



Privacy Policy and Personal Data Protection

Please read this Privacy Policy and Personal Data Protection carefully to understand our policies and practices regarding your Personal Data and how the processing of this data is carried out.

This Policy applies to individuals (natural persons) who interact with the products and services of UNO TRADE as users ("You"). This Policy explains how your Personal Data is collected, used, and disclosed by UNO TRADE (referred to in this policy as "UNO TRADE," "We," "Us"). It also informs you how you can access and update your Personal Data and make certain decisions about how your Personal Data is used.

This Policy covers our data collection activities both online and offline, encompassing the Personal Data we collect through various channels, including – but not limited to – websites, applications, and third-party social networks. Please note that we may aggregate combined Personal Data from different sources (for example, our website and offline events).

In specific cases, if you choose not to provide us with your Personal Data that is marked as necessary (we will indicate when this is the case, for example, by explicitly stating this information in our registration forms), we may not be able to provide you with our products or services.

Personal Data Sources

We collect your Personal Data from the following sources:

- **Sites da UNO TRADE:** Our websites may be used to collect personal data. This includes both the site we operate directly through our domains and IP addresses, as well as sites or pages we establish on third-party services, such as Facebook, Instagram, LinkedIn, YouTube, and other third parties that offer this type of service.
- **Email and Instant Messaging Systems:** Services used to maintain electronic communications between you and UNO TRADE, including those provided directly by us or third-party services like WhatsApp, Telegram, SMS (Short Message Service), and similar platforms.
- **UNO TRADE Mobile Applications:** Mobile applications provided directly by UNO TRADE or through third-party services such as Apple, Microsoft, or Google.
- **Customer Service and Sales:** Communications conducted with you through our customer service and sales centers.
- **Advertisements, Marketing, and Online Forms:** Interactions with any type of advertisements, marketing materials, and online forms from UNO TRADE.
- **Offline Records:** Records filled out offline, distributed during events, and other interactions with UNO TRADE.
- **Data Received from Third Parties:** Including, but not limited to, social networks and third-party websites such as Facebook, Instagram, LinkedIn, YouTube, and similar platforms, data aggregator services, UNO TRADE partners, public sources, and data received during the acquisition of other companies.

What are your Personal Data that we collect and how are they collected

During your interaction with UNO TRADE, using one of the previously mentioned collection sources, we may collect various types of personal data about you, as outlined below

- **Contact Information:** This includes any type of information that may facilitate our contact with you, including your physical mailing address, phone numbers, email addresses, websites, and profiles on social networks.
- **Login Information:** Includes information for identifying and authenticating yourself in services provided by UNO TRADE, including your username (login), password in irrecoverable format (encrypted), and security questions.



