

PRIVACY POLICY

For TIM, respecting your privacy and protecting your Data Personal data is just as important as providing mobile and wireline phone services, and the latest generation quality internet.

This document - which we will call the Privacy Policy - is intended to open our doors and show how TIM deals with the Personal Data to which you have access, what your rights are and how you can exercise them, even if you have not hired any of our products or services. If you have any questions, please contact us through the channels indicated in item 9 of this Privacy Policy.

To facilitate the reading of this document, this Policy is categorized into 10 items:

1. Basic concepts: what you need to know to understand this Policy
2. How TIM collects your Personal Data
3. What kind of data does TIM handle and for what purpose
4. With whom TIM shares your Data
5. TIM can transfer your Data to other countries
6. What are your rights as a data subject
7. How long will the Data be stored
8. What are our responsibilities and how does TIM protects your data
9. How to talk to TIM about your Data
10. How and when this Policy can be changed

1. Basic concepts: what you need to know to understand this Policy

You have the right to the privacy of your personal data and to have your data protected, which is why these rights should be clearly understood. To make it easier, we pointed below the main concepts that you need to keep in mind to understand this Policy. Throughout the text, terms beginning in capital letters will have the meaning we indicate here.

Term

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Concept

Personal Data or Data - It is the data related to the person, that is able to identify it within a certain context. We can say that Personal Data includes your name, ID, CPF or phone number, by example, but that's not all. Imagine that in a group of people, only You are blue shirt: in this case, the color of your shirt can be considered as a Personal Data, since it can identify you in this group.



Processing – Encompasses the use of Data Personal, including, for example, but not limited, storage, collection, alteration, consultation, sharing, broadcasting, access or deletion of the Personal Data.

Legal Bases - These are the legal hypotheses that authorizes someone to treat Personal Data: it can be your consent, the need to fulfill a contract that we have with You, or fulfillment of a legal or regulatory obligation, for example. You can find out more about some of these bases legal in our Privacy Central.

You or Data Subject – It's You: the natural person to whom Personal Data refer to.

Site - In this case, it is the TIM website, available at <https://www.tim.com.br/>

My TIM Applications - They are a My TIM Consumer apps, Live and My TIM Companies that allow customers to keep track of information from their services and contracted offers, from anywhere, without spending the internet franchise.

Services - Are all services offered by TIM, including those of mobile, fixed telephony, of internet and services additional.

Cookies - They are small files that we transfer to your browser or device (such as cell phone or tablet) that allow you to recognize your browser or device, and know how and when the pages and the Products and Services of TIM are visited, as well as how many people access the site TIM, among others. They can be useful for, for example, to make the TIM Site fit your screen, better understand your preferences and offer you a more efficient service. If you want to know more about cookies, access the Privacy Policy Cookies in our Privacy.

Data from the Device of Access – Means the data collected through of Cookies or similar technologies, including IP, access date and time, location access (such as country, state and city), reference source, browser type, duration of visit to Tim websites.

TIM - TIM S.A., a company headquartered at Rua Fonseca Teles, nº 18, A30, block B, Ground Floor, São Cristóvão, in the City of Rio de Janeiro, State of Rio de Janeiro, and registered with the CNPJ under No. 02.421.421 / 0001-11.

Analytics Data - It means data regarding the use of the Site and the My TIM Application that help us understand your browsing behavior and how the Website and the My Application TIM are being used.



Products - Are all services of added value offered by TIM, either alone or in together with a partner.

Cryptography - Process of encoding the data by secret characters or figures.

Antivirus - Antivirus is a program for computer that identifies and prevents the device (such as computers and cell phones) infected by others malicious programs, known as viruses.

IP - IP (Internet Protocol) is a number assigned to each device (computer, cell phone, etc.) connected to the Internet.

Server - Computer connected to a network of other computers that stores resources from machine members of the network.

Software - A computer program characterized by the set organized of instructions, contained in physical support of any nature, like cell phones or computers, to make them work manner and for specific purposes.

Anonymized data - Data relating to a physical person that can't be identified, such as data aggregates for statistical data.

2. How TIM collects your Personal Data

Data may be collected directly from You, through forms that You fill out, through contracts entered into with us, through the use and interaction with our Products and Services and / or automatically, through related Cookies the Site or similar technologies related to the Meu TIM Application.

In addition, when You use Products operated by third parties, TIM partners, we may receive Data from these Products, such as your usage history or other Data, as the case may be. To know more about this collection and how this Data is Treated, You must check the Privacy Policy of each of the partners responsible for the processing of such Data, as identified in the respective terms of use for each Product.

3. What type of data and for what purpose does TIM handle

The purpose and type of Data collected by TIM vary according to your interaction with us. For example, You can be a visitor at our Site, interested in contracting our Services, or even a customer who has already hired us. Below, we indicate the main activities of Data Processing Personal data made by TIM, listing what Data we collect in specific situations, for what purpose do we use them and which the Legal Bases that legitimize this treatment.

