

General Terms and Conditions of Contract

Version 2, effective as of 15/09/2026. Replaces version 1, of 08/06/2026.

These General Terms and Conditions of Contract (“General Terms and Conditions”) apply to the contracting of Products and/or Services supplied by RELEVANTI TECNOLOGIA E SERVICOS LTDA, headquartered at Alameda Rio Negro, 500, salas 2213 e 2214, Alphaville Centro Industrial e Empresarial, CEP 06454-000, in the city of Barueri, State of São Paulo, enrolled with the CNPJ under No. 53.178.015/0001-00 (“RELEVANTI”).

Reading, understanding and accepting these General Terms and Conditions are conditions for the use of the Products and/or Services offered by RELEVANTI. By entering into the Service Order, the Customer represents that it has read, understood and accepts these General Terms and Conditions and agrees to be bound by them, in its own name and on behalf of its Users.

THE CUSTOMER, THROUGH ITS REPRESENTATIVE, REPRESENTS AND WARRANTS, FOR ALL PURPOSES, THAT IT HAS READ, UNDERSTOOD AND AGREES WITH THESE GENERAL TERMS AND CONDITIONS, AND THAT ITS REPRESENTATIVE HAS THE CAPACITY AND THE POWERS NECESSARY TO ACCEPT THEM ON BEHALF OF THE LEGAL ENTITY IT REPRESENTS.

1. Main definitions

1.1. Without prejudice to the other definitions set out in these General Terms and Conditions, the expressions below shall have the definitions established as follows, whether in the plural or in the singular:

- (i) AI AGENTS: features of the RELEVANTI PLATFORM that use artificial intelligence models to generate content, suggestions and analyses or to perform tasks, according to the Plan contracted.
- (ii) CUSTOMER: the legal entity contracting the Products and/or Services offered by RELEVANTI.
- (iii) SPECIALIST: a management specialist who will provide technical support, training and specialized consulting to the Customer, as set out in the Service Order.
- (iv) ONBOARDING: the set of initial configuration and training activities necessary for the start of use of the RELEVANTI PLATFORM, according to the scope described in the Service Order.
- (v) PLAN: the contracting modality of the RELEVANTI PLATFORM (Starter, Business or Enterprise), with the modules and features described in the Service Order.
- (vi) RELEVANTI PLATFORM: the SaaS (software as a service) solution owned by RELEVANTI, through which the User may use the available features, according to the Plan contracted.
- (vii) PRIVACY POLICY: RELEVANTI's Privacy Policy, available for consultation and download on RELEVANTI's website.
- (viii) PRODUCTS AND/OR SERVICES: the Products and/or Services contracted by the Customer, under the terms of the Service Order.
- (ix) SERVICE ORDER: the instrument entered into between the Customer and RELEVANTI that governs the specific commercial conditions applicable to the contracting of the Products and/or Services.
- (x) SUBPROCESSOR: a third party engaged by RELEVANTI that carries out Processing of Personal Data on its behalf, such as cloud hosting providers and artificial intelligence model providers.
- (xi) GENERAL TERMS AND CONDITIONS: these General Terms and Conditions of Contract and their annexes, which, together with the Service Order, form the agreement between the Parties.
- (xii) USER: the natural person who accesses the RELEVANTI PLATFORM, who may be a representative of the Customer or an employee authorized by the Customer to use the RELEVANTI PLATFORM on its behalf.

2. Products and/or services

2.1. These General Terms and Conditions apply to all Products and/or Services offered by RELEVANTI, including, in addition to the RELEVANTI PLATFORM, the services indicated below.

2.1.1. **Onboarding.** The Onboarding shall follow the scope, the number of sessions and the estimated term set out in the Service Order. The Customer shall appoint a person responsible for the Onboarding and provide the information and data required within the agreed deadlines. Delays caused by the Customer extend the Onboarding term and do not suspend the charges set out in the Service Order.

2.1.2. **Relevanti Consulting.** Upon contracting the Consulting modality, the Customer shall have access to the services of a Specialist, with a scope defined between the Parties and charges according to the hourly rate set out in the Service Order, subject to an estimate previously approved by the Customer. The Customer shall make only requests compatible with the defined scope and shall align the Specialist's demands with RELEVANTI at least 15 (fifteen) days in advance of the desired start date. With respect to the Specialist, the Customer shall: (i) provide RELEVANTI, with feasible advance notice, with all information and data necessary for the provision of the services, it being understood that RELEVANTI shall not be liable for the non-use of information provided after the stipulated deadline; and (ii) provide all data and specifications necessary for the full performance of the activities, including information on and the context of the Customer's internal policies.

