

Privacy Policy

Last update: November 30, 2021

This Privacy Statement describes how we obtain, store, use and share your information. You are the most important part of our company, and that is why we respect your privacy and treat your data with the utmost care, always with the vision of offering an even better service.

We recommend that you get to know our process as a whole, but here are some important points for you to understand how your data is handled at Mobfix:

- The data you register on our platforms are treated securely and we limit the processing to their proper purposes and in compliance with the law.
- Your complete card data are not stored in our databases, we only store the last 4 digits, the card's flag and a reference to the card that is protected by the payment api of pagar.me.
- You can change your communication preferences within the app itself, but we may still be able to contact you for information about your order.
- You can answer your questions and request information at any time with us by contacting us on the Help button in the app or on our social networks.

1. WHO DOES THIS DECLARATION APPLY TO?

This Privacy Statement, also referred to as the "Statement", is applicable to everyone who accesses or registers in our applications, also referred to as a "platform", and to those who use Mobfix products.

When the terms "Mobfix", "we" or "our" are mentioned, we are referring to Mobfix; likewise, whenever there is mention of the terms "you", "your", "yours", we are referring to You.

Terms not defined in this Privacy Policy have the same definition as in our Terms of Service ("Terms")

2. PERSONAL INFORMATION WE COLLECT

2.1 Information needed to use the Mobfix Platform

We collect personal information about you when you use the Mobfix Platform. Without this information, we may not be able to provide all the services you request. This information includes:

- **Contact information, account, profile information.** Such as first name, last name, phone number, postal address, email address, birth date and profile picture, some of which will depend on the features you use.
- **Identity verification and payment information.** Such as images of your official ID (as permitted by applicable laws), RG number, CPF or other verification information, bank account or payment account information.

2.2 Information you choose to provide us.

You may choose to provide us with additional personal information. This information may include:

- **Additional profile information.** Like genre, preferred languages, city and personal description. Some of this information, as indicated in your Account settings, forms part of your public profile page and will be publicly visible.
- **Car catalog contact information.** Car catalog contacts that you import or enter manually.
- **Other information.** For example, when you fill out a form, add information to your account, respond to surveys, post to community forums, participate in promotions, communicate with our customer service team or other Members, and share your experience with us. This may include health information if you choose to share it with us.

2.3 Information collected automatically when using the Mobfix Platform and our Payment Services.

When you use the Mobfix Platform and Payment Services, we automatically collect personal information. This information may include:

- **Geolocation information.** Such as accurate or approximate location determined from your mobile device's IP or GPS address, depending on your device settings. We may also collect this information when you are not using the app if you enable this through your device settings or permissions. In order for Mobtaker to be able to carry out the Carry-and-Latch service, we need you to also inform us of the location for the pick-up and delivery of the vehicle. This location is provided by the address you manually enter into the app. For the purposes of Law No. 12.965 of 2014 (Marco Civil da Internet), or any law that replaces it, the location provided will be considered as registration data.
- **Usage Information.** Like pages and content you view, searches for Ads, reservations you made and other actions on the Mobfix Platform.

- **Non-Personal Information.** We may also obtain non-personal information, ie data that does not allow direct association with any specific person. Examples of non-personal data are grouping orders by region.
- **Log data and device information.** Such as details on how you used the Mobfix Platform (including whether you clicked on links to third party applications), IP address, access dates and times, hardware and software information, device information, device event information, unique identifiers , crash data, cookie data and the pages you viewed or interacted with before and after using the Mobfix Platform. We may collect this information even if you have not created or accessed a Mobfix account.
- **Payment Transaction Information.** When placing your order through Mobfix, it is possible that, depending on the chosen establishment, you can make the payment directly through our platforms. By choosing to pay directly on our Application, you will be able to provide us with your payment details, such as the date and time, payment amount, payment instrument expiration date and billing postal code, your address and other related details to the transaction. Attention: your online payment information is only stored anonymously by Mobfix (4 last digits of the card), the card's brand and only a reference to your credit card which is protected by the payment api of paga.me, so we do not have access to your complete financial data.

