

GRUPO SN PRIVACY POLICY

Last update: March 2020.

When you use our services, you're trusting us with your information. We understand this is a big responsibility and work hard to protect your information and put you in control.

This Privacy Policy is meant to help you understand what information we collect, why we collect it, and how you can update, manage, export, and delete your information.

GRUPO SN and its affiliated entities companies (hereinafter referred to as "GRUPO SN", "we/our/us") – Indústria de Cal SN LTDA. e Calcinação Vitória LTDA. – are committed to protecting and respecting your privacy. We endeavor to comply with all applicable laws on privacy protection and personal data security.

Grupo SN Privacy Policy, together with any privacy-related notices or statements that contain supplementary information in connection with particular Grupo SN products and services you are using (hereinafter referred to as "Privacy Policy"), outline our privacy practices regarding the collection, use and safeguard of your personal data through GRUPO SN products and services, both online and offline we provide.

1. Data GRUPO SN collect and how GRUPO SN use such data

This paragraph introduces what your data GRUPO SN may collect and how GRUPO SN may use such data through his products and services.

When you use GRUPO SN products and services (for example, limestone, gravel, concrete), we may need to collect certain personal data from you when you use or interact with our products and service.

Please be noted that we will only collect certain items of your personal data for particular purposes based on the GRUPO SN products and services you actually use. Please also be noted that what items of the personal data will be collected is varied from the nature of the products and services.

When you use GRUPO SN products and services, you do not have to provide your personal data based on our request. However, if you choose not to provide your personal data to GRUPO SN, we may not be able to provide the corresponding GRUPO SN products and services or respond to your inquiries.

1.1 The personal data GRUPO SN collect

Personal data means any data that could directly or indirectly identify you, such as your company name and email address. GRUPO SN may collect your following personal data based on your prior consent:

- a) Your true, accurate, current and complete registration data, including your e-mail address, country/region when you ask about any product or service provide by GRUPO SN.
- b) Name, mailing / shipping / billing address (including zip code), contact information, email address, bank account number or other payment service data when you make a purchase of our products. In addition to the personal data above, the product specifications (e.g., color and percentage of calcium oxide in Limestone Calcite) can also be collect when you request certain customer services (e.g. grading review).
- c) Branch and / or company name, type of packaging, type of shipping, business references and satisfaction survey.

1.2 How GRUPO SN use your personal data

We may use your personal data for the purposes below:

- a) To assess and improve GRUPO SN products and services.
- b) To better serve you when we provide our products, whether data product delivery or performance of service, payment and billing data, and other data that can assist and improve the agreement between both parts.
- c) To send you important notifications, such as communications about changes to our terms, conditions and policies. Because of the importance of such communications, you may not opt out of receiving these communications.

- d) To provide you with customer support services (for example, to fulfill your product repair requests and respond to your questions), our customer care and customer satisfaction survey for user experience analysis.
- e) Any other purposes with your prior consent.

2. Retention of your personal data

This paragraph introduces how long GRUPO SN retain your personal data.

We will retain your personal data for the period necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is permitted by law or required to fulfill other necessary purposes. For example, for customer relationship management purpose, we may retain your personal data within adequate and reasonable period. To comply with tax law or other laws and regulations, we may retain your personal data within the period requested by such laws and regulations. To follow requests from governments or judiciary for purposes such as investigation or lawsuit, we may retain your personal data for longer retention period.

Moreover, if you wish to withdraw your previous consent to collect your personal data from GRUPO SN, we will stop collecting your personal data by your request and will only retain your personal data collected before such request for withdrawal.

3. Security

This paragraph introduces how GRUPO SN protects your personal data and how we can protect your personal data at your end.

We take precautions to protect your personal data against unauthorized access, alteration, disclosure or destruction. We conduct internal reviews of our data collection, storage and processing practices and technical and organizational security measures, as well as physical security measures to guard against unauthorized access to systems where we store your personal data.

Transmission of personal data between different locations of GRUPO SN and its affiliated entities perform through our secured wide area network. When you submit your personal data to us, your personal data is protected both online and offline.

4. How to manage your personal data

This paragraph introduces that if you may have any inquiries or requests on your personal data collected by GRUPO SN, you can contact us by phone or email to privacidade@gruposn.com.br.

You are free to choose to enable or disable sharing your personal data with GRUPO SN through privacy-related settings in particular GRUPO SN products and services at all times when you use such GRUPO SN products and services.

You may contact us through by email (privacidade@gruposn.com.br) if you have any requests and inquiries about your personal data collected by GRUPO SN, such as request for access, correction, block, deletion, objecting GRUPO SN from using some or all of your personal data (for example, you may contact us if you consider GRUPO SN may wrongfully collect and use your personal data). You can restrict GRUPO SN from using your personal data under some certain circumstances (for example, you may contact us if you do not wish your personal data to be analyzed) at all times.

In addition, if you have consented GRUPO SN to collect your personal data, you are free to withdraw your consent by submitting your request for withdrawal of consent to us. We will stop collecting your personal data and will only retain your personal data collected before such request for withdrawal.

5. Sensitive Personal Data

GRUPO SN will never ask you to provide sensitive personal data such as data about your medical or health records, political, religious or philosophical beliefs, criminal offences (alleged, or committed), criminal conviction background, racial or ethnic origin, trade union membership, sexual orientation, sexual history, behavior or genetic data. Please refrain from providing us with such sensitive personal data.

6. Changes to GRUPO SN Privacy Policy

We may change the Privacy Policy from time to time, we highly recommend you periodically review the Privacy Policy posted on our websites. By accessing or using our products and services after the Privacy Policy has been updated, GRUPO SN will deem that you consent

to the Privacy Policy, including any updates. The most current version of the Privacy Policy will always be available on this page; a prominent notice such as email notification will be delivered to you about any significant changes. You can always check the “updated time” at the bottom for the most current version of Privacy Policy.

7. Contacting Us

If you have any inquiries, questions, comments or complaints about the Privacy Policy, or if you believe that GRUPO SN did not comply with the Privacy Policy, please feel free to contact us. If you consider we may not appropriately deal with any issues related to your personal data collected by GRUPO SN, please be noted that it is your right to lodge a complaint with government authorities handling personal data protection in your country.

“GRUPO SN”

Attn: Legal Department

Address: Desembargador Alberto Luz, 110 – Centro, Lavras/MG/Brazil, Zip Code: 37200-196

E-mail: privacidade@gruposn.com.br

Updated March 11, 2020 by GRUPO SN Legal Department