2.1.3. **Sharing of Anonymized Data.** The Customer irrevocably and irreversibly authorizes the data provided to RELEVANTI, directly or indirectly, by reason of the contracting of any Product and/or Service, to be used by RELEVANTI in an anonymized and aggregated form, for statistical purposes and for the composition of comparative and benchmarking databases, ensuring the absence of any personal data that is identifiable or that allows the re-identification of individuals.

2.2. Only the Products and/or Services contracted, as described in the Service Order, shall be provided to the Customer and its Users.

2.2.1. The contracting of additional Products and/or Services shall be carried out by means of an amendment to the Service Order, in which the amounts and other applicable conditions shall be described. The inclusion of additional Users shall not depend on an amendment and may be requested by the Customer at any time, in writing or through the RELEVANTI PLATFORM, and shall be charged according to the amounts and rules set out in the Service Order.

2.3. All Users linked to the Customer must accept these General Terms and Conditions and the Privacy Policy before using the Products and/or Services.

3. Relevanti Platform

3.1. The license to use the RELEVANTI PLATFORM is granted on a non-exclusive basis, and RELEVANTI remains free to grant licenses of use to any third parties, even if they are competitors of the Customer.

3.2. The RELEVANTI PLATFORM is made available as standardized software. Customizations, custom apps, integrations and specific parameterizations shall only be carried out when provided for in the Plan contracted and within the scope described in the Service Order. Demands outside such scope shall be treated as specialized Consulting, subject to an estimate previously approved by the Customer. Any customizations, adaptations, integrations, parameterizations, updates, new versions or any alterations made by RELEVANTI shall be its exclusive property and may be made available, at its discretion, to the other customers of the RELEVANTI PLATFORM, provided that they do not reveal the Customer's Confidential Information or business secrets.

3.3. Use of the RELEVANTI PLATFORM depends on electronic equipment and devices connected to the internet at a speed compatible with its processing. Access and use may be impaired by reason of the operating system version or the technical conditions of the devices used by the User. The adequacy and updating of devices, browsers and operating systems are the Customer's responsibility. RELEVANTI shall not be liable for damages arising from the discontinuation or alteration of old versions of the RELEVANTI PLATFORM.

3.4. It shall be incumbent upon the User to ensure the secrecy of its credentials for access to the RELEVANTI PLATFORM and to see that its devices are not used or accessed by unauthorized persons, undertaking to notify RELEVANTI immediately should it become aware of any unauthorized use of or access to its account.

3.5. AI Agents.

3.5.1. The AI Agents generate results in an automated and probabilistic manner, which may contain inaccuracies, omissions or errors. It is incumbent upon the Customer and the Users to review the results before using them, in particular in decisions that affect employees.

3.5.2. The Customer shall not use the results of the AI Agents as the sole basis for decisions that affect the interests of natural persons without human review, observing the right to review set out in article 20 of Lei nº 13.709/2018 (the Brazilian General Data Protection Law, or “LGPD”).

3.5.3. **Models contracted by RELEVANTI.** Certain AI features, such as the Ask Relevanti assistant, operate with models from providers contracted by RELEVANTI, which act as Subprocessors under the terms of Clause 9. With respect to such providers, RELEVANTI does not use, and does not authorize them to use, the Customer Data for the training of artificial intelligence models.

3.5.4. **Models and services connected by the Customer.** The RELEVANTI PLATFORM allows the Customer to connect its own access credentials to artificial intelligence model providers and to third-party services, including by means of connectors. In such case, the relationship is established directly between the Customer and the provider chosen by it, and it is incumbent exclusively upon the Customer to: (i) engage the provider and accept its terms of use and privacy policy; (ii) verify the conditions for the use of data for the training of models; (iii) assess any international transfer of data and the applicable legal bases; and (iv) manage, protect and revoke its credentials. RELEVANTI is limited to transmitting to the chosen provider the data determined by the Customer, and is not liable for the Processing carried out by such provider.

3.5.5. All actions of the AI Agents are recorded in the audit trail of the RELEVANTI PLATFORM.

4. Obligations and responsibilities of the Customer

4.1. Without prejudice to the other obligations set out in these General Terms and Conditions, in the Service Order and in the Privacy Policy, the Customer undertakes, for itself and for its Users, to:

- (i) pay punctually the amounts due to RELEVANTI, under the terms of the Service Order;
- (ii) be responsible for the regularity, lawfulness and compliance of its activities with the legislation in force;
- (iii) present or provide the documents and information requested by RELEVANTI for the offering of the Products and/or Services, observing the established deadlines, failing which the offering of the Products and/or Services may become impossible;
- (iv) appoint a person responsible within its organization for direct contact with RELEVANTI's support and Onboarding teams;
- (v) keep secure and confidential the logins and passwords for access to the RELEVANTI PLATFORM, it being understood that RELEVANTI has no control over their provision or use;
- (vi) not make use of the RELEVANTI PLATFORM in a manner that entails a violation of the applicable legislation, of these General Terms and Conditions, of the Service Order or of the Privacy Policy;
- (vii) not copy, assign, license, sublicense, sell, lease, pledge as security, distribute, share, reproduce, donate, dispose of, make available, grant access to or transfer, in whole or in part, on any basis, the software of the RELEVANTI PLATFORM, its modules, parts, manuals or any information relating to it, including any and all RELEVANTI content;
- (viii) not decompile nor promote or facilitate reverse engineering, improper access or attempted access to the source code of the RELEVANTI PLATFORM;
- (ix) not use the RELEVANTI PLATFORM to obtain information protected by confidentiality, business secret or privacy and personal data protection legislation;
- (x) not violate, or attempt to violate, information security systems of RELEVANTI or of third parties, nor attempt to obtain unauthorized access to computer networks;

- (xi) not employ software, techniques or devices to make improper use of the RELEVANTI PLATFORM in practices harmful to RELEVANTI or to third parties, such as hacking, scraping, crawling, exploits, spamming, flooding, spoofing, crashing and rootkits;
- (xii) not carry out acts that cause contamination of or harm to equipment of RELEVANTI or of third parties, including by transmitting files containing viruses, worms, malware, bots, backdoors, spyware, rootkits, Trojan horses or any other contaminating or destructive program;
- (xiii) not engage in conduct that may interfere with the proper functioning of the RELEVANTI PLATFORM;
- (xiv) not use the RELEVANTI PLATFORM for a purpose other than that for which it was made available;
- (xv) not use the RELEVANTI PLATFORM, nor allow its use, for the benefit of third parties unrelated to the Customer;
- (xvi) not allow persons not authorized by RELEVANTI to carry out maintenance, repairs or installations on the RELEVANTI PLATFORM;
- (xvii) not violate or threaten the rights and interests of RELEVANTI; and
- (xviii) not use the RELEVANTI PLATFORM to develop or operate a similar or competing product, nor facilitate access to the RELEVANTI PLATFORM by a competitor of RELEVANTI.

4.2. The Customer represents that it is fully aware of the characteristics, scope and limitations of the RELEVANTI PLATFORM and that, after assessment, it agreed to contract it in the state in which it is found.

4.3. The Customer is responsible for its Users and shall indemnify RELEVANTI and/or third parties for damages or losses caused by them. Should RELEVANTI be compelled to take part in judicial or administrative proceedings related to such responsibility, the Customer shall reimburse RELEVANTI for the legal and financial burdens incurred, without prejudice to any losses and damages.

4.4. In the event of a violation of these General Terms and Conditions, of the Service Order, of the Privacy Policy or of a legal provision by the Customer or by its Users, RELEVANTI may, upon prior notice to the Customer and without prejudice to other measures: (i) suspend or limit the access of the Customer and of its Users to the RELEVANTI PLATFORM and to the other Products and/or Services; (ii) suspend or block, temporarily or definitively, the account of the Customer and of its Users; and/ or (iii) take the applicable civil or criminal measures. Prior notice shall be waived in the event of a risk to the security of the RELEVANTI PLATFORM or of third parties, or of a legal determination or a determination of a competent authority.

4.4.1. During any suspension, RELEVANTI shall keep the Customer's data stored. In the event of definitive termination, the provisions of Clause 13.4 shall apply. RELEVANTI shall not be liable for loss of profits or loss of opportunity arising from a suspension carried out under the terms of this clause.

4.4.2. In the event of a violation of the obligations set out in items (vii) to (xii) and (xviii) of Clause 4.1, the Customer shall be subject to the payment of a non-compensatory penalty in favor of RELEVANTI equivalent to the total amount paid by the Customer in the last 12 (twelve) months. If 12 (twelve) months of term have not yet elapsed, the penalty shall be calculated on the basis of the average monthly amount paid by the Customer, multiplied by 12 (twelve).

5. Obligations and responsibilities of Relevanti

5.1. RELEVANTI undertakes to:

- (i) use its best efforts to maintain the RELEVANTI PLATFORM with the highest possible availability rate, except in the following events: (a) interruptions necessary for technical adjustments or maintenance, notified in advance; (b) emergency interruptions to preserve the security of the RELEVANTI PLATFORM, to prevent or stop attacks and to implement security fixes; (c) unavailability caused by acts of God or force majeure, actions of governmental authorities, floods, fires, earthquakes, civil unrest, acts of terrorism, strikes or discontinuities of technology, hosting, telecommunications and electricity suppliers; and (d) suspensions determined by competent authorities or arising from non-compliance with these General Terms and Conditions, with the Privacy Policy or with the Service Order;
- (ii) provide remote maintenance and technical support for the resolution of problems or failures in the functioning of the RELEVANTI PLATFORM; and

(iii) use its best efforts to protect, by means of market-standard security measures, the confidentiality of the information entered into the RELEVANTI PLATFORM or made available by the Customer and its Users.