2.4 Personal Information We Collect From Third Parties.

We collect personal information from other sources such as:

- **Third Party Services.** If you link to, connect to or log into the Mobfix Platform through a third party service (eg Google, Facebook, WeChat), you direct the service to send us information such as your registration, your friends list and your profile information, as controlled by that service or authorized by you in that service's privacy settings.
- **Other sources.** As permitted by applicable law, we may receive additional information about you, such as references, demographics, or information that helps us detect fraud and security issues, from partners and/or third-party service providers, and combine that information with what we have. about you. For example, we may receive background check results or fraud warnings from identity verification service providers to use in our fraud prevention and risk assessment efforts. We may receive information about you and your activities on and off the Mobfix Platform, or about your experiences and interactions with our partners.

3. HOW DO WE USE THE INFORMATION WE COLLECT?

3.1 Provide, improve and develop the Mobfix Platform. We use personal information to:

- allow you to access the Mobfix Platform and make and receive payments;
- allow you to communicate with other Members;
- perform analyses, debugs and conduct research;
- provide customer service;
- send messages, updates, security alerts and account notifications to you;
- customize and customize your experience based on your interactions with the Mobfix Platform, your search and service history, your profile information and preferences, and other content you submit; and
- allow your use of our corporate products.

3.2 Create and maintain a safe and trustworthy environment. We use personal information to:

- detect and prevent fraud, spam, abuse, security incidents and other harmful activities;
- study and combat discrimination in accordance with our Non-Discrimination Policy;
- conduct security investigations and risk assessments;
- verify or authenticate the information you provide;
- perform checks on databases and other sources of information, including background checks or police inquiries;
- comply with our legal obligations, protect the health and well-being of our Merchants, Clients, Mobtakers and members of the public;
- resolve disputes with our Members;
- enforce our contracts with third parties;
- comply with the law, respond to legal requirements, prevent harm and protect our rights (see section 4.5)
- enforce our Terms and other policies
- in connection with the above activities, we may profile based on your interactions with the Mobfix Platform, your profile information, other content you submit to Mobfix and information obtained from third parties. In limited cases, automated processes may restrict or suspend access to the Mobfix Platform if they detect activities that we believe pose security or other risks to Mobfix, our community or third parties. If you would like to challenge the decision based on the automated process, please contact us via the Contact Information section below.

3.3 Provide, customize, evaluate and improve our advertising and marketing. We may use personal information to:

- send you promotional messages, marketing, advertising and other information based on your preferences and social media advertising through social media platforms and push and in-app notifications;
- customize, evaluate and improve our advertising;
- administer referral programs, rewards, surveys, sweepstakes, contests or other promotional activities or events, sponsored or managed by Mobfix or our third-party business partners;
- analyze characteristics and preferences for sending you promotional, marketing, advertising and other information that we believe may be of interest to you; and
- invite you to relevant events and opportunities.
- Mobfix will only share data with partners that have a privacy policy that offers compatible levels of protection to that offered by this statement.

You may opt-out of receiving further marketing notifications at any time by contacting suporte@mob-fix.com to request a change in preferences.

In addition, we may only share information strictly necessary for this purpose with our partners, for the purpose of developing more relevant marketing campaigns for those interested in the products available on the platform, such as your Member ID, telephone number or email.

3.4 Provide Payment Services.

Personal information is used to enable or authorize third parties to use the Payment Services:

- detect and prevent money laundering, fraud, abuse, security incidents;
- conduct security investigations and risk assessments;
- comply with legal obligations (such as anti-money laundering regulations);
- apply the terms of payment methods and other payment policies;
- with your consent, send promotional messages, marketing, advertising and other information that may be of interest to you based on your preferences;
- and provide and improve the Payment Services.

4. SHARING AND DISSEMINATION

4.1 Sharing with your consent or under your instructions.

When you give your consent, we share your information as described at the time of consent, such as when you authorize a third party app or website to access your Mobfix account or participate in promotional activities of Mobfix partners or third parties.

Where permitted by applicable law, we may use certain information about you, such as your email address, de-identifying and sharing it with social media platforms to generate leads, drive traffic to Mobfix or advertise our products and services.

4.2 Sharing between Members.

To help facilitate appointments or other interactions between Members, we may have to share certain information, such as:

- When placing an order at a partner establishment through our Application, we may share some of your information with that partner car wash, as well as provide you with data regarding the specific order. Shared information may include name and address for Leva e Traz. If necessary, the establishment can ask our support for your cell phone number to contact you.
- In order to carry out the Leva e Traz service, we may share your informed address and name with our partners. If it is necessary to contact the establishment with you (if you cannot find the address, for example) your cell phone number can be shared with them.

