

USER AGREEMENT

1. THE CONTRACT AND ITS OBJECT

1.1. By using our Services, you (the User) agree to all of these terms. Your use of **TWIG** Services is also subject to our **Privacy Policy**, which covers how we collect, use, reproduce, transmit, process, store, delete, control, transfer, and carry out all operations with your personal information.

1.2 When registering, accessing, or using our Services described below, **you are agreeing to enter a legally binding contract with TWIG**, including situations in which the Services are used on behalf of a company. If you do not agree with this contract, do not click on "I Agree" (or any similar option) and do not access or otherwise use our Services.

1.3. During the User registration step, **TWIG** reserves the right not to agree/accept new users on its network for its particular reasons, be them commercial, geographical, and managerial matters that guide **TWIG's** service management, whether or not the requesting company has provided all the required information and documentation, and whether or not it has been through all the stages of the process.

1.4. By registering, accessing, or using **TWIG** Services, you vow to provide truthful and complete information, being entirely responsible for the information and data filled in, under the applicable penalties resulting from the violation of this agreement, including contract termination with no refund and with the obligation to reimburse **TWIG** and its Users for any losses and damages.

1.5. When renewing the user's platform membership, **TWIG** reserves the right not to approve renewals.

2. SERVICES

2.1. This Contract applies to **TWIG's** website, as well as to its applications and tools, a network with worldwide Users that promotes, for the benefit of its Users, the meeting of independent freight forwarders.

2.2. **TWIG** clarifies that it merely provides a network for the connection of independent freight forwarders around the world, and that any deal carried out between its Users is their sole and exclusive responsibility.

2.3. **TWIG** does not interfere, at any time, in negotiations between users. **2.4.** The **TWIG** platform makes its tools available for the exclusive use of the User, which will facilitate his partnership management. Through these tools, the User will be able to post data to support partnership management and decision-making.

2.5. The available tools work with data posted by the User, and only the User can manage and view the tool.

2.6. **TWIG** can, at any time, create new incentive programs for its users, which will be governed by its own rules, made available by **TWIG**, and disclosed to users for optional participation. The currently available programs are listed below and can be checked via the respective links: **2.6.1.** Twig Effect (<https://twignetwork.com/pages/twig-effect/>)

2.7. As a visitor or User of our services, the collection, use, and sharing of your personal data will be subject to this **Privacy Policy**, in accordance with Clause 14 of this Instrument, which includes our Cookie Policy and other documents mentioned in this instrument and its updates.

2.8. Some of the Services and Products offered by **TWIG** are also governed by complementary and/or specific terms. If you use any of these Services and Products, complementary and/or specific terms will be made available for your assessment and consent, becoming an integral part of this Agreement.

3. CHANGES

3.1. **TWIG** can change this Agreement and its Privacy Policy at any time. In the event of relevant changes, Users will be notified, through our services or other means, of the opportunity to evaluate changes before they take effect. Continued use of our services after the publication or notification of changes will imply agreement with the updated terms.

4. USERS AND ASSUMED OBLIGATIONS

4.1. Users are their account holders.

4.2. You, the User, agree to:

- a) Always provide truthful and accurate information that does not violate intellectual property rights or other rights of third parties;
- b) Choose a strong and secure password;
- c) Keep your password secure and confidential;
- d) Not share your User with any other person;
- e) Not transfer any part of your account;
- f) Use real name and information in the profile;
- g) Comply with the law and with our rules;
- h) Not develop, support, or use software, devices, scripts, robots, or any other means or processes (including crawlers, plugins, and add-ons for browsers or any other technologies) to scan the Services or otherwise copy profiles and other Service data;
- i) Not publish content that contains software viruses, worms, or any other harmful code; j) Not reverse engineer, decompile, disassemble, decrypt, or attempt to otherwise extract the source code of the Services or any related technology that is not open source; k) Not rent, assign, loan, trade, sell/resell, or otherwise monetize Services or related data or access to them without **TWIG's** consent.
- l) Not create a deep link to our Services for any purpose without **TWIG's** consent, not include, access, share, modify, or develop application programming interfaces (API) or any other integration service without **TWIG's** consent;
- m) Not use bots or other automated methods to access the Services, add or download contacts, send or redirect messages;
- n) Not send spam to other Users.