- **Demographic Information and Your Interests:** Any information that can describe your demographic data, habits, or behavioral characteristics, including items such as your birthday, date of birth, age or age range, gender, geographic location, favorite products, hobbies, and pastimes, other interests, and information about your family or lifestyle.
- **Technical Information About Your Computing Equipment or Mobile Devices:** Details about your computer or other portable device used to access one of our websites, services, or applications, including the IP address used to connect your computer or device to the internet, including its geographic location, the type and version of the operating system, and the type and version of the web browser. If you access a UNO TRADE website or application using a mobile device such as a smartphone or tablet, the collected information will also include, whenever permitted, the unique device ID of your phone, geographic location, and other similar mobile device data.
- **Information About How You Use Our Websites and Services:** During your interaction with our websites and services, we use automated data collection technologies to capture information about the actions you have taken. This may include details such as which links you click, which pages or content you view and for how long, and other similar information and statistics about your interactions, such as response times to content, download errors, and the duration of visits to certain pages. This information is captured through automated technologies, such as Cookies (browser cookies, Flash cookies, and similar), and web beacons, as well as through third-party tracking. You have full freedom to oppose the use of such technologies; for details, please refer to the section "About Your Rights Regarding Personal Data."
- **Market Research and Consumer Feedback:** Information that you voluntarily share with UNO TRADE about your experience using our products and services.
- **Consumer-Generated Content:** Including any content you create and share with UNO TRADE on third-party social networks or through uploading to one of our websites, applications, and other online and offline services, including the use of third-party social network applications such as Facebook, Instagram, LinkedIn, YouTube, and similar platforms. This data includes texts, comments, articles, photos, videos, personal stories, or other similar content and media. Whenever allowed, we collect and publish consumer-generated content in connection with a variety of activities, including the promotion of UNO TRADE products and services, contests, awards, and other promotions, site community features, consumer engagement, and third-party social networks.
- **Third-Party Social Network Information:** This includes any data that you publicly share on a third-party social network or information that is part of your profile on a third-party social network (such as Facebook, Instagram, LinkedIn, YouTube, and similar) and that you allow the third-party social network to share with us. This data may include details such as your basic account information (name, email address, gender, date of birth, current city, profile picture, user ID, list of friends, and similar information) and any other additional information or activities that you allow the third-party social network to share with us. We receive your third-party social network profile information (or parts of it) whenever you download an item or interact with a UNO TRADE web application or service on a third-party social network, whenever you use a social network feature that is integrated with a UNO TRADE website, or whenever you interact with us through a third-party social network. To learn more about how your third-party social network information is obtained by UNO TRADE or to opt out of sharing this social network information, please visit the specific third-party social network's website.
- **Financial and Payment Information:** Any data that UNO TRADE needs to fulfill an order or that you use to make a purchase, such as your debit or credit card data (cardholder name, card number, expiration date, etc.) or other forms of payment used. UNO TRADE or our payment processing service providers handle your financial and payment information in accordance with applicable laws, regulations, and security standards, such as the Payment Card Industry Data Security Standard (PCI DSS)."
- **Contacts with our Customer Service and Sales Center:** Your interactions with our Customer Service and Sales Center may be recorded or monitored, in accordance with applicable laws, for operational needs of UNO TRADE. Details of financial and payment information are not recorded. When required by law, you will be informed about such recording at the beginning of your call.
- **Sensitive Personal Data:** UNO TRADE does not typically deal with Personal Data considered sensitive under current legislation; thus, we do not intend to collect or process sensitive personal data in the normal course of your interactions with our products or services. When there is a legitimate interest or a need to process your sensitive personal data for any reason, we will obtain your prior, express, and formal consent for any voluntary processing (for example, for marketing purposes). If we process your sensitive personal data for other purposes, we rely on the following legal bases: (i) detection and prevention of crime, and (ii) compliance with applicable law.



About Personal Data of Children and Adolescents

UNO TRADE does not knowingly request, collect, process, store, or share personal data of children and underage adolescents. If we discover any unintentional handling of such data, we will promptly remove the personal data of that child or adolescent from our records.

However, UNO TRADE may collect personal data of children and adolescents directly from their parents or legal guardians, with explicit consent, and in accordance with the rules of current legislation.

About the Use of Cookies, Log Files, and Similar

Cookies are small text files that can be placed on your computer or portable device by websites or web services you use. They are used to ensure the proper functioning of websites and other online services, as well as to provide information to the owners of the website or online service.

Cookies are used to enhance the use and functionality of UNO TRADE's compatible websites and web services and to better understand how our visitors use our websites and online services, as well as the tools and services they offer. Cookies make it easier for us to tailor UNO TRADE's websites to your personal needs, making them as user-friendly as possible, and receiving feedback on our consumers' satisfaction whenever possible.

