



PRIVACY POLICY

Vox Soluções em TI

São Paulo, April 15, 2026

Responsible: Compliance Department

Version: 4.2026

PRIVACY POLICY AND DATA PROTECTION

Vox Soluções em TI

This Privacy Policy applies to the services provided by Vox Soluções em TI, including customer service systems, CRM platforms, call recording systems, internal operating systems, and interactions conducted through the website.

1. Purpose

This Privacy Policy and Personal Data Protection ("Policy") describes how Vox Soluções em TI collects, uses, stores, shares, and protects the personal data of its users, in compliance with the Brazilian General Data Protection Law (Lei nº 13.709/2018 – LGPD).

1.1 Personal Data

Refers to any information relating to an identified or identifiable natural person, as defined by the LGPD.

1.2 Personal Data Processing

Refers to any operation performed with personal data, such as collection, storage, use, processing, sharing, and deletion.

2. Collection and Use of Personal Data

2.1 Purpose and Legal Basis

We collect and use personal data to provide and improve our services, respond to user requests, and fulfill contractual and legal obligations.

The processing of personal data by Vox Soluções em TI is based on the following legal bases, where applicable:

Performance of a contract: when processing is necessary to provide services requested by clients or to fulfill contractual obligations.

Compliance with a legal obligation: when processing is necessary to meet applicable legal or regulatory requirements.

Legitimate interests: when processing is necessary for the legitimate interests of Vox Soluções em TI, such as service improvement, security assurance, and management of company operations, provided such interests do not override the rights and freedoms of the data subject.

Consent: when the data subject provides express consent for the processing of their personal data, as required by law.

2.2 Types of Data Collected

We may collect personal data such as:

- name
- email address
- phone number
- CPF or other identification numbers (where applicable)
- company information
- other information provided by users when using our services

We may also collect technical data such as:

- IP address
- device information
- location data
- cookies
- browsing history related to the use of our website and services

In the context of customer support and service operations, Vox Soluções em TI may process customer interaction data, including:

- support requests
- communication records
- call metadata

Where applicable, call recordings and associated identifiers, such as phone number, email address, or other identifiers provided during the interaction, may also be processed.

2.3 Consent

Where necessary, we will request users' express consent before collecting and using their personal data, clearly informing them of the purposes and rights related to their data.

2.4 Categories of Personal Data Processed

Vox Soluções em TI may process different categories of personal data depending on the services provided. These categories may include:

Identification data

such as name, CPF, or other identification numbers where applicable.

Contact data

such as email address, phone number, and company information.

Technical data

such as IP address, device information, system logs, cookies, and browsing data related to the use of our services or website.

Customer interaction data

such as support requests, communications, and service interaction records.

Call recordings and call metadata

including phone number and other identifiers associated with service calls when call recording services are used.

Employee data

such as personal and contractual information related to employees, processed for administrative, payroll, and legal compliance purposes.

3. Sharing of Personal Data

3.1 Third Parties

We may share personal data with trusted third parties, such as service providers, business partners, cloud infrastructure providers, and government authorities, when necessary to fulfill the purposes described in this Privacy Policy and in compliance with the LGPD.

These third parties may include providers of:

- cloud hosting
- IT infrastructure

- customer support systems
- enterprise software platforms required for the operation of our services.

3.2 International Data Transfers

In some cases, personal data may be transferred to other countries, provided that appropriate safeguards and applicable data protection legislation are observed.

4. Security Measures

4.1 Data Protection

We implement technical and organizational security measures to protect personal data against unauthorized access, misuse, alteration, destruction, or unauthorized disclosure, in compliance with the LGPD.

4.2 Restricted Access

Access to personal data is restricted to authorized employees and third parties who need such information to fulfill their contractual and legal obligations.

5. Rights of Data Subjects

5.1 Rights of Data Subjects

In accordance with the Brazilian General Data Protection Law (LGPD) and other applicable data protection regulations, data subjects have the right to request information about the processing of their personal data and may exercise the following rights:

- Right to be informed about the collection and use of their personal data
- Right of access to their personal data and information about how it is processed
- Right to rectification of inaccurate or incomplete personal data
- Right to erasure of personal data, where applicable under the law
- Right to restriction of processing when the accuracy or legality of processing is contested
- Right to data portability, where technically feasible and legally applicable
- Right to object to the processing of personal data based on legitimate interests
- Right to withdraw consent, where processing is based on consent

Data subjects may exercise these rights by contacting Vox Soluções em TI through the communication channels indicated in this Privacy Policy.

Vox Soluções em TI does not carry out automated decision-making or profiling that produces legal effects or significant impacts on data subjects.

5.2 Rights Regarding Automated Decisions and Profiling

Vox Soluções em TI acknowledges the rights of data subjects in relation to the automated processing of their personal data, including profiling, as established by the Brazilian General Data Protection Law (LGPD) and applicable legislation.

5.2.1 Definitions

Automated Processing: Any processing of personal data carried out through algorithms, machines, or computer systems that make decisions based on personal data, without significant human intervention.

Profiling: The automated analysis of personal data to evaluate, analyze, or predict aspects related to the data subject's professional performance, economic situation, health, preferences, interests, or behavior.

5.2.2 Use of Automated Processing and Profiling

Vox Soluções em TI uses automated processing and profiling in the following operational contexts and purposes:

Call Quality Analysis: Use of speech analytics algorithms and artificial intelligence to assess service quality, regulatory compliance, and contact team performance.

Fraud Detection and Security: Automated systems to identify suspicious patterns, abnormal activities, and potential threats to platform security.

Operations Optimization: Analysis of technical log data and performance metrics to improve infrastructure and service reliability.

Recommendations and Personalizations: Automatic generation of insights and reports based on historical data patterns to enhance services.

5.2.3 Rights of the Data Subject

- **Right not to be subject:** The data subject shall not be subjected solely to automated decisions with legal effects, except when necessary for the performance of a contract, express consent, or legal requirement.

- **Right to transparency:** The data subject may request information about profiling carried out, data used, and processing logic.
- **Right to contest:** The data subject may contest automated decisions and request human review.
- **Right to limitation:** The data subject may request the limitation or deletion of profiling.

5.3 Exercise of Rights

Data subjects may exercise their rights, including in relation to automated processing and profiling, by sending a request to the Data Protection Officer (DPO) at the email:

wagner@voxsolucoes.com.br

DPO – Data Protection Officer

Wagner Araújo

wagner@voxsolucoes.com.br

Vox Soluções em TI will respond to requests regarding automated processing within a maximum period of 30 (thirty) days, which may be extended in the case of complex requests, with prior notice to the data subject.

6. Data Retention

Vox Soluções em TI retains personal data only for as long as necessary to fulfill the purposes for which it was collected, including compliance with legal, contractual, and regulatory obligations. Retention periods may vary according to the type of data and applicable legal requirements.

The table below provides an overview of the retention periods applied by Vox Soluções em TI:

Data Type	Retention Period
Customer data	During the contractual relationship and as required by applicable legislation
Call recordings and metadata	In accordance with contractual, operational, and service delivery requirements
Website logs and technical data	Up to 12 months
Employee data	In accordance with applicable labor, tax, and legal obligations

After the end of the retention period, personal data is securely deleted or anonymized, unless its retention is required by law or regulatory obligations.

DPO – Data Controller
Wagner Araújo – wagner@voxsolucoes.com.br

Next Review: April/2027

This Privacy Policy applies from the date of approval and must be read and understood by all members of Vox Soluções and its business partners.

A handwritten signature in blue ink that reads "Wagner Araújo".

Wagner Araújo
São Paulo, April 15, 2026