5.2. RELEVANTI adopts security measures adequate to market standards for the protection of the RELEVANTI PLATFORM and of the data contained therein. The Customer and the Users acknowledge, however, that no system is absolutely immune to attacks, and RELEVANTI shall not be liable for the deletion, obtaining, use or unauthorized disclosure of information resulting from attacks that it could not reasonably have prevented by means of such security standards.

5.3. RELEVANTI shall provide technical support to clarify doubts and resolve problems related to the RELEVANTI PLATFORM through the channels and during the hours indicated in the Service Order. Any changes to channels and hours shall be communicated to the Customer in advance, without a reduction in the level of service contracted.

5.4. Availability targets or service levels (SLA) apply only when expressly provided for in the Service Order.

6. Limitation of liability of Relevanti

6.1. The RELEVANTI PLATFORM is provided “as is”, without express or implied warranties of merchantability, of fitness for a particular purpose or that it will meet the Customer's expectations. RELEVANTI does not warrant that the use of the RELEVANTI PLATFORM will be uninterrupted, free of errors or data losses, or immune to attacks, viruses, interferences or other security breaches, except as provided in Clause 5.

6.2. RELEVANTI shall not be liable for discontinuities arising from connectivity or infrastructure failures, acts of God or force majeure, compatibility problems or defects in third-party products or services, interruptions in the supply of electricity, unforeseeable problems relating to the technology employed, contamination by viruses or attacks by hackers, nor for:

- (i) misuse, negligence, recklessness, malpractice or accident arising from the fault or omission of the Customer or of its Users;
- (ii) unauthorized modifications or improper use by the Customer or by its Users;
- (iii) use of the RELEVANTI PLATFORM in a manner incompatible with its technical specifications;
- (iv) failure of the Users to maintain the security and confidentiality of their credentials;
- (v) use of the RELEVANTI PLATFORM by an unauthorized person;
- (vi) intervention by persons not authorized by RELEVANTI;
- (vii) defects and damages caused by forces of nature;
- (viii) incorrect or untruthful information, or false documents, provided by the Customer or by its Users to the RELEVANTI PLATFORM or to the Specialist;
- (ix) results generated by AI Agents used without the review set out in Clause 3.5; or
- (x) administrative, managerial or commercial decisions taken on the basis of the information provided by the RELEVANTI PLATFORM, including any losses and damages arising therefrom and any litigation or labor proceedings initiated against the Customer by reason of organizational decisions taken by it, regardless of any guidance or recommendation from RELEVANTI.

6.2.1. RELEVANTI provides consulting services and supplies information on the basis of its specialized knowledge. It is incumbent exclusively upon the Customer to take the final decisions relating to its management, operations, processes, employees, data and indicators, taking into account its own circumstances and legal obligations.

6.3. RELEVANTI does not warrant, endorse or assume liability for information provided by the Customer, its Users or third parties, nor does it take part in the relationship established between the Customer and its employees.

6.4. The Customer assumes full responsibility before RELEVANTI, other Users and third parties, including its employees, for damages and losses caused by the acts of its Users in the use of the Products and/or Services, by the non-observance of laws or regulations and by the misuse of the RELEVANTI PLATFORM, holding RELEVANTI harmless from any claim or liability.

6.5. ANY INDEMNIFICATION OWED BY RELEVANTI TO THE CUSTOMER ARISING FROM ANY DEBTS, OBLIGATIONS, LOSSES, DAMAGES, COSTS, JUDICIAL OR ADMINISTRATIVE CLAIMS, LIABILITIES OR OTHER OBLIGATIONS OF ANY NATURE, AS WELL AS EXPENSES, INCLUDING REASONABLE EXPENSES WITH ATTORNEYS, ACCOUNTANTS, CONSULTANTS AND SPECIALISTS, AND REASONABLE FEES AND EXPENSES INCURRED IN THE ENFORCEMENT OF ANY INDEMNIFICATION RIGHTS UNDER THESE GENERAL TERMS AND CONDITIONS, THE PRIVACY POLICY OR THE SERVICE ORDER, OR IN THE DEFENSE OF ANY CLAIM (SUCH AS MONETARY ADJUSTMENT, INTEREST, PENALTIES, FINES, JUDICIAL COSTS AND EXPENSES AND ANY AMOUNTS ESTABLISHED BY A COMPETENT COURT), SHALL BE LIMITED TO DIRECT DAMAGES DEMONSTRABLY CAUSED EXCLUSIVELY BY RELEVANTI AND TO THE AMOUNTS PAID BY THE CUSTOMER TO RELEVANTI IN THE 12 (TWELVE) MONTHS PRECEDING THE EVENT THAT GAVE RISE TO THE INDEMNIFICATION. UNDER NO CIRCUMSTANCES SHALL RELEVANTI BE LIABLE FOR INDIRECT DAMAGES, DAMAGE TO IMAGE, MORAL DAMAGES, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF A CHANCE, LOSS OF DATA OR LOSS OF GOODWILL.