4.3 Information you post in Profiles, Ads and other public information.

You can make certain information publicly visible to others, such as:

- Your public profile page, which includes your profile picture, first name, description and city.
- Ad Pages, which include information such as an accurate description of the Merchant's location, calendar availability, profile photo, aggregate demand information (such as the number of page views over a period of time), and information that you want to share.
- Reviews, ratings and other public comments.
- Content in a community or discussion forum, blog post, or social media.

We may display portions of your public profile and other Content that you make publicly available, such as Ad details, on third-party websites, platforms and applications.

Information you publicly share on the Mobfix Platform may be indexed through third-party search engines. In some cases, you can remove this feature in your Account settings.

4.4 Compliance with the law, responding to legal requests, preventing damage and protecting our rights.

We may disclose your information to courts, law enforcement, government or public authorities, tax authorities or authorized third parties, if and to the extent that we are required or authorized to do so by law or when disclosure is reasonably necessary to: (i) comply with our legal obligations; (ii) comply with a valid legal requirement or respond to complaints made against Mobfix; (iii) respond to a valid legal requirement relating to a criminal investigation into a report or suspicion of illegal activity, or to respond to or address any other activity that may expose Mobfix, you or any of our Members to legal or regulatory liability, (iv) administer and enforce our Membership Terms; or (v) protect the rights, property or personal safety of Mobfix, its employees, its Members and members of the public. For example, if permitted under the circumstances set out above, the Property's tax information may be shared with tax authorities or other government agencies.

Where appropriate, we may notify Members of legal requirements unless: (i) notification is prohibited by legal procedure itself, by court order we receive, or by applicable law; or (ii) we believe that notification would be useless, ineffective, create a risk of injury or physical harm to an individual or group, or create or increase a risk of fraud or harm to Mobfix, our Members, or expose Mobfix to an obstruction of justice complaint.

For jurisdictions where Mobfix facilitates the collection and transfer of Taxes where permitted by applicable law, we may disclose Customer information, Mobtakers and Merchants transactions, services, etc. to the applicable tax authority, such as names of Merchant owners, Mobtakers and Customers, addresses of Advertisements, dates and transaction amounts, tax identification number, the amount of taxes received (or due) from Guests by Merchants and/or Mobtakers and contact information.

In jurisdictions where Mobfix facilitates or requires registration, notification, permission or license of a Merchant and/or Mobtaker with the local government authority through the Mobfix Platform and based on local law, we may share information from interested Merchants and/or Mobtakers with the appropriate authority, both during and periodically after the application process, as the Merchant and/or Mobtaker's full name and contact information, tax identification number, Listing information and number of nights booked.

4.5 Service Providers.

We share personal information with affiliated and unaffiliated service providers to facilitate the administration of our business, including service providers that help us: (i) verify your identity or authenticate your identification documents; (ii) verifying information in public databases; (iii) perform background and criminal background checks, fraud prevention and risk assessment; (iv) perform product development, maintenance and debugging; (v) enable the provision of Mobfix Services through third party software platforms and tools (eg through integration with our APIs); (vi) provide customer service, advertising or payments; (vii) process, handle or evaluate insurance or similar claims; and (viii) facilitate non-profit and charitable activities consistent with Mobfix's mission. These providers are contractually obligated to protect your personal information and have access to it to perform these tasks.

4.8 Business Transfers.

If Mobfix performs or is involved in any merger, acquisition, restructuring, sale of assets, bankruptcy or insolvency, we may sell, transfer or share some or all of our assets, including your information related to or contemplated by such transactions (for example , due diligence or due diligence). In this case, you will be notified before your personal information is transferred and is subject to a different privacy policy.

4.9 Advertising and Analysis Services

In order to deliver appropriate advertising and promotions for you, as well as improve our Services, we may also share your anonymized data with companies specializing in marketing and digital data analysis that offer a level of data protection consistent with this Privacy Statement.

4.10 Méson Technology

Mobfix is a brand linked to MÉSON TECHNOLOGY INTERMEDIACAO E AGENCIAMENTO DE NEGOCIOS LTDA, which follows the same standard of personal data protection described in this Privacy Statement and fulfills the same purposes described in this document. When we share your data with Méson Technology holding, the same guarantees and care that we have with your data will be replicated by Méson Technology as a whole.