UNO TRADE uses the following types of Cookies on its websites and compatible services:

- **Session Cookies:** These are temporary use cookies that are deleted when you close your browser. When you restart your browser and return to the site that created the cookie, that site treats you as a new visitor.
- **Persistent Cookies:** These are cookies that remain in your browser until you manually delete them or until your browser deletes them according to the cookie's established duration period. These cookies recognize your return as a visitor to a UNO TRADE website or service.
- **Necessary Cookies:** These are strictly necessary cookies for the operation of a UNO TRADE website or compatible service. They allow you to navigate the site and use our features.
- **Cookies that Send Us Information About You:** We place this type of cookie on a UNO TRADE website or compatible service, and this type of cookie can only be read by our websites and compatible services.
- **Cookies in UNO TRADE Advertisements:** We place cookies in advertisements and ads displayed on third-party websites and compatible services. We obtain information through these cookies when you click or interact with the advertisement or ad. In this case, UNO TRADE is placing a "third-party" cookie. We may use the data obtained from third-party cookies to send you other advertisements that we believe are relevant or of interest to you based on your previous behavior.
- **Cookies that Share Your Information with Third Parties:** These are cookies placed on a UNO TRADE website by our partner companies, such as online advertising services. They may use the data collected by these cookies to anonymously send you targeted advertisements from other websites based on your visits to UNO TRADE websites or compatible services.

It is important to remember that it is your responsibility to ensure that the settings on your computer or portable device reflect whether you consent to accept cookies or not. Most browsers allow you to set rules to be notified before accepting cookies or simply refuse them. You do not need to have cookies enabled to use or browse most of UNO TRADE's websites and online services; however, in this case, we cannot guarantee that you will be able to access all of their features. We recommend checking the 'help' button in your browser to learn how to make these settings. Remember that if you use different browsers or even different computers and/or portable devices in different locations, you will need to ensure that each device and browser is adjusted to your personal cookie preferences.

UNO TRADE also provides a cookie consent tool on its website [provided by third party: AdOpt], with instructions on how you can disable non-essential cookies.



About the Use of Your Personal Data

The following items describe the purposes for which UNO TRADE collects your Personal Data, and the different types of Personal Data we collect for each purpose. Please note that not all the uses below will be relevant to all individuals and may only apply to specific situations.

- **Customer service**, including responding to your inquiries, questions, and suggestions. Typically, this requires certain personal contact information and information about the reason for your inquiry, question, or suggestion, for example, what your order was, if there is a technical issue, product issue, question, or general inquiry.
 - **Reason for the use of your personal data in this situation:**
 - Fulfill contractual obligations;
 - Fulfill legal obligations;
 - Our legitimate interests.
 - **Our legitimate interests in this situation:**
 - Continuously improve UNO TRADE's products and services;
 - Continuously improve the effectiveness of our customer service.
- **Conducting contests, promotions, and other marketing activities:** With your consent (when required by applicable law), UNO TRADE uses your Personal Data to provide information about products or services, such as marketing communications, advertising campaigns, or promotions. This can be done through various means of communication, including email, advertisements, SMS messaging, phone calls, and postal mail (as allowed by applicable law), as well as on our own websites and/or third-party websites and social networks. In this situation, the use of your Personal Data is entirely voluntary, which means you can object to or withdraw your consent at any time for the processing of your Personal Data for these purposes. For more details on how to change your preferences regarding marketing communications, please see the "About Your Rights Regarding Personal Data" section in this policy. For more information about our contests and other promotions, please refer to the rules or details posted for each contest/promotion.
 - **Reason for the use of your personal data in this situation:**
 - Fulfill contractual obligations;
 - Our legitimate interests;
 - We have obtained your consent (when necessary).
 - **Our legitimate interests in this situation:**
 - Understanding which of our products and services may be of interest to you and providing information about them;
 - Identifying consumers for new products or services.
- **Social Media and Third-Party Websites:** We use your Personal Data when you interact with social media features and third-party websites, such as "like," to provide advertisements and engage with you on third-party social networks. The way these interactions work, the profile data that UNO TRADE obtains about you, and how to opt out of them can be understood by reviewing the privacy policies directly on the respective social networks and third-party websites.
 - **Reason for using your personal data in this situation:**
 - Our legitimate interests;
 - We obtained your consent (when necessary).
 - **Our legitimate interests in this situation:**
 - Understanding which of our products and services may interest you and providing information about them;
 - Identifying consumers for new products or services.



