

TERMS AND CONDITIONS OF USE AND DATA PROCESSING

OCEAN NETWORK PTE EXPRESS. LTD., represented by its shipping agent **OCEAN NETWORK EXPRESS (LATIN AMERICA) AGÊNCIA MARÍTIMA LTDA. - ONE**, is one of the largest international shipping companies, and values the quality and satisfaction of products and services provided to customers.

We know the importance to our customers about security and transparency about how their data will be treated. And this is exactly our commitment to “you”, the customer, guaranteeing that your personal and sensitive data will only be released with your express authorization, so we hope to provide the best and safest experiences with our products and services. Your privacy is important to us!

To ensure clear and precise rules, we have elaborated the terms below, which we request your careful reading and later acceptance.

By this document the CLIENT identified below consents and agrees that **ONE** takes decisions regarding the treatment of its personal data, as well as the treatment of its personal data, involving operations such as those relating to the collection, production, reception, classification, use, access, reproduction, transmission, distribution, processing, archiving, storage, deletion, evaluation or control of information, modification, communication, transfer, dissemination or extraction.

ONE is authorized to make decisions regarding the treatment and to carry out the treatment of the following CLIENT data.

Personal data:

Name:

e-mail:

Purposes of Data Processing:

The processing of personal data listed in this term has the purpose of processing and using the data obtained individually or anonymously reported for the development of smart and personalized solutions related to the information obtained in the "Customer Satisfaction Survey" sent on the October XX 2020.

Data Sharing:

ONE is authorized to process personal data and responses to the survey carried out with collaborating CLIENTS, if necessary for the purposes listed in this term, subject to the principles and guarantees established by the General Data Protection Law, Law No. 13.709/2018.

Data Security:

ONE is responsible for maintaining security, technical and administrative measures capable of protecting personal data from unauthorized access and accidental or unlawful situations of destruction, loss, alteration, communication or any form of inappropriate or illicit treatment.

In compliance with art. 48 of Law No. 13.709/2018, **ONE** will notify the CLIENT and the National Data Protection Authority (ANPD) of the occurrence of a security incident that may cause significant risk or damage to the Cardholder, being obliged to:

Maintain the confidentiality of all personal data related to that term;
Not transferring CLIENT's personal data outside of Brazil without their prior authorization, AND, once authorization has been granted, there is the appropriate term of transfer agreement or other appropriate mechanism for purposes of compliance with the LGPD (Law No. 13,709 / 2018);
Only treat the CLIENT's personal data for the purposes described here, fulfilling the obligations expressed in this term and under the CLIENT's written guidelines;
Inform the CLIENT, immediately, if (a) it considers that an orientation on the treatment of the CLIENT's personal data given by it violates any applicable law, or (b) it is required by law or decision of an administrative or judicial authority to process personal data of the CLIENT other than those agreed in this term;
Ensure that all of its personnel, agents and subcontractors who have access to the CLIENT's personal data are subject to the obligation to maintain confidentiality about such data;
Inform the CLIENT about any change in policies, communications or procedures related to the protection of personal data;
Not to reveal or transfer any personal data of the CLIENT to third parties without the prior and express consent of the latter, except for an agent or subcontractor who, prior to such disclosure, has established, by means of a written contract, to be bound by obligations that are not less onerous than those established in this term;
To be fully responsible for all acts and omissions of its employees, agents or subcontractors, in the same way with respect to its own acts and omissions.

End of Data Processing:

ONE may maintain and process the CLIENT's personal data for the entire period in which they are relevant to the achievement of the purposes listed in this survey. In cases where personal data are anonymized, thus without the possibility of association with the individual, they may be kept for an indefinite period.

The CLIENT may request via email or correspondence to **ONE**, at any time, that the CLIENT's non-anonymized personal data is deleted and, in this case, he is aware that it may not be possible for **ONE** to continue providing products or services to the CLIENT a from the deletion of personal data.

CLIENT's rights:

The CLIENT has the right to obtain from **ONE**, in relation to the data processed by him, at any time and upon request:

- a) Confirmation of the existence of treatment;
- b) Access to data;
- c) correction of incomplete, inaccurate or outdated data;
- d) Anonymization, blocking or elimination of unnecessary, excessive or treated data in disagreement with the provisions of Law No. 13.709 / 2018;
- e) Data portability to another service or product supplier, upon express request, in accordance with the regulations of the national authority, subject to commercial and industrial secrets;
- f) Elimination of personal data processed with the consent of the holder, except in the cases provided for in art. 16 of Law No. 13,709;
- g) Information on public and private entities with which the controller shared data use;
- h) Information about the possibility of not giving consent and about the consequences of the refusal;
- i) Revocation of consent, pursuant to § 5 of art. 8 of Law No. 13,709 / 2018.