4.3. The User is responsible for all documents and information contained and validated in his profile or provided to **TWIG**, as well as for everything that happens in his account, unless he terminates it or reports improper use. Violation of these terms will result in the interruption of services and/or the enforced termination of your account.

4.4. The User expressly agrees to receive announcements and messages from **TWIG**, either through notifications sent through the platform/website/application or through other means of contact made available, such as email, phone numbers, or addresses, and so the contact information must always be up to date.

4.5. The information and content provided and approved by the Users can be seen, copied, and used by other platform/website/app Users in conformity to settings and options. At **TWIG's** sole discretion, with or without prior notice, such information and content can be viewed, treated, and removed to preserve the proper functioning of the website/platform/app.

5. ANNUAL FEES

5.1. To access the platform, the User must pay the membership annual fee charged by **TWIG** and vow to complete his payment on schedule.

5.2. The membership annual fee will correspond to the period starting on the date of payment and ending 12 (twelve) months later, on the last day of the 12th (twelfth) month following the initial payment date, the User remaining connected to the platform until such date. **5.3.** If the User has not paid his membership annual fee in due time, **TWIG** will block his access to the system until the amount corresponding to the first membership annual fee or its renewal is paid, and proof of payment is sent to the responsible **TWIG** sector.

5.4. User access will be reestablished within 02 business days following the effective membership annual fee payment being transferred to a bank account and payment confirmation being received by the responsible **TWIG** sector.

5.5. If the User, in addition to the membership annual fee, hires other **TWIG** services, applications, and tools, he must observe the payment and renewal dates of each one of the services.

5.5.1. If the User cancels or does not renew his membership annual fee, he loses the right to use other **TWIG** services, applications, and tools, and the access to other **TWIG** services will cease immediately after the non-renewal or cancellation of the membership annual fee, without any right to refund.

6. CONTENT DISCLOSED

6.1. **TWIG** assumes no responsibility for the recentness, correctness, completeness, or quality of information provided by third parties, including other Users, on the platform/website/app. **TWIG** is expressly entitled to change or supplement pages (partially or totally), with or without prior notice.

6.2. The User has exclusive and total responsibility for filling in his profile on **TWIG** platforms and for any information disclosed there.

6.3. Each User is entirely responsible for his communication with other users, including conversations carried out with other Users through the official **TWIG** platform channel (Homepage - Feed).

6.4. User Badges will be added to each profile upon the submission of the duly required documentation and following **TWIG's** reviewal and approval.

6.4.1. Under the terms of Contract, the term "Badges" means: certificates that attest to the qualities and engagement of users of the **TWIG** network, such as type of transported cargo, presence at **TWIG** events, international certification obtained by the company, and market time.

6.5. The use of content and information disclosed by Users on the website/platform/app is done at the risk and expense of the Users, as such content is entirely provided by third parties, with no liability whatsoever for **TWIG**.

6.6. **TWIG** is not responsible for disclosing any information, data, or news provided by its Users in any of **TWIG's** communication channels, for instance, email, WhatsApp, Telegram, Instagram, Facebook, LinkedIn, or any other digital platforms, social or professional networks, as Users are responsible for the disclosure of information, data, or news.

6.7. In case **TWIG** decides to publish content that discloses User information on its Official Blog, the User vows to provide truthful and complete information with real photos and videos of his company and related cases, under his own liability.

6.8. Publications on the Official **TWIG** Blog are determined and created by **TWIG** staff. **6.9.** Publications and information spread or made available by users may be subject to an analysis done by **TWIG**, as the published content is subject to approval or disapproval and exclusion.

6.10. Consenting to the terms of this Contract, the User expresses his consent to **TWIG's** right to disclose and use the name, image, and brand of any User in marketing campaigns as a means of dissemination and publicity of **TWIG**, its platforms, and services, based on **TWIG's** own assessment, decision, and management.

7. REFERENCES AND LINKS

7.1. In the case of direct or indirect references to external websites ("links") outside **TWIG's** area of operation, **TWIG** will only be held responsible if it is aware of the linked content and it is technically possible and reasonable that usage of illegal content is avoided. **TWIG** has no influence on the current and future design or content of any linked pages. This declaration applies to all links and references within the Internet itself, as well as to external entries in discussion forums configured by **TWIG**. The holder of the referenced page is responsible for illegal, incorrect, or incomplete content and, in particular, for damage resulting from the use or misuse of such content.