6.6. The Customer acknowledges and agrees that the limitations of liability set out in this clause are essential elements of these General Terms and Conditions and that, without them, the price and conditions agreed would be substantially different. This clause shall prevail over any others to the contrary.

7. Intellectual property

7.1. All Intellectual Property rights related to the RELEVANTI PLATFORM and to the Products and/or Services belong, and shall continue to belong, exclusively to RELEVANTI, including, without limitation, trademarks, trade name, know-how, patents, copyrights, software rights, trade secrets, goodwill, methods, methodologies and all enhancements, updates, developments and improvements to the RELEVANTI PLATFORM.

7.1.1. For the purposes of these General Terms and Conditions, “Intellectual Property” means all intellectual and industrial property rights worldwide, including, without limitation: (i) patent rights; (ii) industrial secrets and rights over know-how and confidential or proprietary information, including new developments, inventions, models, specifications, designs, development methods and software, and all related claims and rights; (iii) copyrights and works subject to copyright, whether published or not, including the rights to prepare, reproduce, perform, display and distribute such works, as well as copies, compilations and materials derived therefrom; (iv) rights over computer programs, software, algorithms, APIs, development tools, source codes, databases, compilations, support technology and documentation, including user manuals and training materials; and (v) any similar or equivalent rights, anywhere in the world, including new versions, features, enhancements, corrections and developments.

7.2. The Customer and its Users acquire solely the right to use the RELEVANTI PLATFORM and the features of the Plan contracted, on a non-exclusive basis, during the term set out in the Service Order and under the terms of these General Terms and Conditions, without any assignment of RELEVANTI's Intellectual Property rights, including ownership of algorithms and source code. All rights over updates, extensions, corrections, alterations, additions, customizations, improvements and enhancements developed by RELEVANTI, with or without the participation of the Customer or of its Users, are and shall remain the exclusive property of RELEVANTI.

7.3. The Customer undertakes, for itself and for its Users, to use the RELEVANTI PLATFORM in accordance with the applicable laws and to notify RELEVANTI, as soon as it becomes aware, of any violation of RELEVANTI's Intellectual Property rights by third parties.

7.4. Feedback, evaluations, suggestions for improvement and ideas about the RELEVANTI PLATFORM and the Products and/or Services submitted by the Customer or by its Users may be freely used by RELEVANTI to enhance its Products and/or Services, without any remuneration or obligation. Should the assignment of rights over such content be prohibited by the applicable legislation, the Customer and the Users grant RELEVANTI a free, worldwide, irrevocable license for an indefinite term (or for the maximum period of legal protection) for its use and exploitation.

7.4.1. The data, documents and other content entered by the Customer and by its Users into the RELEVANTI PLATFORM (“Customer Data”) remain the property of the Customer and shall be processed by RELEVANTI exclusively for the provision of the Products and/or Services, subject to the provisions of Clauses 2.1.3 and 9.

7.5. RELEVANTI may only use the Customer's name, trademarks, logos and other distinctive signs in its communication channels and in advertising, promotional or institutional materials upon the Customer's prior written authorization, which may be granted by e-mail and revoked at any time.

8. Confidentiality

8.1. RELEVANTI and the Customer, the latter for itself and for its Users, undertake to maintain secrecy over any business, transactions, projects, proposals, documents and information relating to the other Party to which they have access by reason of this agreement ("Confidential Information"), acting with diligence and adopting all reasonable measures to prevent their disclosure to or access by third parties.

8.2. The confidentiality obligation does not include information that: (i) is or becomes in the public domain without a breach of this clause by the receiving party; (ii) has been legitimately received from third parties not subject to a confidentiality obligation; (iii) has been independently developed by the receiving party, without the use of the disclosing party's information; (iv) has had its disclosure previously approved in writing by the disclosing party; or (v) has been required by a judicial determination or by a determination of a competent authority, provided that prior communication is given to the other Party, where legally permitted.