Source	Type of Data Collected	Purpose	Legal Basis
Navigation on the Site and on the My TIM application	Navigation Data (IP, date and time) and Access Device Data	<u>Operation of the Site:</u> activate essential	Legitimate Interest

	(e.g. IMEI, device model, etc.)	<p>functionalities, such as antivirus software, adapt the content to the format of the screen, among other functions.</p> <p><u>Legal Obligation:</u> comply with the legal obligations of Compliance with IP custody, date and time of access to our Site.</p> <p><u>Analytics:</u> understand your browsing behavior and how the Site and App is being used, to improve your user experience and meet the needs of our customers. The collected data is aggregated and, whenever possible, anonymized.</p> <p><u>Marketing:</u> targeting content and advertising, ours and our partners, according to their profile and preferences.</p>	<p>Compliance with Legal Obligation</p> <p>Legitimate Interest</p> <p>Legitimate Interest</p>
<p>Formulários do Site e dos aplicativos Meu TIM</p>	<p>Registration Data: email, name, phone and model of the mobile device</p>	<p><u>Commercial Prospecting:</u> get in touch with You and offer our products and Services.</p> <p><u>Use of the My TIM applications:</u> allowing access to the functionalities of the applications, recovering the password of Meu TIM Empresas and other utilities</p>	<p>Consent</p> <p>Consent</p>

<p>Use of the Services and My TIM App</p>	<p>Navigation Data and Access Device Data</p>	<p><u>Platform Operation:</u> activate essential features, such as antivirus software, adaptation of content to the screen format, among other functions.</p> <p><u>Legal Obligation:</u> comply with legal obligations to keep IP, date and time of access to the Meu TIM Application.</p> <p><u>Analytics:</u> understand your behavior when using our Services and the My TIM Application to improve your experience and prevent fraud. The collected data is aggregated and, whenever possible, anonymized</p> <p><u>Marketing:</u> targeting content and advertising from TIM and our partners, according to your profile and preferences.</p>	<p>Legitimate Interest and Contract Execution</p> <p>Legitimate Interest and Contract Execution</p> <p>Legitimate Interest</p> <p>Legitimate Interest</p>
<p>Website Forms and My Tim App</p>	<p>Registration Data: email, name, phone and model of the mobile device</p>	<p><u>Commercial Prospecting:</u> get in touch with You and offer our products and Services.</p> <p><u>Use of the My TIM applications:</u> allow access to the functionalities of the applications, recover the password of Meu TIM Empresas and other utilities.</p>	<p>Consent</p> <p>Consent</p>

<p>Use of the Services and the Meu TIM Application</p>	<p>Navigation Data and Access Device Data</p>	<p><u>Functioning of the Platform:</u> activate essential features, such as antivirus software, adapt the content to the screen format, among other functions.</p> <p><u>Legal Obligation:</u> comply with the legal obligations of guarding IP, date and time of access to the Meu TIM Application.</p> <p><u>Analytics</u> understand your behavior when using our Services and My TIM Application to improve your experience and prevention of frauds. The collected data is aggregated and, whenever possible, anonymized</p>	<p>Legitimate Interest and Execution of Contract</p> <p>Legal Obligations</p> <p>Legitimate Interest</p>
<p>Use of Services</p>	<p>Information on the use of the Services: volume of internet traffic; Locational data (country, city and state) from where the access occurred or where the connection is taking place; telephone and SMS and MMS sending records; performance of the telecommunications network and infrastructure.</p>	<p><u>Allow and evaluate the functioning of the Services;</u> improve the service experience; manage and protect networks, services and users; detect and prevent fraud.</p> <p><u>Establish and maintain account and billing records;</u> help with service and technical support issues.</p>	<p>Legitimate Interest</p> <p>Contract execution</p>

	<p>Data regarding Payment: credit card numbers and data, payment transactions, banking information necessary to the services provided; credit information for the billing and billing systems.</p> <p>Access Device Data (excluding pages visited)</p> <p>Contact with TIM's support channel: information about services in our call center, service chat or other service channels.</p> <p>Profile data, such as: gender, age, approximate geolocation, contracted plan, recharges performed, if applicable, use of applications (via SDK), model of the device.</p>	<p><u>Keep records of calls or text messages intended for public emergency service.</u></p> <p><u>Evaluate the risk of credit and payment</u></p> <p><u>Marketing:</u> Improve and personalize the service; determine the user's eligibility for new products and services; targeting content and advertising, ours and our partners, according to the user's profile and preferences. Sending market research: evaluate whether advertising content directed to the user is of interest.</p>	<p>Compliance with regulatory obligation</p> <p>Credit Protection</p> <p>Consent and Legitimate Interest, to better understand access our Privacy Center</p>
<p>Registration Forms at the Sales Spots</p>	<p>Registration Data: name, telephone number, date of birth, e-mail, mother's name, CPF, gender, identification documents, telephone and address.</p>	<p>Keep our Customer Data updated</p> <p>Authenticate the user</p>	<p>Contract Execution</p> <p>Contract Execution</p>
<p>Surveys sent by TIM on their own behalf or on behalf of third parties</p>	<p>Data to be provided by the user, according to the object of the survey.</p>	<p>Evaluate the performance of TIM services or its partners, including engagement in</p>	<p>Consent</p>