- **Personalization (offline and online):** With your consent (when required by current legislation), UNO TRADE uses your Personal Data (i) to understand your preferences and habits, (ii) to anticipate your needs based on our understanding of your profile, (iii) to improve and customize your experience on our websites and applications, (iv) to ensure that the content of our websites and applications is optimized for you and your computer or device, (v) to send you targeted advertising and content, and (vi) to allow you to participate in interactive features whenever you decide to do so. In this situation, the use of your Personal Data is entirely voluntary, which means you can object to or withdraw your consent at any time to the processing of your Personal Data for these purposes. For more details, please see the "About Your Rights Regarding Personal Data" section in this policy.
 - **Reason for using your personal data in this situation:**
 - Our legitimate interests;
 - We have obtained your consent (when necessary).
 - **Our legitimate interests in this situation:**
 - Understanding which of our products and services may be of interest to you and providing information about them;
 - Identifying consumers for new products or services.
- **Fulfillment of Your Orders:** We use your Personal Data to process and ship your orders, inform you about the status of your orders, correct addresses, and conduct identity verification and other fraud verification activities. This involves the use of certain Personal Data and, in certain situations, payment information.
 - **Reason for using your Personal Data in this situation:**
 - Fulfillment of contractual obligations;
 - Legal obligations;
 - Our legitimate interests;
 - We have obtained your consent (when necessary).
 - **Our legitimate interests in this situation:**
 - Improve and develop new products and services;
 - Be more efficient in fulfilling your orders;
 - Protect our systems, networks, and employees;
 - Fully comply with legal obligation.
- **Legal Reasons or Merger/Acquisition:** In the event that UNO TRADE or its assets and rights are acquired by or merged with another company, including due to bankruptcy, we will share your Personal Data with our legal successors, in compliance with the requirements of applicable law. We will also disclose your Personal Data to third parties (i) when required by applicable law; (ii) in response to legal proceedings; (iii) in response to a request from the competent legal authority; (iv) to protect our rights, privacy, security, or property; or (v) to enforce the terms of any agreement or the terms of our website, products, and services, in accordance with applicable law.
 - **Reason for using your personal data in this situation:**
 - Legal obligations;
 - Our legitimate interests;
 - **Our legitimate interests in this situation:**
 - Our legitimate interests in this situation;
 - Protect our systems, assets, and employees.
- **Other purposes and general situations:** In accordance with current legislation, UNO TRADE uses your Personal Data for other general business purposes, such as maintaining your account, conducting internal or market research, and measuring the effectiveness of our advertising campaigns. We reserve the right, if you have UNO TRADE accounts, to integrate these accounts into a single account. We also use your Personal Data for the management and operation of our communications, IT, and data security and protection systems.



- Reason for using your personal data in this situation:
 - Fulfilling contractual obligations;
 - Legal obligations;
 - Our legitimate interests;
 - We have obtained your consent (when necessary).
- Our legitimate interests in this situation:
 - Improving and developing new products and services;
 - Being more efficient in fulfilling your requests;
 - Protecting our systems, networks, and employees;
 - Fully complying with legal obligations.

About the Disclosure of Your Personal Data

We may share your Personal Data with the following types of third-party organizations:

- **Service Providers:** These are external organizations used by UNO TRADE to assist in the operation of our business. Service providers and their selected employees are only authorized to access your Personal Data on behalf of UNO TRADE for specific tasks requested of them based on our direct instructions. Our service providers are contractually obligated to keep your Personal Data confidential and secure, and in cases of breach, they are jointly liable in accordance with applicable law.
- **Credit analysis agencies, debt collection, and financial services:** As permitted by applicable law, credit analysis and/or debt collection agencies are external companies that UNO TRADE may use to assist us in verifying your credit status or collecting overdue payments.
- **Third-party companies that use Personal Data for their own marketing purposes:** Except in situations where you have given your specific consent, UNO TRADE does not license or sell your Personal Data to third-party companies for their own marketing purposes. In cases where this type of sharing occurs, the identity of these third-party companies will be disclosed before obtaining your consent.
- **Third parties using your Personal Data for legal reasons or due to merger/acquisition:** We will disclose your Personal Data to third parties for legal reasons or in the context of a merger or acquisition at UNO TRADE.