8.3. Confidential Information may be disclosed by either Party to its directors, officers, auditors and legal counsel, without the need for prior approval, provided that such persons undertake confidentiality commitments equivalent to those stipulated herein.

8.4. The obligations of this clause shall remain in force during the term of the agreement and for 5 (five) years after its termination.

9. Data protection

9.1. The provisions of this clause apply to the Processing of Personal Data carried out by the Parties in the context of and for the purposes of compliance with these General Terms and Conditions, under the terms of Lei nº 13.709/2018, the Brazilian General Data Protection Law (the "LGPD"), and subsequent amendments, and the Parties shall comply with the applicable legislation, including with respect to their employees and subcontractors. Capitalized terms not defined in these General Terms and Conditions shall have the meanings defined by the LGPD.

9.2. Personal Data are all information relating to an identified or identifiable natural person, including identification numbers, cookies, geolocation data or electronic identifiers, when related to a natural person. Data relating to health, genetic or biometric data, among others provided for in the LGPD, are considered Sensitive Personal Data.

9.3. Within the scope of these General Terms and Conditions, RELEVANTI shall act as Processor and the Customer as Controller in relation to the Personal Data comprised in the Customer Data, understood as those entered, imported or integrated into the RELEVANTI PLATFORM by the Customer or by its Users, with the decisions concerning their Processing being incumbent upon the Customer. RELEVANTI shall act as Controller in relation to the registration and contact data of the Customer's representatives, the Users' account data, the access records and the usage data of the RELEVANTI PLATFORM, processed under the terms of the Privacy Policy. In its capacity as Controller of the Customer Data, it is incumbent upon the Customer to: (i) ensure that it has the legal bases necessary for the Processing of the Personal Data within the scope of the Products and/or Services and for sharing them with RELEVANTI; (ii) protect the interests of the Data Subjects and ensure that the Personal Data are processed in accordance with the applicable legislation; (iii) inform the Data Subjects, in a clear and accessible manner, of the purposes and conditions of the Processing carried out through the Products and/or Services, in observance of the principle of transparency; (iv) determine the purposes, legal bases and means of Processing by means of documented instructions, informing RELEVANTI, within a reasonable period, of any errors or irregularities in such instructions; (v) adopt privacy and Personal Data protection governance policies compatible with the applicable legislation; and (vi) immediately communicate to RELEVANTI should any Data Subject request the exercise of rights that requires the adoption of measures by RELEVANTI.

9.4. In its capacity as Processor, RELEVANTI undertakes to: (i) process the Personal Data only in accordance with the Customer's instructions and for the provision of the Products and/or Services; (ii) assist the Customer, to the extent

reasonable, in responding to requests from Data Subjects and from authorities; (iii) communicate to the Customer, within 48 (forty-eight) hours of becoming aware thereof, security incidents that may entail relevant risk or damage to the Data Subjects; and (iv) maintain a record of the Processing operations it carries out.

9.5. Subprocessors. The Customer authorizes RELEVANTI to engage Subprocessors, such as cloud hosting providers and artificial intelligence model providers, provided that they are subject to data protection obligations compatible with those of these General Terms and Conditions. The updated list of Subprocessors is kept permanently published on RELEVANTI's website, where the inclusion of new Subprocessors is reflected. The providers engaged directly by the Customer under the terms of Clause 3.5.4 are not Subprocessors of RELEVANTI and do not appear on such list.

9.6. International transfer. The Personal Data may be stored or processed outside Brazil by Subprocessors, subject to the events set out in article 33 of the LGPD and to the regulations of the Autoridade Nacional de Proteção de Dados (ANPD, the Brazilian Data Protection Authority), including by means of standard contractual clauses.

9.7. Data Protection Officer. RELEVANTI's Data Protection Officer (Encarregado) for the Processing of Personal Data is **Marcelo Aguiar**, who may be contacted at the e-mail address **marcelo@relevanti.ai**.

9.8. The Customer undertakes to ensure that the collection of the Personal Data processed within the scope of the Products and/or Services and their sharing with RELEVANTI are carried out in accordance with the applicable legislation.

9.9. The Customer assumes full liability for damages it causes to RELEVANTI, to the Data Subjects or to third parties as a result of non-compliance with the obligations of this clause or of infringements of the LGPD and other applicable regulations, including by reimbursing RELEVANTI for any losses suffered.

9.10. The Parties guarantee the security of the Personal Data they may process in the context of this agreement, by themselves, their employees, subcontractors and business partners, against destruction, loss, alteration, disclosure or unauthorized access, or any other form of unlawful Processing, by means of adequate technical and organizational measures, and undertake to notify the other Party of any event that breaches or places at risk the Personal Data shared by reason of this agreement.