8. TWIG COINS AND PRIZES

8.1. **TWIG** grants awards to Users according to the number of accumulated **TWIG Coins**. **8.2.** **TWIG Coin** is a term that refers to the crypto currency that exists for exclusive use on **TWIG's** platform. **TWIG Coins** are distributed to users who meet certain requirements established by **TWIG** by respecting the criteria and definitions provided in this Contract, without any possibility of conversion into payment. For instance, the User can receive Coins through the granting of Badges, through the filling in of the Business Report, among other forms. **8.3.** The policy for

TWIG Coins and awards and their respective rules can be changed at any time without the need for prior notification to Users.

8.4. The distribution of **TWIG Coins** is subject to analysis and approval by the **TWIG** staff.

8.5. TWIG Coins are fully related and linked to **TWIG NETWORK** policies and do not provide any right to refund, either as money or by other means.

8.6. TWIG Coins are non-transferable, so businesses, users, and employees are forbidden to give, trade, or sell them to each other or to third-party Users.

8.7. All prizes will be awarded exclusively through the **TWIG** platform.

8.8. The prizes will be distributed to Users who are able to receive them, and in accordance with product availability and the annual exchange limit.

8.9. Prizes will be delivered to Users within ten (10) business days after the approval of the **TWIG Coins** exchange request, always in accordance with the specific redemption rules defined under the terms of this Contract.

8.10. The redemption of prizes will occur only once a year, always within the period ranging from January 1st to December 31st, and such redemption may occur up to a yearly prize limit and also up to a product/service limit disclosed by **TWIG**.

8.11. After the annual product redemption period has passed, the remaining balance of **TWIG Coins** may be used in the following year.

8.12. The value of Twig Coins required for each prize, as well as the prize limit, must be checked on the **TWIG** platform (Twig Coins > Prizes : <https://twignetwork.com/internal/twig-coins/>), which may change at any time with no previous notice.

9. CONFERENCES AND EVENTS PROMOTED BY TWIG

9.1. TWIG will be exclusively responsible for choosing the event format (online or in person), country, city, and local (hotel or convention center, for example) to hold its conferences and events.

9.2. The sum paid by the User as a membership annual fee does not include the value of the registration and the participation in conferences held by **TWIG** or any other conference that has its support.

9.2.1. The User is fully responsible for the costs inherent to his presence at the conference, such as ticket, hotel, airport transfer, food, parties, and other costs that are not included in the package related to the participation fee.

9.2.2. Upon payment of the participation fee, **TWIG** is responsible for the costs involved in the organization and structuring of the event, as well as for possible kits, coffee breaks, happy hours, and parties that may be offered the participants.

9.3. TWIG reserves the full right to use the brand and image of its company Users and its representatives taken during conferences, as well as just prior and after the event, exclusively for its own advertising.

9.4. Conference conditions and regulations will be governed in an autonomous manner and at the time of each event through specific legal instruments, which will become known to those who intend to participate in the event at the time of registration.

9.5. TWIG expects all participating users to behave in a way that respects our values and work ethics, such as not canceling one-on-one meetings, meeting schedules, having professional posture with all business partners.

10. ADMISSION OF NEW USERS

10.1. TWIG reserves the right to set an amount of companies per country that it judges necessary in each location, as it seeks to balance the number of companies using its platform in order to maximize the quantity and quality of business opportunities between users.

10.2. The number of Users per country will be determined according to the location, territorial, and economic dimension of each country and according to TWIG's particular assessment, at its sole and exclusive discretion, in order to safeguard limits and admission policies that ensure the promotion of the Network.

10.3. TWIG may alter the new member's admission method at any time, following the Network

strategy.

10.4. Users will be notified in advance if the new member's admission method is changed.

11. INTELLECTUAL PROPERTY RIGHTS

11.1. TWIG respects copyright and other rights to industrial property. By using our Services, you vow to observe the applicable legislation in all your publications.

11.2. TWIG reserves all intellectual property rights involved in its website/platform/app and its Services.

11.3. The use of any of the websites, platforms, and other services offered by **TWIG** does not grant any party (User or non-User) ownership or right over such websites, platforms, and other services.