About the Retention and Termination of the Processing of Your Personal Data

In accordance with current legislation, UNO TRADE uses your Personal Data for as long as necessary to fulfill the purposes for which your Personal Data was collected, as described in this policy, or to comply with applicable legal requirements.

Personal Data used to provide a personalized experience to you will be kept exclusively for the time allowed by current legislation.

You can obtain further details about the retention of your Personal Data through the communication channels detailed in this policy.

Upon the termination of the processing of your Personal Data, they will be deleted within the technical scope and limits of the activities, authorized for retention in situations provided for by current legislation.

About the Disclosure, Storage, or Transfer of Your Personal Data

UNO TRADE takes appropriate measures to ensure that your Personal Data is kept confidential and secure. However, these protections do not apply to information that you have chosen to share in public areas, such as third-party social networks.

- **People who can access your Personal Data:** Your Personal Data will be processed by our employees or authorized agents, as long as they need to have access to such information, depending on the specific purposes for which your Personal Data was collected.



- **Measures taken in operational environments:** We store your Personal Data in operational environments that use reasonable technical and administrative security measures to prevent unauthorized access. We follow reasonable protocols to protect Personal Data.
- **Measures UNO TRADE expects you to take:** It is important for you to also play a role in keeping your Personal Data secure. When creating an online account, please make sure to choose a strong password to prevent unauthorized parties from guessing it. We recommend that you never disclose or share your password with others. You are solely responsible for keeping this password confidential and for any actions performed through your account on UNO TRADE's websites and compatible services. If you use a shared or public computer, never choose the option to remember your login name, email address, or password, and make sure you log out of your account whenever you leave the computer. You should also use any privacy settings or controls that UNO TRADE provides on our website, services, or applications, including those considered optional.
- **Transfer of your Personal Data:** Given the nature of our business, we may need to transfer your Personal Data stored within UNO TRADE to third parties, in accordance with the purposes set forth in this Privacy Policy. For this reason, we may transfer your Personal Data to other countries, provided that they have laws and regulations compatible with those in force in Brazil.

About Your Rights Regarding Personal Data

You have the right to confirm the existence, access, review, modify, and/or request an electronic copy of the information about your Personal Data processed by UNO TRADE. You also have the right to request details about the origin of your Personal Data or the sharing of this data with third parties. At any time, you may also limit the use and disclosure, or revoke consent to any of our processing activities of your Personal Data, except in situations provided by current legislation. These rights can be exercised through the communication channels detailed in this policy, and it is necessary to validate your identity by providing a copy of your ID or equivalent means of identification, in accordance with current legislation.

Whenever a request is submitted without providing the necessary evidence to prove the legitimacy of the data subject, the request will be automatically rejected. We emphasize that any identification information provided to UNO TRADE will only be processed in accordance with, and to the extent permitted by, the applicable laws.

We note that in certain cases, we may not be able to delete your Personal Data without also deleting your user account. Additionally, some situations require the retention of your Personal Data after you request its deletion to comply with legal or contractual obligations.

When available, our websites, applications, and online services may have a dedicated function where you can review and edit your Personal Data. We emphasize that UNO TRADE may request validation of your identity using, for example, a login system with access password or a similar feature before allowing access or modification of your Personal Data, thus ensuring that there is no unauthorized access to your account and associated personal data.

UNO TRADE does its utmost to address any questions you may have about how we process your Personal Data. However, if you have unresolved concerns, you have the right to complain to the competent data protection authorities.

What are your choices regarding how we use and disclose your Personal Data?

