

PRIVACY POLICY

Welcome to Cral!

I. INTRODUCTION

1. Hello! Thank you for your interest in the products of Cral ("We", "Our" and its variations, and "Cral"). We are a company in the healthcare supply business and are committed to manufacturing and distributing products of the highest quality. To establish a relationship of trust and transparency with you, We have prepared this document ("**Privacy Policy**" or "**Policy**") for you - *our customer, supplier or service provider* - i.e., data subjects that have a relationship with Cral.

2. In this Policy, you will find more information about how your personal data are collected, processed, and shared, as well as about what your data subject's rights, in compliance with the applicable legislation, especially with Law No. 13,709/2018 (Brazilian General Data Protection Law - "LGPD"). **Enjoy your reading!**

II. WHAT DATA DO WE COLLECT AND FOR WHAT PURPOSES?

3. To properly supply Our products to you, We may collect your personal data, which will be stored in Our systems. Below, We detail the forms of the processing performed:

Data Categories	Data description and purpose of data processing
Registration data of individual clients or representatives of legal entities	Cral may collect personal data such as name, CPF, phone number, date of birth, address, and functional email of clients or representatives of legal entities. This data is collected to: make possible the contact between Cral, and the third party, maintenance of the

	client's file, registration, sale, and post-sale, issuance of the order and invoice, withdrawal of material, contract draft, credit analysis and data for effective payment.
Supplier and service provider personal data	Cral may collect data from companies and service provider partners and their partners such as name, cell phone number, landline phone, ID, CPF, address, functional email, and date of birth. This data is collected for maintaining the registry, approving the performance of the supplier and service provider, analyzing the credit situation, drafting contracts, evaluating the available applicable regulatory documentation, issuing invoices, as well as guaranteeing the relationship of trust between the parties. In the case of drivers and responsible for the carriers, We can process and collect data such as CNH (driver's license), name, email address, CPF, ID, photo, driver's signature, and vehicle data.
Online monitoring data and registration data of website users	<p>We may collect the name and the email of users of Cral's website when the data subject inserts the data in the newsletter form, which assists us in marketing activities, distribution of activities of Cral and requests for quotations of products of Cral via Our website. In the case of the "Contact Us" section, We collect the user's name, company name, email, phone number, city and state through the form to be filled out on the site to respond to demands, criticism or suggestions for improvement.</p> <p>We may also use proprietary or third-party - tools for monitoring activities performed while you access Our site, such as cookies, analytics, and performance tools. More information about cookies and similar technologies used on Our website is available in this Policy's chapter about Cookies.</p>
Data collected at events	Cral may collect personal data, such as images, when attending events, fairs, and the like for institutional purposes, collecting due authorization when necessary.
Data collected and stored to fulfill a legal or regulatory obligation	We may collect data for compliance with specific legal or regulatory obligations arising from the products sold by Cral. For example, We may collect documentation related to the regularization or licensing of regulatory institutions from clients and suppliers to assess the client's suitability to receive sanitary control products.
Data processed for the regular exercise of rights by Cral in legal, administrative or arbitration proceedings	We may process personal data so that We can analyze and prove facts and issues from a legal perspective, to act and instruct judicial, administrative or arbitration proceedings in which Cral is a party or interested, as well as when necessary to respond to court orders or other subpoenas sent by competent bodies. Thus, We can keep the client's registration for a certain period in Our database.

III. TO WHOM MAY WE SHARE YOUR PERSONAL DATA?

4. Cral may share your personal data with third parties within the limits of applicable law. They are:

CRAL'S THIRD PARTIES/COMMERCIAL PARTNERS	
FINANCIAL INSTITUTIONS for the payment of employers and Cral's financial management, as well as with credit bureaus when necessary for consultation in systems. Example: Banco Itaú and SPC.	PARTNERS AND SERVICE PROVIDERS for the realization and provision of services. Example: logistics (Post Office) and accounting companies, data hosting companies, information security partners, and marketing companies (Creative Edition).
PUBLIC BODIES to comply with legal or regulatory obligations and orders issued by competent public authorities, as well as to meet judicial, administrative, or arbitral requests. Example: health regulatory agency request, court order, search warrant, or subpoena.	

IV. HOW IS YOUR PERSONAL DATA STORED BY CRAL AND FOR HOW LONG?

5. All data processed by Cral is stored in secure servers and systems, in compliance with the best requirements established by current legislation and based on the constant implementation and updating of the best security and privacy market practices, ensuring the integrity and the protection of your personal data.

6. In this way, We will process your personal data only for the period necessary for the purposes for which it was collected. More specifically, We will keep personal data for at least as long as Our commercial, contractual or legal relationship is in force, or comply with a legal or regulatory obligation, or for the regular exercise of Our rights in judicial, administrative, or arbitration proceedings, taking the relevant statute of limitations and limitation periods as the limits of storage.

V. DATA INTERNATIONAL TRANSFER

7. In Our products, We always seek to enter into partnerships ensuring a high level of security in the storage of information, seeking to establish contracts that comply with the terms of this Privacy Policy and the applicable legislation on data protection. Our goal is to maintain partnerships capable of guaranteeing the same levels of protection conferred in this Privacy Policy. Your data may also be stored on servers located outside Brazil, including, but not restricted to, cloud computing servers that follow international standards for the processing and security of personal data.