11.4. Except for the **TWIG** trademark and logo, the trademarks and logos used in **TWIG** services, website/platform/app are trademarks of their respective owners. **11.5.** The use of the **TWIG** logo and of any **TWIG** material is restricted only to Users of the group, exclusively, for the purposes of using and displaying the Network platform. **Sole Paragraph:** The User who ceases to be a user undertakes, immediately, to cease and eliminate any exclusive records and/or materials from **TWIG**.

12. WARRANTY DISCLAIMER

12.1. TWIG DISCLAIMS ANY LIABILITY REGARDING ANY AND ALL EXPLICIT OR IMPLICIT DECLARATIONS AND/OR WARRANTIES, SUCH AS, FOR EXAMPLE, THE WARRANTIES OF MERCHANTABILITY; FITNESS FOR A PARTICULAR PURPOSE; DATA ACCURACY; **DOES NOT WARRANT** THAT THE SERVICES WILL ALWAYS WORK SAFELY, WITHOUT INTERRUPTION OR ERROR, AS IT PROVIDES THE SERVICES IN THE STRICT FORM THEY ARE FOUND AND AS THEY ARE AVAILABLE.

12.2. TWIG MAY NOT BE HELD ACCOUNTABLE BY ITS USERS, VISITORS, OR THIRD PARTIES FOR DAMAGES OF ANY KIND WHATSOEVER, AS ALL CONTENT POSTED ON THE WEBSITE AND ITS PLATFORM IS PROVIDED UNDER THE EXCLUSIVE LIABILITY OF THE USER, AND ITS PRODUCTS ARE MADE AVAILABLE IN COMPLIANCE WITH THE BEST TECHNICAL AND SECURITY STANDARDS.

12.3. TWIG DOES NOT CONTROL OR GUIDE THE BEHAVIOR OF USERS AND THIRD PARTIES, NEITHER DOES IT CONTROL OR GUIDE WHAT USERS AND THIRD PARTIES PRODUCE AND CIRCULATE AS CONTENT, AND SO IT MAY NOT BE HELD ACCOUNTABLE FOR SUCH CONDUCT AND/OR CONTENT AND FOR ANY DAMAGES.

12.4. TWIG EMPHASIZES THAT IT PROVIDES ONLY A NETWORK FOR THE CONNECTION OF WORLDWIDE INDEPENDENT FREIGHT FORWARDERS, SO ANY BUSINESS CARRIED OUT BY ITS USERS IS THEIR SOLE RESPONSIBILITY.

12.5. TWIG DOES NOT INTERFERE, UNDER ANY CIRCUMSTANCES, IN TRANSACTIONS BETWEEN ITS USERS.

12.6. TWIG DOES NOT PROVIDE INSURANCE APPLICABLE TO THE EVENTUAL LACK OF PAYMENT FOR SERVICES NEGOCIATED BETWEEN USERS, BEING THE INVOLVED PARTIES SOLELY RESPONSIBLE FOR THE ADMINISTRATION OF SERVICE CHARGES AND CREDITS IN ACCORDANCE WITH THEIR OWN BILLING POLICIES.

13. INVOICE CLAIM

13.1. TWIG offers its Users the "Invoice Claim" tool, available on the link <https://twignetwork.com/internal/invoice-claim/>. This is an official channel whereby **TWIG** users may claim, through an official complaint made on **TWIG** platforms, an invoice that was not paid on time by any **TWIG** user in a transaction.

13.2. The **TWIG** team will assist the User on collecting the invoice sum, as it receives complaints from creditor Users through the "Invoice Claim" tool and establishes contact with the nonpaying User and applies the punishments provided for in this Contract, which range from the application of "strikes," defined in item **13.6.1**, to User termination.

13.3. Only one invoice per overdue payment is allowed.

13.4. When reported, an overdue invoice becomes an official complaint within the **TWIG** system.

13.5. The User who reports an overdue invoice will receive an email confirming the complaint. From there on, the **TWIG** team will start the process, notifying you of any updates. **13.6.** The **TWIG** team will personally contact the nonpaying User, the target of the complaint. If the **TWIG** team does not receive any response or payment confirmation, the company will receive its first strike.

13.6.1. By “strike” it is understood: warning applied by the **TWIG** team to nonpaying Users, targeted by a complaint, who, after being contacted by **TWIG**, do not offer any answer or confirmation of payment for the contracted service.

13.6.2. Even if there is a response, **TWIG** is still authorized to apply the strike penalty to the nonpaying User as the invoice is already overdue.