The sharing of this data will have the following purposes: (a) the development of new products and Services; (b) the offer of products and Services that best meet your interests; (c) generation of statistical and aggregated data about the use of our products and Services and Member profiles.

5. HOW DO WE USE COOKIES AND OTHER TECHNOLOGIES?

Mobfix may use technologies such as cookies, pixel tags, local storage or other identifiers, whether mobile or not, or similar technologies ("cookies and other technologies"), for a variety of functions, but with the aim of helping us to authenticate your account, promote and improve our Services, personalize your experience, and measure the effectiveness of our communication and advertising.

5.1 What are these technologies?

Cookies are small files stored on your browser, mobile phone or other device.

Pixel tags (or clean GIFs, web beacons or pixels) are small blocks of code on a web page that allow them to perform actions such as reading and storing cookies and transmitting information to our database. The resulting connection can include information such as a device's IP address, the time a person viewed the pixel, an identifier associated with the browser or device, and the type of browser in use.

Mobile device identifiers are codes that make it possible to identify your mobile device, either persistently or transiently, such as your Advertising ID or your operating system ID.

5.2 Promote a personalized experience

Mobfix uses cookies and other technologies to remember personal information when you use our Website, Application. Our goal in these cases is to make your experience with us more convenient and personalized.

For example, knowing your first name allows us to display you on the profile screen. Knowing that you have purchased a particular product or used a particular Service allows you to make your advertising and email communications more relevant to your interests.

Along this line, we can also use this information to classify users, identifying them from events carried out, such as the first purchase or download of our app, and from certain characteristics of their profile, such as Customers who only have motorcycles or who carry out more than 2 (two) appointments per month.

5.3 Evaluate the effectiveness of our communication and advertising

We also use this information to understand and analyze trends, administer our processes, learn about Member behavior and gather demographic information about

our Member base generally. In some of our email messages, we use a "click-through URL" (external address) linked to our content. When customers click on one of these URLs, Members are sent to a different server before reaching the landing page on our Service.

We monitor this click-through data to understand interest in certain topics and assess the effectiveness of communications with our customers. If you prefer not to be monitored in this way, please do not click on text or links contained in email messages sent by Mobfix.

Pixel tags allow us to send email messages in formats that Members can read and tell us whether the email has been opened or not. We may use this information to reduce or eliminate messages sent to Members.

6. HOW IS DATA STORED?

6.1 Where is data stored?

The data we collect from you is stored on Trusted Cloud Services of partners that may be located in Brazil or other countries that offer Trusted Cloud Storage Service and commonly used by technology companies, such as the United States of America (USA) and in European countries.

When contracting these Services, Mobfix always seeks companies that employ a high level of security in the storage of their information, establishing contracts that do not violate the privacy definitions provided for in this Statement.

6.2 How long is the data stored?

Mobfix stores your information for the period necessary for the purposes set out in the Mobfix Terms and Conditions of Use and in this Privacy Statement, respecting the data retention period determined by applicable law.

If you request deletion of your account, your personal information provided during your use of our Services will be deleted, except for the purposes permitted by data protection legislation.

In some cases, we may retain your information even if you delete your account, such as mandatory record keeping provided by applicable law, if there is an unresolved issue relating to your account (such as a non-complaint or dispute. resolved), or if

necessary for our legitimate interests, such as preventing fraud and enhancing the security of our Members.

7. DOES MOBFIX TRANSFER DATA TO OTHER COUNTRIES?

International data transfers may be carried out to other countries, such as the United States of America and to countries in the European Union and Latin America, in order to carry out some of the activities involved in the Services provided to you.

In any case of sharing with partners or service providers located in other countries, we contractually establish that the partner has a data protection and information security standard compatible with this Declaration and with the applicable legislation.

8. HOW DO WE PROTECT YOUR DATA?

Mobfix uses its best efforts to respect and protect your personal data against loss, theft, leakage or any type of misuse, as well as against unauthorized access, disclosure, alteration and destruction.

We use the privacy by design principle, respecting your privacy and protecting your data in our internal processes as a whole.

We only handle your data with a high degree of security, implementing industry best practices for data protection, such as encryption techniques, monitoring and periodic security testing.