		<p>advertising campaigns.</p> <p>Assist research institutes to obtain relevant data in specific cases.</p> <p>Consent</p> <p>For the</p>	<p>Consent</p>
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By law, any purchase, acceptance, consent or other legal act that You perform will only be considered valid if You have the legal capacity to exercise it. TIM does not allow minors to make purchases or engage in other legal acts, without authorization from those responsible.

4. With whom TIM shares your Data

In order for TIM to continue to offer You Products and Services of the latest generation of fixed, mobile and internet telephony, we have other companies that help us deliver these Services and / or Products and improve the efficiency of our operations. In some cases, in order for these companies to help us, we need to share Data with them:

Technology Services: We have a number of suppliers that we need to hire to operate the Products and offer the Services, and some of them may handle the Personal Data we collect on our behalf. For example, we use data hosting services to store our database, we also use means of payment services to be able to process the billing data for our Services. Our partners are only authorized to use Personal Data for the specific purposes for which they were contracted, therefore, they will not use your Personal Data for other purposes, in addition to the provision of services provided for in the contract. In general, we do this sharing to serve our legitimate interests or to fulfill a contract you have with us, as the case may be. In case it is identified that for a specific sharing your consent will be necessary, TIM will contact you to request it, and the sharing of data will not be done, if you do not agree.

Performance analysis: The data stored by TIM may be collected by third-party technology and used for the purposes of statistics (analytics), with the purpose of TIM understanding who are the people who use its Services, visit its Site and the Application My TIM or in any way interact with TIM. These data are encrypted and do not seek to identify or make the Owners identifiable, but only to better understand how the Products and Services are used, in order to improve them and customize products. We do the sharing to serve our legitimate interests.

Market research: If you answer a market research sent by TIM, it is possible that the results will be shared with our partner responsible for such research. These data are encrypted and do not seek to identify or make the Holders identifiable, but only to present in aggregate the results of the responses provided. We do this sharing based on your consent, provided by agreeing to participate in the survey.



To safeguard and protect TIM's rights: We reserve the right to process the data necessary to comply with legal, regulatory or by virtue of a judicial order, to exercise our rights in judicial, administrative or arbitration proceedings.

Learn more about sharing data with third parties in our Privacy Center.

5. TIM can transfer your Data to other countries

TIM may transfer data to other countries for the purpose of storage, for example, on servers located abroad, with a degree of data protection appropriate to that provided for in current legislation. We inform that your Data may be subject to local legislation and the relevant rules of these countries. By interacting with us, You agree to this international transfer of Data, in cases where it is essential for the provision of services and performance of your contract with us, in accordance with data protection legislation.

6. What are the Rights of Data Subjects

Brazilian data protection law provides ten Legal Bases that authorize the Processing of Personal Data, including consent of the Data Subject, the need to comply with the contract between TIM and You, when we have a legitimate interest to do so, in case it does not override your own rights.

In any case, the law guarantees You some rights in relation to the Data We Process. We list such rights, as well as how to exercise them, in the table below. It is important that You know that no right is absolute: when we receive your request, we may ask you for some information to assess whether we can serve you or whether we will need to deny your request. In any case, you will be duly informed within a reasonable time.

To exercise any of these rights, you can access our Privacy Center or contact us by email through the channels provided at the end of this Policy.

Right	Concept
Right to confirm the existence of treatment of your data and to access it	Permission for You to verify that We Treat Your Personal Data and request a copy of the Personal Data we have about You.
Right of rectification	This right allows You, at any time, to request the correction of your Personal Data, in case you identify that some of them are incorrect, inaccurate or out of date.
Right of exclusion	This right allows You to request the deletion of your Personal Data from our database. All collected data will be deleted from our servers when you request it, except for legal reasons that authorize TIM to keep it (for

