

DATA TREATMENT AND PRIVACY POLICY OF ENERGISA

INTRODUCTION

DEFINITIONS

DATA USED BY ENERGISA

HOW WE SHARE YOUR DATA

HOW WE PROTECT YOUR
DATA AND HOW YOU CAN
ALSO PROTECT IT

HOW WE STORE YOUR DATA

WHAT ARE YOUR RIGHTS

INFORMATION ABOUT THIS
POLICY



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Introduction

This Privacy Policy ("Policy") demonstrates the commitment of Energisa S.A., Corporate taxpayer number (CNPJ/ME) 00.864.214/0001-06, having its registered office at the address Praça Rui Barbosa, 80, Centro, Cataguases-MG, CEP 36.770-901, and its subsidiaries, hereinafter referred to as "**Energisa**", "**Company**", "**Energisa Group**" or "**Us**", to your privacy and protecting your data clearly and in accordance with the existing legislation.

This policy describes the main rules governing the treatment of your personal data, when (i) **You** use our functionalities in our digital systems, including but not limited to sites available on the Internet links www.energisa.com.br; www.grupoenergisa.com.br; www.reenergisa.com.br and their subdomains and applications ("Sites"); or (ii) **You** interact with us outside our digital systems, where for the intense and purposes of this Policy our physical and digital systems are jointly referred to as "Our Systems".

This Policy is aimed at our clients, partners, service providers and the public in general, and basically covers how we handle these parties' personal data.



Definitions

See below a glossary to facilitate your understanding of certain terms used in this Policy.

ANONYMIZATION

Process whereby data directly or indirectly loses the ability to associate with an individual, by employing reasonable and available technical means at the time of treatment.

CCTV

Closed Circuit Television. Camera-based surveillance and monitoring system that transmits real-time images to a video recorder and/or monitoring center through a cabled system or IP.

CLOUD COMPUTING

Cloud computing is a virtual services technology built by interconnecting more than one server through a common information network (e.g. Internet), in order to cut costs and improve the uptime of supported services.

CONSENT

Free, informed and unequivocal statement authorizing the handling of personal data for a specific purpose.

COOKIES

Small file sent by Sites and saved on your devices which remembers your preferences and other minor information, with a view to customizing your browsing experience based on your profile.

DATA

Any information inserted, handled or transmitted through Our Systems.

PERSONAL DATA

Any identified or identifiable information directly or indirectly related to the individual.

SENSITIVE PERSONAL DATA

Special category of personal data based on the racial or ethnic origin, religious beliefs, political opinion, membership of trade unions or religious, philosophical or political organizations, related to the health, sex life, data genetics or biometrics of individuals.

UNIQUELY AUTOMATED DECISIONS

These are decisions that affect a user which have been scheduled to function automatically, without the need for human intervention, based on the automated treatment of personal data.

SUPERVISOR

Party appointed by us to serve as a communications channel between the controller, the data subjects and the National Data Protection Authority (ANPD).

ACCOUNT HOLDER

The individual to whom the personal data relates, such as clients, contractors, commercial partners and outsourced personnel.

TREATMENT

Any transaction performed with personal data such as those related to: gathering, producing, receiving, rating, employing, accessing, reproducing, transmitting, distributing, processing, filing, storing, deleting, assessing or controlling the information, modifying, communicating, transferring, spreading or extracting.



Data used by Energisa

We gather your personal data when this data is inserted or supplied by **You**, when **You** interact with our Systems and as a result of us providing **You** services, including but not limited to our customer service channels, websites and applications.

We may gather various types of Personal Data, based on the various services **We** offer. We may gather data such as full name, personal identification documents (such as RG and CPF), photo, telephone number, email address, gender, date of birth, city, state, payment information, information about the consumption meters registered in your name, amongst other data required.

We can also gather information automatically, including IP address and source logic gate, device and operational system version, geolocation, records of the date and time of each action **You** carry out, which screens **You** accessed, session ID and cookies.

Many of our services rely directly on certain Personal Data, especially onboarding data. If **You** opt not to provide some of this data, this could prevent us from delivering some of our services and functionalities in Our Systems.

Regardless of the data **You** provide to the **Company**, **We** will only use that effectively relevant and necessary to achieve our declared purposes for it, such as to identify and authenticate You when you are using our services, enabling easy access to self-service functionalities and our Digital Branch, promoting and maintaining your contact with us, protecting You in respect of fraud prevention, complying our legal and regulatory obligations, as well as enabling **Energisa Group** to pursue its legitimate interests.

You are the sole party responsible for the accuracy, truthfulness, currentness or lack thereof of the data **You** provide. Pay attention because you are responsible for ensuring the accuracy of your data and keeping it current.