9. OTHER IMPORTANT INFORMATION

9.1 Analysis of your communications.

We may evaluate, examine or analyze your communications on the Mobfix Platform for the reasons described in the "How we use the information we collect" section of this policy, including fraud prevention, risk assessment, regulatory compliance, investigations, product development, research, analysis, enforcement of our Terms of Use and for customer service purposes. For example, as part of our fraud

prevention efforts, we may review and analyze messages that attempt to mask contact information and references to other websites. In some cases, we may also examine, evaluate or analyze messages to debug, improve and expand the product offering. We use automated methods where reasonably possible. From time to time, it may be necessary for us to manually review communications, such as fraud investigations, customer service, or to evaluate and improve the functionality of such automated methods. We will not evaluate, examine or analyze your communications to send advertising messages from third parties and we will not sell analysis and evaluation of these communications.

9.2 Integrations and third party partners.

Portions of Mobfix may be linked to third party services not owned or controlled by Mobfix, such as Google Maps/Earth. Use of these services is subject to the privacy policies of those providers, such as the [Google Maps/Earth Additional Terms of Use](#), the [Google Privacy Policy](#) (click [here](#) for more information on how Google uses the information) and the [pagar.me](#). privacy. Mobfix does not own or control these third parties, and when you interact with them, you are providing your information to them.

10. YOUR RIGHTS

You may exercise any of the rights described in this section in accordance with applicable law.

10.1 Management of Your Information.

Você pode acessar e atualizar algumas de suas informações pessoais através das configurações de sua Conta. Se você vinculou sua Conta do Mobfix a um serviço de terceiros, como Facebook ou Google, pode alterar suas preferências e desvinculá-la desses serviços nas configurações de sua Conta. Você é responsável por manter suas informações pessoais atualizadas.

10.2 Data Access and Portability.

Em algumas jurisdições, a lei aplicável pode dar a você o direito de solicitar algumas cópias de suas informações pessoais ou informações sobre como lidamos com suas informações pessoais, solicitar cópias de informações pessoais que você nos forneceu em um formato estruturado, comumente usado e legível eletronicamente, e/ou solicitar que enviemos essas informações a outro provedor de serviços (quando tecnicamente viável).

10.3 Data Erasure.

The request for deletion can be sent through the support email contato@mob-fix.com. This email must contain in its subject the following text "**Request to delete data**", and in its body the full name, registration email and telephone number. The request will be processed within 24 hours and verification may be necessary, carried out through one of the user contact channels (phone and/or e-mail).

Please note that if you request that your personal information be deleted:

- We may retain some of your personal information as necessary for our legitimate business interests, such as money laundering prevention, fraud detection and prevention, and security enhancements. For example, if we suspend a Mobfix Account for fraud or security reasons, we may retain certain account information in question to prevent that Member from opening a new one in the future.
- We may retain and use your personal information to the extent necessary to fulfill our legal obligations.
- Information you have shared with others (eg Reviews and forum posts) may remain publicly visible on Mobfix even after your Mobfix Account is terminated. However, the attribution of such information to you will be removed. Some copies of your information (eg log records) may remain in our database but will be unassociated with personal identifiers.
- As we maintain Mobfix in order to prevent accidental or malicious loss and destruction, residual copies of your personal information may remain on our backup systems for a limited period of time.

11. CHANGES TO THIS PRIVACY POLICY

We reserve the right to modify this Privacy Policy at any time in accordance with applicable law. If we do, we will post the revised Privacy Policy and update the "Last Updated" date at the top. In the event of significant changes, we will also provide notice of the changes via email at least 30 (thirty) days prior to their expected effective date. If you do not agree with the revised Privacy Policy, you may cancel your Account. If you do not cancel your Account prior to the effective date of the revised Privacy Policy, your access and/or continued use of the Mobfix Platform will be subject to the revised Privacy Policy.

12. How to exercise your rights as a holder of personal data?

In order to exercise your rights as a holder of personal data, Mobfix provides specific means for requests through the "Help" button in our application, but they can also occur through our official social networks (Instagram, Facebook or LinkedIn).

If you have any questions or concerns regarding this Privacy Statement or any practices described herein, you may also contact us through our Help page on the Platform or through our official channels available on our website mob-fix.com.