	example, statute of limitations). If Personal Data is excluded, we may have to limit our Services.
Right of opposition	The law authorizes the Processing of Personal Data even without your consent or a contract with us. In this case, it is necessary to demonstrate that there are legitimate reasons for Treating your Data, such as, for example, preventing fraud or improving our communication with You. If you do not agree with this Treatment, you can oppose it by requesting an interruption.
Right to request anonymization, blocking or deletion	This right allows You to ask us to (a) anonymize your data, so that it can no longer be related to You and therefore cease to be Personal Data; (b) block your Data, temporarily suspending the possibility of We Treat Your Data; (c) delete your Data, in which case we will delete all of your Data without the possibility of reversion, except as provided by law.
Right to portability	You have the right to request, upon express request, that TIM provide You, or third parties that You choose, your Personal Data in a structured and interoperable format. Likewise, you can ask other companies to send your Personal Data to TIM to facilitate the contracting of our Services, for example.
Right to withdraw your consent	You have the right to withdraw your consent in relation to Treatment activities that are based on consent. However, this will not affect the legality of any Treatment carried out previously. If You withdraw your consent, we may not be able to provide certain Services, but we will notify you when this occurs.
Right to information about shared use of Data	We will keep this policy and our list of partners with whom we share the Data always up to date. In any case, if you have questions or want more details, you have the right to ask us for this information.
Right not to provide your consent	Your consent, when necessary, must be free and informed. Therefore, whenever we ask for your consent, You will be free to deny it - even if, in such cases, we may have to limit our Services if they depend on your consent.

If You have any questions about these issues or how You can exercise these rights, feel free to contact us through the channels provided at the end of this Policy.

7. How long will the Data be stored

We will keep your Personal Data only for as long as is necessary to fulfill the purposes for which we collect it, including for the purpose of complying with any legal, contractual, accountability or request from competent authorities.

In order to determine the appropriate retention period for Personal Data, in addition to the statute of limitations, we consider the quantity, nature and sensitivity of this Data, the potential risk of damage arising from unauthorized use or the disclosure of your Personal Data, the purpose of Treatment of this Data and whether we can achieve such purposes by other means, and the applicable legal requirements.

For example, due to an obligation imposed by Marco Civil da Internet, Data related to IP, date and time of your internet connections, when TIM is responsible for providing this access, will be kept for at least 12 months and related to applications created by Tim, for at least 6 months.

8. What are our responsibilities and how does TIM protect your Data

We work daily to protect your privacy and maintain the security of your Data. We adopt the appropriate security practices for our market, using encryption techniques, access control, records management and other applicable information security, technical and administrative measures, as well as reasonable precautions and appropriate to the sensitivity of the information , to avoid and minimize the aforementioned risks related to data processing.

The systems used for the treatment of personal data are structured in order to meet the security requirements, standards of good practices and governance and general principles provided for in the current legislation and other standards, guaranteeing the protection of your information.

Despite all the efforts mentioned above, TIM, as well as any companies or public bodies that process data, is not exempt from the action of malicious third parties. Unauthorized account entry or use, hardware or software failure, and other factors, can compromise the security of your Personal Data at any time. So help us to maintain a safe environment for everyone.

In addition to adopting good security practices in relation to your account and your Data (such as, for example, not sharing your password with third parties), if you identify or become aware of something that compromises the security of your Data, please contact contact us through the channels informed at the end of this Policy. We emphasize that we are constantly monitoring the security of our technologies and databases. If necessary, we will inform You and the competent authorities about the occurrence of any failures.

If you are a TIM customer, access to your logged / restricted area is protected with a personal, non-transferable password. You must prevent and prevent unauthorized access by third parties to your logged-in area and Personal Data by properly selecting and



protecting your password or other connection mechanism, limiting access to your computer or device, browser, and logging out after completing access, clicking “log out” and ending your session. In cases of loss, theft or theft of your device, it is necessary to contact TIM, to request the blocking of the line or device, as well as the cancellation of the option of access without credentials to the App or Site Meu TIM, if you have configured in this format.

TIM does not contact customers asking for personal information, such as credit card details or passwords.

9. How to talk to TIM about your Data

If you believe that your Data was used in a manner inconsistent with this Privacy Policy or have other questions, suggestions or comments related to this Policy, please contact us. We have a Data Protection Officer who is available at the following contact addresses:

DPO (in charge): Piero Formica

Mailing address: Av. João Cabral de Mello Neto, 850 - Barra da Tijuca, CEP: 22775-057, in the City of Rio de Janeiro, State of Rio de Janeiro

Contact email:

dpo.business@timbrasil.com.br;

dpo.consumer@timbrasil.com.br;

dpo.wholesale@timbrasil.com.br;

dpo@timbrasil.com.br;

The list of other DPO contacts (person in charge) can be consulted on the Privacy Center page <https://www.tim.com.br>

10. How and when this Policy can be changed

As we are always looking to improve our Services and offering new features, this Privacy Policy may undergo updates. Rest assured, if relevant changes are made, we will inform you, subject to You checking the most current version on our Site.