9.11. The Processing activities shall observe Brazilian legislation and other applicable legislation, as well as the guidelines and regulations issued by the ANPD.

10. Price, payment and default

10.1. The amounts, the form of payment, the due dates and the adjustment index are those set out in the Service Order. In the absence of an index in the Service Order, the amounts shall be adjusted annually by the positive variation of the IGP-M (a Brazilian inflation index published by Fundação Getulio Vargas).

10.2. The amounts set out in the Service Order do not include taxes, which shall be added in accordance with the applicable legislation. RELEVANTI shall issue an invoice corresponding to each charge.

10.3. Late payment shall subject the Customer to a penalty of 2% (two percent) on the amount due, default interest of 1% (one percent) per month, calculated pro rata die, and monetary adjustment by the positive variation of the IGP-M until the date of effective payment.

10.4. In the event of a delay exceeding 15 (fifteen) days, RELEVANTI may suspend the access of the Customer and of its Users to the RELEVANTI PLATFORM, upon 5 (five) days' prior notice, without prejudice to the charging of the amounts due during the suspension. Access shall be reinstated within 2 (two) business days after confirmation of payment.

10.5. In the event of a delay exceeding 60 (sixty) days, RELEVANTI may terminate the agreement for cause, with the early termination penalty set out in the Service Order applying.

10.6. Any dispute regarding a charge must be submitted by the Customer within 10 (ten) days of its receipt, and the amounts not disputed must be paid on the due date.

11. Independence of the parties

11.1. This agreement does not establish, for any purpose, a partnership, association, joint venture, agency, consortium, representation mandate or joint and several liability between RELEVANTI and the Customer, nor any operational, managerial or other type of link between them.

11.2. This agreement does not establish, directly or indirectly, any employment relationship, obligation or liability between RELEVANTI and the Users, and all labor, social security, insurance, civil or any other charges relating to its employees shall be borne exclusively by the Customer.

12. Non-exclusivity

12.1. RELEVANTI is free to offer the Products and/or Services to any third parties and to enter into agreements, contracts and partnerships with any third parties, as it deems appropriate.

13. Term and termination

13.1. The Products and/or Services shall be provided for the period and with the renewal rules set out in the Service Order, except in the event of early termination under the terms of the Service Order and of these General Terms and Conditions.

13.2. Without prejudice to other events set out in the Service Order, the agreement may be terminated early in the following events:

- (i) by either Party, in the event of a material breach of these General Terms and Conditions, of the Privacy Policy, of the Service Order or of the applicable legislation not cured within 10 (ten) days counted from the notice, if curable, or immediately, if not curable;
- (ii) by either Party, in the event of insolvency, adjudication of bankruptcy or a petition for judicial or extrajudicial reorganization of the other Party;
- (iii) by RELEVANTI, should it cease to offer the Products and/or Services, upon at least 90 (ninety) days' prior notice, in which case it shall refund to the Customer the portion of the setup amount proportional to the term not enjoyed and the amounts paid in advance relating to such period, without the application of a penalty to either Party;
- (iv) by either Party, where necessary to comply with the applicable legislation or with an order of a competent authority;
- (v) by either Party, in the event of an act of God or force majeure that prevents performance of the agreement for a period exceeding 30 (thirty) consecutive days; or
- (vi) by RELEVANTI, in the event set out in Clause 10.5.

13.3. Early termination by the Customer without cause shall observe the prior notice and the penalty set out in the Service Order.

13.4. In the event of expiration or termination, the Customer may request, within 30 (thirty) days counted from the termination, the export of the data stored in the RELEVANTI PLATFORM, which shall be made available in a structured format (CSV or XLSX). The Customer may, within the same period, request the immediate deletion of the data. Once such period has elapsed without a request, or after confirmation of receipt of the data by the Customer, RELEVANTI shall delete the data, except for the retention events set out in article 16 of the LGPD, and shall have no liability for the custody of the data after their deletion or transfer.

14. General provisions

14.1. **Enforceable instrument and electronic signature.** These General Terms and Conditions, together with the Service Order, shall be valid as an extrajudicial enforceable instrument (título executivo extrajudicial) under Brazilian law, binding the Customer, for itself and for its Users, and its successors on any basis. The Parties acknowledge the validity of contracting by electronic means, under the terms of article 10, §2, of Medida Provisória nº 2.200-2/2001 (the Brazilian provisional measure establishing the ICP-Brasil digital certification framework and the validity of electronic documents and signatures), with the

signature of witnesses being waived pursuant to article 784, §4, of the Código de Processo Civil (the Brazilian Code of Civil Procedure).