13.7. The complaining company will have the right to make a “Reversible Strike”. **13.7.1.** “Reversible Strike” means: the possibility for the complaining User to withdraw the strike from the partner in the deal if he understands, for example, that it is an isolated or justifiable case.

13.8. If a User receives three strikes within 1 (one) year, **TWIG** has the right to exclude this user from the group, regardless of how long his membership is still valid for.

Sole paragraph: Strike is a penalty for the overdue invoices of a nonpaying User. If the payment is not made, the User will be withdrawn from the network, regardless of the number of strikes.

13.9. Each “Strike” lasts one year on the user panel, even after the payment that generated the claim is made. After that, having no further strikes, it will disappear, making room for a potential next strike. This rule will not be applicable in the case of a “Reversible Strike,” as it will have already been removed.

13.10. Only invoices for which the agent is delaying payment will be contemplated. **TWIG** does not contemplate cases in which the overdue amount is contested by operational problems or extra costs incurred without the consent of the other party.

13.11. For this clause, User is the company’s head and branch offices. Therefore, if a complaint is made, head and branches offices will suffer the penalties.

14. CONTRACT TERMINATION CASES

14.1. **TWIG** and the User may terminate this Contract at any moment, without notice. In the event of termination, the User loses the right to access and use the Services offered and provided for in this Contract, while **TWIG** maintains the rights to use the data, information, and assessments thus far collected; other Users maintain the rights to share, at their own risk, content and information previously provided through the Service, to the extent they were copied or shared before termination.

14.2. Cases of contract termination done by **TWIG**:

14.2.1. **TWIG** reserves the right to exclude from its platform, at any time, Users responsible for late payment or nonpayment regarding other Users.

14.2.2. **TWIG** reserves the right to exclude from its network the User who violates any provision of this Contract, as well as any User who promotes any kind of conflict, disorder, or discomfort in the group, through professional or personal behavior that is at odds with the company’s values, whether at conferences, at in-person events, or on virtual platforms.

Sole paragraph: Users are aware that such criteria seek, exclusively, to maintain the excellence of the services offered by the agents and, thus, to respect the quality methodology standards determined by **TWIG**.

14.2.3. In case of any error made by **TWIG** in the company selection entry stage for its network, it may terminate the Contract and exclude the User from its platform. **14.3.** In case of contract termination:

14.3.1. Only if the contract termination occurs under the case on item **14.2.3** the User will receive a proportional refund of the membership.

14.3.2. If the termination occurs at the request of the User; or is motivated by the conduct of the User, which may result in his exclusion, no value will be refunded.

14.3.3. Users are aware and agree that the non-returnable membership, either in its entirety or in installments, is due to the operating costs of the User's insertion and maintenance within the group.

15. PRIVACY AND DATA PROCESSING POLICY

15.1. Data protection is of particular importance for the management of **TWIG**. The use of **TWIG** services is basically possible without any handing out of personal data. However, if a data subject wishes to use our company's special services through our website/app/platform, the processing of personal data may be necessary. If the processing of personal data is necessary, we will only do so with the prior consent of the subject, which is revocable at any time.

15.2. The processing of personal data, that is, any operation performed with any information related to a natural or legal person that can be identified from the data collected, such as name, address, email, or telephone number of a subject, will always occur in accordance with the Brazilian General Data Protection Law (Law No. 13.709/2018).

15.3. User data treatment carried out by **TWIG** enables the operation and creation of its Products, as well as the preservation of its the practice and the improvement of its security techniques and methodologies, creating a more technological and comfortable environment for its users.

15.4. Through this privacy policy, **TWIG** intends to inform the public about the nature, scope, and purpose of the personal information we collect, use and process. In addition, data subjects are informed of their rights under this privacy policy.

15.5. **TWIG**, as a controller, implements technical and organizational measures to ensure the complete protection of personal data processed through its website/platform/app and, therefore, will not be liable in the case of damages occurring due to the exclusive fault of the data subject or of third parties.