VI. YOUR RIGHTS REGARDING THE PROCESSING OF YOUR PERSONAL DATA

8. You may exercise your rights regarding the processing of your personal data as established by the LGPD, which must be requested expressly by you (data subject) or by your legal representative, with proof of ownership. Know your rights:

- **Right to information (Art. 9 and 18, VII and VIII, LGPD)**

You have the right to be informed about: (i) the purpose, form and duration of the processing; (ii) the identification and contact information of Cral; (iii) information about the sharing of your data with public and private entities, the purpose of this sharing and the responsibilities of the processing agents involved; and (iv) how to exercise other rights provided by law, with explicit mention to the rights of art. 18 of the LGPD, such as the possibility of not providing consent and its consequences, when this is requested by Cral.

- **Right to access by the data subject and confirmation of processing (Art. 18, I and II, LGPD);**

You can confirm whether We process your personal data, as well as request access to this information.

- **Right to rectification (Art. 18, III, LGPD);**

You may request the correction of your incomplete, inaccurate or outdated data in Cral's database. When the rectified data is shared with third parties, Cral will endeavor to inform them of the need to update it (art. 18, § 6, LGPD), except when such communication proves impossible or involves a disproportionate effort.

- **Right to anonymization, blocking or elimination of unnecessary or excessive data (Art. 18, IV da LGPD) and**

opposition (Art. 18, § 2. LGPD);

When the personal data being processed is unnecessary, excessive, or processed in breach of this Policy or of applicable law, you may request us, where applicable: (i) to anonymize your data; (ii) to block your personal data; (iii) to delete your personal data; or (iv) to oppose processing, even if such data is processed on a legal basis other than consent. Cral recommends that your request indicates the reasons why you believe that your data is being processed unlawfully. In such cases, We may return to you with more precise information and answers regarding the facts in question. In such cases, We will register your request and if any of these hypotheses are verified and diagnosed, Cral undertakes to delete the questioned data. In case it is not possible to verify any irregularity, We will inform you about it and try to solve eventual doubts related to Our processing activities.

- **Right to withdraw consent and delete personal data processed with the consent of the data subject (Art. 18, VI and IX, LGPD);**

It is possible for you, freely and at any time, to revoke your consent to certain data processing using express, free, and facilitated manifestation, whenever this is the legal basis used.

- **Right to data portability (Art. 18, V, LGPD)**

You may request that your data be transmitted to other companies, depending on your interests, if it does not violate Cral's intellectual property or trade secrets.

9. Cral will endeavor to comply promptly with all requests sent by data subjects to the email address lgpd@cralplast.com.br. However, in some cases, there may be legitimate reasons for Cral not to fulfill a request due to the existence of an obligation to retain data, whether to comply with legal or regulatory obligations or to enable the defense of Cral or third parties in disputes of any nature. You will be informed and be sought to resolve any doubts.

10. When you buy some of Our products that require data sharing, you understand that such data may be processed by Partner in accordance with its privacy policies.

VII. COOKIES

11. Our website may utilize cookies and/or similar technologies. Cookies are a standard feature of platforms that allow them to store small quantities of the platform's browsing and visiting data in their computer or mobile device. Cookies help Cral to learn, for example, which areas of the website are useful to you and which need improvement.

12. You may opt to accept the use of cookies and similar technologies in general by changing your browser settings. Information on the procedure for enabling or disabling cookies can be found on your internet service provider's website via the help screen, or via the following links: [Chrome](#); [Firefox](#); [Microsoft Edge](#); [Internet Explorer](#). However, if you disable them, your experience on the website may be reduced and some features may not function as expected.

Cookies and similar technologies that We may make use in Our website

13. Below are the different types of cookies and similar technologies that may be used by Cral:

- ☐ **Strictly necessary Cookies:** these cookies enable you to navigate around the site and use its features. Without these cookies, the site will not perform as well as intended and you may not be able to use certain features.
- ☐ **Functionality Cookies:** preference cookies collect information about your choices and preferences, allow Cral to remember language and other local settings and customize the site to your preferences.
- ☐ **Analytics Cookies:** these cookies collect information about your use of the site and allow Cral to improve and correct the functionality of the platform. For example, analytics cookies indicate which pages are most visited on the platform, the time spent, and links clicked on pages, as well as help to record any difficulties you have experienced. This allows Cral to see general site usage patterns. This information is used only for analyzing platform traffic and does not identify individual information about you.

❑ **Browser or device information:** certain information is collected by most browsers or automatically by the device such as your Media Access Control (MAC) address, computer type (Windows or Mac), screen resolution, operating system name and version, device manufacturer and model, language, and the type and version of Internet browser you are using. Cral may use this information to ensure that the platform functions correctly.

VIII. CHANGES IN OUR PRIVACY POLICY AND GENERAL PROVISIONS

14. We may change this Privacy Policy at any time without previous notice. In case of changes, We will make the new Policy available to all users on Our website.

15. If you have any questions about this Privacy Policy, please reach out to lgpd@cralplast.com.br.

IX. APPLICABLE LAW AND COMPETENT JURISDICTION

16. This Privacy Policy is ruled by Brazilian Law. Any litigation related to the website, the Privacy Policy or its contents must be subjected to the district court of the Cotia City, State of São Paulo, except in the instances when there's a legal provision stating otherwise.

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