



PRIVACY POLICY

PROFITS CONSULTING

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1. INTRODUCTION

Profits Consultoria e Soluções LTDA, or Profits Consulting, takes the protection of personal data seriously. The following policy provides an overview of how we guarantee such protection and what types of data are processed for what purposes. Personal data means any information related to an individual, legal or identifiable, such as their name, email address, telephone, Internet Protocol (IP) address, user behavior, among others.

These terms apply to all Profits Consulting websites, applications, applications, systems, software in general and all digital property.

By accessing any of the above, you expressly agree to the provisions of such term for all of them. Therefore, we ask that you read this document carefully before using any of the services listed. If you do not fully or partially agree with this policy, you should not use our services.

1.1. UPDATE OF TERMS

We remind you by means that, as well as all content and features of our services and channels, these terms may be updated at any time. The appropriate changes will be updated on the Profits Consulting website and its respective services.

2. CONTROLLER

Profits Consulting, Rua da Lapa 180 – Room 910, Centro, Rio de Janeiro/RJ - 20.021-180, contato@profitsconsulting.com.br, controls your personal data in accordance with the General Data Protection Act (LGPD). No. 13,709, of August 14, 2018).

3. RESPONSIBLE FOR DATA PROTECTION

Profits Consulting is responsible for protecting the data of its clients whose environments (systems) are hosted under its control and supervision (Profits cloud). It can be contacted by the data displayed in item 2.

4. DATA CATEGORY

Profits Consulting collects and processes different categories of personal data. The following sections describe the categories of data processed by category.

4.1. USE OF PROFITS SITES

4.1.1. PROTOCOL DATA

When you visit any of the Profits Consulting websites (www.profitsconsulting.com.br; www.profits.consulting; www.e-clic.net; www.saprod.com.br; www.pro-tests.com; www.pft.net.br, and related subdomains, as well as client domain system installations) the following data is transmitted from your server:

- IP address
- Date and time of request
- Greenwich Mean Time (GMT) time difference
- Content of the request
- Access Status / HTTP Status Code
- Volume of data transmitted each time
- Site from which the request comes

- Browser software, including language, version, and user agent
- Operating system and its interface
- Visitor's country of origin

4.1.2. COOKIES

Also, when a user visits our site, cookies are stored on their computer. Cookies are small text files stored on your hard drive in association with the browser you are using. Cookies cannot launch programs or deliver viruses to your computer. They serve the purpose of making the service provided by Profits Consulting more user-friendly and effective.

4.1.3. WEB ANALYSIS

Profits Consulting uses web analytics applications and marketing tools, social media plug-ins and integrated third-party services. Through these applications and tools, the personal data set forth in this Privacy Policy is collected and may be combined with other personal data we collect.

4.2. CONTACTING PROFITS

When you contact Profits Consulting via any of our websites, we collect all information you submit, such as your first name, last name, email address, company, phone, subject, and message description. We will use the information we collect to contact you and fulfill your request.

For messages that require translation, our employees may use third party translation tools to process your query. Therefore, for privacy reasons, we recommend that you avoid filling in personal information in the subject line and message field.

4.3. SENDING A TICKET

If you submit a ticket to Profits, we will process your email address and any additional information submitted in connection with the ticket. Our tickets are collected by third party tools and are subject to their privacy policies.

4.4. USING A QUOTATION REQUEST

When requesting a quote for one of our products, Profits Consulting will collect and process any information you submit, such as first name, last name, phone number, email address, and more. We may also store some or all of this information in our customer relationship management system, which may or may not be facilitated by a third party service provider.

4.5. PURCHASE OF A LICENSE

If you purchase a license for any of our software, we will collect and process any information you submit, such as your first name, last name, address, phone number, email address, company, payment method, and more. We will also process information to support payment processing, including a payment token (if applicable), provided by our payment service providers as a record of the transaction. When you issue our invoice, the corresponding data such as invoice ID, price paid, currency, invoice date, and tax code will be collected and processed.

After purchasing a license, Profits Consulting may create a corresponding license key (if applicable).