15.6. Definitions

TWIG's privacy policy is based on the terminology used by Brazilian law and the regulatory agency. Our privacy policy aims to be easy to read and understand, both for the public and for our Users and non-Users. To ensure this, we would like to explain the terminology in advance. Among other things, we use the following terms in this privacy policy:

a) Personal data

Personal data refers to any information relating to an identified or identifiable natural or legal person. An identifiable person is a natural or legal person who, directly or indirectly, in particular by association with an identifier such as a name, identification number, location data, calling line identification, or other special characteristics, expresses the characteristics of a particular natural or legal person.

b) Data subject

The data subject is any identified or identifiable natural or legal person whose personal data is processed.

c) Data processing

Processing means any operation or series of operations performed with or without the aid of automated procedures regarding personal data, such as collection, production, reception, classification, use, access, reproduction, transmission, distribution, treatment, archiving, storage, deletion, evaluation or control, modification, communication, transference, diffusion, or extraction.

d) Anonymized data

Data related to the subject that are made unidentifiable using reasonable technical means

available at the time of processing.

e) Controller

Person responsible for decisions regarding personal data processing.

f) Operator

Person who processes personal data on behalf of the controller.

g) Person in charge

Person appointed by the controller and the operator to act as a liaison between the controller, data subjects, and the National Data Protection Authority (Autoridade Nacional de Proteção de Dados (ANPD)).

h) Consent

Free, informed, unambiguous statement by which the subject agrees to the processing of his personal data for a particular purpose.

15.7. Controller identification and contact

TWIG LOGISTICS NETWORK SERVICOS LTDA, a legal person registered under the CNPJ 16.788.521/0001-95, headquartered on Rua da Paisagem, 240, room 23, telephone +55 31 3582-5373, email twig@twignetwork.com.

15.8. Purpose, method, and duration of data processing

For the purpose of utilizing **TWIG's** services, interested Users may sign up, providing at that moment their personal data, if they wish to do so.

Therefore, data processing will have the sole purpose of enabling **TWIG's** services to be provided with excellence, for the benefit of all Users, enabling the operation and integration of its network that connects independent freight forwarders with Users throughout the world, in addition to all the Services and Products offered by **TWIG**.

Data sharing between Users may be necessary to optimize the flow of information between Users, but only under their exclusive interest.

TWIG's Data Processing also aims to ensure Users a more personalized and consistent experience by verifying how Users utilize the Services and Products to optimize the operation of their platforms; by promoting actions to help Users find other possible freight forwarders (Users or Platform Visitors) of interest; communicating with Users by sending notices, suggestions, and special content; customizing services and Products; verifying accounts and activities so as to prevent and combat harmful conduct and other negative experiences; and check when the User needs help.

The use of data and its eventual sharing is based upon the prior consent of the User, a permission that is effected following the User's agreement to the this Term, by clicking on "I agree" (or similar option) when creating a profile for later access to the **TWIG** platform. Consent is waived for data made clearly public by the subject or by third parties, as well as per requirement of competent authorities.

The use of data is limited to what is strictly necessary for the accomplishment of a purpose. The use of data is always freely accessible to the subject, and only lasts for the period during which services are executed.

The Controller may maintain and process the Subject's personal data for the entire period during which such data are relevant to the scope of the purposes listed in this term. Anonymized personal data, with no possibility of association with the individual, may be kept for an indefinite period.

Consent may be revoked at any time by mere communication, with the exception of cases involving public data; **TWIG's** rights to use the data, the information, and the assessments collected previously; other Users sharing, at their own risk, content and information previously provided through the Service to the extent they were copied or shared prior to termination. The Subject is aware that it may not be feasible for the Controller to continue providing products or

services to the Subject after the deletion of personal data.

The Controller is responsible for maintaining safety measures, as well as technical and administrative measures to protect personal data from unauthorized access and from accidental or unlawful situations involving destruction, loss, alteration, communication, or any form of improper or unlawful treatment.

In compliance with art. 48 of Law No. 13.709, the Controller will inform the Subject and the National Data Protection Authority (ANPD) of the occurrence of any security incident that may cause significant risk or damage to the Subject.

15.9. Cookies

TWIG webpages use cookies. Cookies are text files stored on a computer system through a web browser.

Many websites and servers use cookies. Many cookies contain a so-called cookie ID. A cookie ID is a unique cookie identifier. It consists of a string of characters by which pages and web servers can be assigned to the specific web browser in which the cookie was stored. This allows visited websites and servers to distinguish an individual browser from other Internet browsers that contain other cookies. A specific web browser can be recognized and identified by its unique cookie ID.

