAL AUTHORIZATION

Why does Nimbi need to use my Personal Data, and what is the legal basis for doing so?

Processing to fulfill contractual obligations. Nimbi needs your Personal Data to deliver goods or services you request under a contract between Nimbi and you, or to send invoices for goods or services ordered. Our legal basis for processing this data is Article 7, items V and IX, of the LGPD.

Processing when necessary to fulfill Nimbi's contractual obligations includes responding to your inquiries, processing your comments, or providing support. It may also include data regarding conversations you initiate or permit, such as through Nimbi's chat features.

In addition, Nimbi regularly communicates via email with users representing companies that subscribe to its services and by phone to resolve customer complaints or investigate suspicious transactions.

For marketing communications such as emails and phone calls, Nimbi: (i) will only provide this type of information with the user's consent, if required by law, and (ii) will offer the opportunity to unsubscribe if the user no longer wishes to receive marketing communications from Nimbi. You may also opt out of receiving marketing-related communications at any time by updating your preferences.

Processing based on Nimbi's legitimate interest: Nimbi may use your Personal Data based on its legitimate interest, where applicable, in the following ways:

- Fraud and legal proceedings. If necessary, Nimbi will use your Personal Data to prevent or investigate criminal activities, such as fraud, and to assert or defend its rights in legal proceedings.
- Surveys and polls. Nimbi may invite you to participate in surveys and polls. These surveys and polls will be designed so that they can be answered without any data that could be used to identify you. If you nevertheless enter such data in a survey or poll, Nimbi will use such Personal Data to improve its products and services.

- Contractual performance. If you purchase or intend to purchase goods or services from Nimbi on behalf of a corporate client, or if you are the designated contact for the business relationship between a corporate client (a “Client Contact”) and Nimbi, Nimbi will use your Personal Data for this purpose. This includes, for the avoidance of doubt, the steps necessary to establish the relevant business relationship. If an existing Client Contact informs Nimbi that you are their replacement, Nimbi will, from the time of such notification, consider you to be the Client Contact for the respective client until you object, as specified below.
- Creation of anonymous data sets. Nimbi will anonymize Personal Data provided in accordance with this Privacy Statement to create anonymous data sets, which will be used to improve the products and services of its affiliates.
- Personalized Content. If you choose to receive marketing communications such as newsletters, brochures, or white papers from Nimbi, Nimbi will collect and store details about how you interact with that content to help create, develop, operate, deliver, and improve our communications with you. This information is aggregated and used to help Nimbi provide more useful information and to understand what is of greatest interest to you.
- Recordings for Quality Improvement Purposes. In the case of phone calls or chat sessions, Nimbi records such calls (after informing you during the call and before recording begins) or chat sessions to improve the quality of Nimbi’s services.

Right to object. You may object to Nimbi’s use of your Personal Data at any time by updating your preferences. In such cases, Nimbi will carefully review your objection and cease using the applicable information, unless Nimbi has legitimate and well-founded legal grounds for continued use of the information and such grounds override your interests in objecting, or if Nimbi requires this information to establish, exercise, or defend legal claims.

3. PROCESSING BASED ON CONSENT

Nimbi will process your Personal Data if you have given prior consent to the specific proposed processing of your Personal Data, where applicable.

News about Nimbi Products and Services: subject to availability and your consent, Nimbi may use your name, email, phone number, job title, and information basic information about your employer (name, address, and industry), as well as an engagement profile based on your previous interactions with Nimbi, to keep you updated on the latest product announcements, software updates, and other information about Nimbi’s services (including marketing-related newsletters). In connection with these marketing-related activities, Nimbi may provide a user ID to third-party social media platforms or other Nimbi offerings (such as LinkedIn, Facebook, Instagram, or Google), where such information is compared with data from social media platforms or databases of the Web offerings themselves to display information that is more relevant to you.

Transfer of Personal Data to Other Nimbi Companies: Nimbi may transfer your Personal Data to other companies within the Nimbi Group, namely Webb Serviços de Consultoria

Empresarial Ltda. and Nimbi Pagamentos Ltda. In such cases, these companies will use the Personal Data for the same purposes and under the same conditions set forth in this guide.

Sharing Personal Data with Third Parties. Upon your request, as indicated in your consent, Nimbi will transfer your registration data to other companies that provide complementary services to Nimbi (accounting, marketing, fraud protection, among others). These companies will use your registration data for purposes related to your interest in the services offered by Nimbi that are of interest to you. If the company intends to use your data for other purposes, it must contact you to explain how and for what other purposes it wishes to use your registration data.

Withdrawal of consent granted herein. You may withdraw consent granted through this instrument at any time. In the event of withdrawal, Nimbi will not process Personal Data subject to this consent beyond the period required by law. If Nimbi is legally required to retain your Personal Data, such data will be excluded from further processing and retained for the period required by law. However, no revocation has any effect on Nimbi's past processing of personal data up to the time of your revocation. Furthermore, if your use of any Nimbi offering requires your prior consent, Nimbi will no longer be able to provide the applicable service (or applicable services if you revoke consent for Nimbi to use your profile for various Nimbi offerings), offering, or event after the revocation.

4. USE OF COOKIES

The cookies on our websites are used solely to improve navigation and provide us with access metrics.

We do not store any personal and/or confidential information. You may delete the cookies stored on your computer at any time.

We collect anonymized data for:

- Google Analytics - Information about the pages you visited, browser/operating system/region
- Google Ads - Information about ads viewed on the website and Google searches
- Aivo - Information about your last interaction with the chat
- RD Station (Lead Tracking) - Information about pages and promotional materials viewed
- Facebook Ads - Information about ads viewed on the social network
- LinkedIn Ads - Information about ads viewed on the social network

Learn more at: <https://nimbi.com.br/termo-de-uso-de-cookies/>