Data collected during any purchase will be stored and processed in our customer relationship management system, which may or may not be facilitated by a third party service provider.

We may also use your email address to provide relevant information regarding our products and services.

4.6. PROFITS CONSULTIGN CONTACTING

If you purchase a license for any of our software, Profits Consulting will process your data, such as email address, first name, and last name, to provide you with relevant information regarding the company's products and services.

In our emails, we want to provide you with more relevant information, so we may, through third party tools, track interactions with sent emails (for example, if you open the email, click the links, among others).

We may use the contact information you provide in the course of activities to contact you. In this context, we may contact you via any of the means provided, in addition to submitting relevant informational and / or promotional information.

In addition, we may combine the information you send us and interactions on our communication channels (tickets, phone, email, among others) and perform various analyzes on this data.

4.7. RESEARCHES

If you participate in one of our surveys, we will collect and process the data explicitly requested there, as well as your username, access environment (URL), and IP address.

5. WEB ANALYSIS AND APPLICATIONS

Profits Consulting uses Google Analytics, a web analytics service provided by Google LLC, 1600 Amphitheater Parkway, Mountain View, CA 94043, USA, or any other affiliate of Google LLC, or Google.

Profits Consulting uses ZenDesk, a helpdesk and ordering solution service, provided by Zendesk Incorporation, 1019 Market Street, San Francisco, CA 94103, USA, or any other Zendesk Incorporation affiliate, or Zendesk.

Profits Consulting uses Tawk.to, a website chat and messaging service provided by tawk.to Incorporation, 187 East Warm Springs Road, SB119, Las Vegas, NV 89119, USA, or any other tawk.to Incorporation affiliate, or Tawk.to.

Profits Consulting uses Pipedrive, a customer relationship tracking service provided by Pipedrive, 560 Park Avenue S, New York, NY 10016, USA, or any other Pipedrive affiliate.

6. ESTABLISHING A CONNECTION

Whenever you access a Profits Consulting application, the server infrastructure registers your device for a connection session. For this, Profits Consulting collects and processes your IP address, location, access ID, username, access behavior data and session metadata such as access time, end time, among others.

7. WHAT TO DO TO REJECT OR REMOVE COOKIES

If you wish to restrict or block cookies set by any website or application, do so through the web browser settings for each browser you use on each desired device.

Below are some links to relevant information from popular browsers.:

- Google Chrome (<https://support.google.com/chrome/answer/95647?hl=en>)
- Internet Explorer (<https://support.microsoft.com/en-us/help/260971/description-of-cookies>)
- Microsoft Edge (<https://support.microsoft.com/en-us/help/4468242/microsoft-edge-browsing-data-and-privacy-microsoft-privacy>)
- Mozilla Firefox (<https://support.mozilla.org/en-US/kb/cookies-information-websites-store-on-your-computer>)
- Safari (macOS) (<https://support.apple.com/en-us/guide/safari/sfri11471/mac>)
- Safari (iOS e iPadOS) (<https://support.apple.com/en-us/HT201265>)
- Opera (<https://www.opera.com/en-us/help>)
- Opera (Android) (<https://help.opera.com/en-us/mobile/android/#privacy>)

- Google Activity (https://support.google.com/nexus/answer/54068?visit_id=0-636620904019897372-3345341377&hl=en&rd=1)

Be aware that some of our services will not work if your browser does not accept cookies. If you do not wish to accept cookies from Profits Consulting emails, simply close the email before downloading any images or clicking on any links. You can also set your browser to restrict or reject cookies. These settings will apply to all cookies on websites and emails. In some cases, depending on your email or browser settings, cookies in an email may be accepted automatically. Check the instructions in your email browser or device for more information on this.

If you want to restrict or block the cookies we set, you can do so in your browser settings. The help function in your browser should tell you how.

We may incorporate external content from third party websites into our site from time to time. In addition, we sometimes partner with third parties who provide services for which you may browse our site. These third parties may use cookies, you can find out about their approach to cookies on their websites.