UNO TRADE strives to give you freedom of choice regarding the Personal Data you provide us. The following mechanisms give you control over the processing of your Personal Data:

- **Cookies/Similar Technologies:** You can manage your consent using:
 - Our consent management solutions;
 - Your browser settings to reject some types of cookies and similar technologies or to alert you when they are being used.
- **Advertising, Marketing, and Promotions:** You can consent to have your Personal Data used by UNO TRADE to promote our products or services through checkboxes located in registration forms or by responding to questions presented by our representatives. If you decide that you no longer wish to receive such communications, you can unsubscribe from receiving marketing-related communications at any time by following the instructions provided in



such communications. To unsubscribe from marketing communications sent through any means, including third-party social networks, you can opt out at any time by unsubscribing through the links provided in our communications, logging into our websites, applications, compatible online services, or third-party social networks, adjusting your user preferences, or by directly contacting our customer service. It's important to note that even after unsubscribing from our marketing communications, you will continue to receive administrative communications from UNO TRADE, such as orders, transaction confirmations, notifications about your account activities on our websites and compatible services, and other important non-marketing-related announcements.

- **Personalization (Offline and Online):** Whenever allowed by law, if you want your Personal Data to be used by UNO TRADE to provide you with a personalized experience or targeted advertising and content, you can indicate this through the relevant checkboxes located in the registration form or by responding to questions presented by our representatives. If you decide that you no longer wish to benefit from this personalization, you can opt out at any time by logging into our websites, applications, and compatible services, and selecting user preferences in your account profile or by directly contacting our customer service.
- **Targeted Advertising:** UNO TRADE may partner with advertising networks and other service or advertisement providers that present ads and other advertisements on our behalf or on behalf of other non-affiliated companies with UNO TRADE. Some of these ads may be tailored to your interests based on information collected on UNO TRADE's websites and compatible services or on websites of non-affiliated organizations with UNO TRADE.

You can contact us using the communication channels detailed in this policy to obtain more information on how to manage or opt out of targeted advertising.

Changes to Our Privacy Policy and Personal Data Protection

Whenever UNO TRADE decides to change how we handle your Personal Data, this Policy will be updated. We reserve the right to make changes to our practices and to this Policy at any time, provided that we remain in compliance with applicable laws.

We recommend that you access it frequently, or whenever you have questions, to review any updates or changes to our Privacy and Personal Data Protection Policy.

How to Contact Us

You can contact us for:

- Asking questions or providing comments about this Policy and our practices regarding the privacy and protection of Personal Data;
- Making a complaint;
- Confirming the existence of the processing of your Personal Data;
- Obtaining information on how to access your Personal Data;
- Making corrections to incomplete, inaccurate, or outdated personal data;
- Obtaining information about the anonymization, blocking, or deletion of unnecessary, excessive, or data processed in non-compliance with current legislation;
- Obtaining information about the portability of your personal data to another service provider, upon express request, in accordance with current legislation;
- Requesting the deletion of personal data processed with your consent, except in cases provided for by current legislation;
- Requesting details of public and private organizations with which we share your Personal Data;
- Obtaining information about the possibility of not providing consent and the consequences of such refusal;
- Revoking consent for the processing of your Personal Data, except in cases provided for by current legislation;
- Exercising other rights of the data subject, as provided by current legislation.



To do so, we ask that you contact us using the DSAR (Data Subject Access Request) form, which is provided via a dedicated link on this website [Data Request Form - DSAR](#); or alternatively:

- Point your phone's camera at the QR code to access it:



To do this, we request that you contact us using the following channels:

- **By email:**
 - dpo@unotrade.com;
- **Over the phone:**
 - +55 11 3588 4004
- **By regular mail:**
 - UNO TRADE

Avenida Pedroso de Moraes, nº 457 | 10º Andar CJ 1007 | Pinheiros | São Paulo/SP | CEP: 05419-000.

UNO TRADE will receive, investigate, and respond, within a reasonable timeframe, to any request or complaint regarding how we handle your Personal Data, including complaints about violations of your rights under the current privacy and Personal Data protection laws.