14.2. Partial invalidity and absence of waiver. Should any provision of these General Terms and Conditions or of the Service Order be deemed null, unlawful or unenforceable, the remaining provisions shall remain valid. The failure or delay of either Party in exercising its rights shall not be construed as a waiver nor shall it affect the right to exercise them subsequently.

14.3. Force majeure. Neither Party shall be liable for a delay or failure in the performance of its obligations arising from an act of God or force majeure, including fire, pandemic, epidemic, terrorism, flood, war, hostile actions, governmental order, strikes or other causes beyond its reasonable control. The Parties shall resume the performance of their obligations immediately after the cause of the delay or failure has ceased.

14.4. Assignment. The Customer may not assign to third parties, in whole or in part, its rights and obligations without RELEVANTI's prior written consent. RELEVANTI may assign or transfer its rights and obligations to its Affiliates or in the context of a corporate reorganization, upon simple communication to the Customer, and may change its corporate control regardless of authorization or communication. "Affiliate" means any person that, directly or indirectly, controls, is controlled by or is under common control with RELEVANTI, including investment funds or vehicles.

14.5. Modifications to the RELEVANTI PLATFORM. The Customer and the Users acknowledge that RELEVANTI may make alterations and updates to the RELEVANTI PLATFORM at any time, provided that they do not materially reduce the features of the Plan contracted during the term.

14.6. Precedence. In the event of conflict or contradiction, the documents shall prevail in the following order: (i) the Service Order; (ii) the General Terms and Conditions of Contract; and (iii) the Privacy Policy, which shall prevail over the other documents exclusively as to the description of the Personal Data Processing operations carried out by RELEVANTI in its capacity as Controller.

14.7. Amendments. RELEVANTI may amend these General Terms and Conditions and the Privacy Policy at any time. The version in force of each document is kept permanently published and available for download on RELEVANTI's website, with an indication of its effective date, where the previous versions also remain accessible for consultation. The Customer and its Users acknowledge and agree that publication on the website constitutes a valid and sufficient form of communication of the amendments, with individual notice being waived, and undertake to consult the documents periodically.

14.7.1. The amendments take effect as of the effective date indicated in the published version. Continued use of the Products and/or Services after such date constitutes agreement of the Customer and of its Users with the new version.

14.7.2. Amendments that materially reduce the Customer's rights or increase its obligations shall only become applicable to the Customer as of the next renewal of the Service Order, unless required by law or expressly accepted by the Customer.

14.8. Language. These General Terms and Conditions are drafted in Portuguese. The English and Spanish versions are made available as a courtesy, to facilitate understanding. In the event of divergence, doubt or conflict of interpretation between the versions, the Portuguese version shall prevail for all purposes.

14.9. Communications. Notices between the Parties shall be given in writing, preferably by e-mail, to the addresses indicated in the Service Order or subsequently informed by the Parties.

15. Applicable law and venue

15.1. These General Terms and Conditions shall be governed by and construed in accordance with the laws of the Federative Republic of Brazil.

15.2. The Parties elect the courts of the judicial district of São Paulo, State of São Paulo, waiving any other, however privileged it may be, to settle all disputes relating or connected to these General Terms and Conditions or to the Service Order, including questions as to their existence, validity, term, interpretation, revision, termination, performance, breach or enforceability.

BY ACCEPTING THESE GENERAL TERMS AND CONDITIONS AND THE SERVICE ORDER, THE CUSTOMER AND THE USER REPRESENT THAT THEY HAVE LEGAL CAPACITY, EXPRESSLY AND UNEQUIVOCALLY ACKNOWLEDGE THAT THEY HAVE READ, UNDERSTOOD AND FULLY ACCEPTED THEIR TERMS AND CONDITIONS, AND ACKNOWLEDGE AS VALID AND EFFECTIVE THE CONTRACTING BY

ELECTRONIC MEANS, INCLUDING ELECTRONIC SIGNATURE AND THE ACTIVE SELECTION OF A CHECKBOX (OPT-IN), CONSTITUTING AN EXTRAJUDICIAL ENFORCEABLE INSTRUMENT (TÍTULO EXECUTIVO EXTRAJUDICIAL) FOR ALL LEGAL PURPOSES, UNDER THE TERMS OF ARTICLE 10 OF MEDIDA PROVISÓRIA Nº 2.200-2/2001 AND OF ARTICLE 784, §4, OF THE CÓDIGO DE PROCESSO CIVIL.

Relevanti Tecnologia e Serviços Ltda., CNPJ 53.178.015/0001-00. Alameda Rio Negro, 500, salas 2213 e 2214, Alphaville Centro Industrial e Empresarial, Barueri, SP, CEP 06454-000.