By using cookies, **TWIG** can provide Users of its website/platform/app with services that would not be possible without cookies.

Through cookies, the information and offers on our website/platform/app may be optimized for the User. Cookies allow us, as already mentioned, to recognize Users of our site. The purpose of this recognition is to help Users utilize our website. For example, the User of a website/platform/app that uses cookies does not have to re-enter credentials at each visit, as this is done by the website/platform/app and the cookie stored on the User's computer system. Another example is a shopping cart cookie in an online store. Via cookies, the online store remembers items that a customer has placed in the virtual shopping cart.

The data subject may prevent the usage of cookies through our website/platform/app at any moment via his web browser setting, which will permanently disable cookies. In addition, cookies already set may be deleted at any time through a web browser or other software. This is possible in all common internet browsers. If the data subject disables cookies in the web browser, not all functions of our site/platform/app will be fully usable.

15.10. Data collection and general information

TWIG collects a range of data and general information each time the website/platform/app is accessed by an involved person or an automated system. This data is stored in server log files. The following can be detected: a) types and versions of web browsers, b) the operating system accessing the system, c) the website from which a system accessed our website/platform/app (called a referral), d) subsites e) the date and time of access, f) an Internet Protocol (IP) address.

By using this data, **TWIG** does not draw conclusions about the subject matter of the data. This information is necessary to a) deliver the content of our website/platform/app correctly, b) improve the content of our website/platform/app and to improve advertising, c) ensure the continued operation of our information technology systems and of the technology of our website, as well as d) provide law enforcement with the information necessary for prosecution in the event of a cyber-attack. This anonymously collected data is statistically evaluated by **TWIG** to increase data protection and data security in our company and to ensure an optimal level of protection of the personal data we process. Anonymous data from server log files is stored separately from all personal data provided by an involved person.

15.11. Contact via website

The **TWIG** website/platform/app contains information that enables quick electronic contact with our company as well as direct communication with us, including an email address. If an involved person contacts the data controller via email or via a contact form, personal data provided by

the participant will be automatically saved. Such personal information voluntarily provided by the data subject to the controller is stored for processing or contact with the data subject.

15.12. Exclusion of personal data and account deactivation

TWIG processes and stores personal data of the subject only for the period necessary to achieve the purpose of such storage, or if required by national authorities, or by rules to which it is subject as a controlling company.

If the purpose of data processing ends, or if the period prescribed by the Brazilian authorities and standards expires, or if the subject revokes his consent, whichever comes first, personal data will be deleted in accordance with legal provisions.

Data exclusion varies by case and depends on factors such as the nature of the data, why it is handled, and the need for any relevant operational or legal retention.

Data and content that has been shared by other Users, however, concerns the account and responsibility of such Users.

User data made clearly public will be maintained.

Note that data deletion does not restrict **TWIG's** ability to investigate any potential violations of the terms of this Agreement and of the law; fulfill a legal obligation; comply with a request from any judicial or administrative authority.

15.13. Rights of the data subject

The subject of the data under processing is entitled, upon request through **TWIG's** contacts, to obtain a) confirmation of the existence of such processing; b) access to the data; c) correction of incomplete, inaccurate or outdated data; d) anonymization, blocking, or deletion of unnecessary, excessive, or processed data in breach of the law; e) portability of data to another service provider, upon expressed request, in accordance with national authority regulations, in compliance with commercial and industrial secrets, except for data that has already been anonymized by the controller; f) deletion of personal data processed with the consent of the subject, except in the cases provided for in article 16 of the General Data Protection Law (Lei Geral de Proteção de Dados); g) information from public and private entities with which data was shared in use; h) information about the possibility of not giving consent and about the consequences of such refusal; i) withdrawal of consent at any time, with consequent termination of processing and deletion of data; and (j) request reviews of decisions made solely on the basis of automated processing of personal data affecting their interests, including choices designed to define their personal, professional, consumer, and credit profile or aspects of their personality.

15.14. Right to information

Our help desk provides information about our services and is available to answer any additional questions.

16. APPLICABLE LAW AND JURISDICTION

16.1. The Parties acknowledge that this Agreement shall always be reviewed and enforced in accordance with Brazilian law.

16.2. The Parties elect the jurisdiction of the District of Nova Lima, State of Minas Gerais, Brazil, as the competent jurisdiction to process and settle any doubts or disputes arising from this document.