Similarly, **We** are not obliged to process or handle any of your data if there are grounds to believe that this treatment could result in us committing a legal violation, or if **You** are using Our Systems for any illegal, illicit or immoral purposes.

The database comprised of gathered data is our property and our responsibility, and will be used, access and shared, where necessary, in accordance with the limits and business purposes described in this Policy.

Our Sites have technologies that automatically gather information, such as cookies and caches that are used to enhance Site functionalities. At any time, **You** may block the use of Cookies and caches by adjusting the settings of your Internet browser. However **You** declare that you are aware that if these technologies are deactivated, a number of resources offered by our Site may not work correctly or be limited.

All technologies used will always comply with the existing legislation and the terms of this Policy.

For the general purposes outlined here, the **Company** does not handle sensitive personal data and in situations in which this occurs the data will be collected and handled in accordance with the applicable legislation.



How we share your data

The **Company** comprises an economic group which partners multiple companies. It may therefore share your personal data in the following circumstances:

- With companies belonging to **Energisa Group**, always in compliance with the applicable personal data protection security guidelines
- With partnering firms and suppliers under the provision or development of services for **You**

- With judicial, administrative or governmental authorities, government entities, regulatory entities, trade associations with a regulated inspection mission, police forces and/or security forces, to comply with legal or regulatory provisions, to provide public services, to either protect the **Company's** interests in the event of a conflict or specific order, including legal and administrative proceedings
- In the event of transactions and corporate alterations involving the **Company**, in which case it will be necessary to transfer the information to continue providing services.

These data transfers may also take place outside Brazil, namely the countries in which **Energisa Group** operates now in the future or has a business partner, in which case the **Company** will take measures to protect the personal data.

For the purpose of market intelligence surveys and disclosing data to the press, when applicable, the data **You** provide will be anonymized before sharing, i.e. so it cannot be used to identify you.



How we protect your data and how You can also protect it.

The **Company** uses the necessary and legally required resources to protect your privacy and personal data that we gather. We accordingly adopt several precautions in accordance with existing laws, including:

- Using standard and market methods to encrypt and anonymize gathered data, whenever possible
- Protecting against unauthorized access to our systems
- Only authorize access for previously established personnel to the site where the gathered data is stored;
- Parties contacting us with personal data are required to maintain absolute confidentiality.
- Maintaining the inventory specifying the time, duration and identity of the person responsible for accessing the data
- In addition to technical efforts, the **Company** shall adopt institutional measures to protect personal data, including a continually updated privacy governance program.

Personal data collected is only accessed by duly authorized professionals, in accordance with the principles of proportionality, necessity and relevance to our business objectives, covered by our commitment not to disclose it and to protect your privacy in accordance with this Policy.

Despite the foregoing, the **Company** cannot completely guarantee that personal data is not subject to unauthorized access, through methods developed to obtain information illicitly, in which case the **Company** will take all applicable legal measures against the offenders.

The **Company** may also encourage **You** to take suitable measures to protect your personal data against unauthorized access to your computer, account and access passwords, as well as always making sure to click on "leave" when ending browsing on a shared computer, where this information is personal, nontransferable and the sole

responsibility of the Data Subjects. It is also extremely important for **You** to know that we will never send emails containing attachments that can be executed (extensions: .exe, .com, and others).

When **You** use our digital systems, **You** may be led to other sites or platforms by link, which may gather your information and have their own Data Treatment Policy.

You should read the Data Treatment and Privacy Policies of these sites or platforms outside our digital systems, and are responsible for accepting or rejecting them. **We** are not responsible for the Data Treatment and Privacy Policies of third parties or the contents of any sites or services in systems other than ours.

We do not have commercial partners that may offer services through functionalities or sites that can be accessed from our digital systems. The data **You** provide to these partners will be their responsibility, and subject to their data usage and collection practices.

If outsourced firms treat any of the data we collect on our behalf, they will follow the requirements set out in this document and information security standards.

To optimize and improve our communications, when we send **You** an email we can receive a notification that it has been opened, providing this function is available. It is important for **You** to pay attention, as emails are only sent from the domains: alsolenergia.com.br; energisa.com.br; energisacomercializadora.com.br; energisageracao.com.br; energisasolucoes.com.br; energisaterceiros.com.br; multienergisa.com.br; reenergisa.com.br



How we store your data

Personal data collected is stored in a secure controlled environment and will be deleted after it has been used for its intended purposes, or when **You** request its deletion, unless we are explicitly authorized by the applicable law or regulations to keep it, including for statute of limitation periods.

However, information can be kept for a long-term to comply with a legal or regulatory obligation for exclusive use by the **Company**, including for exercising its rights in judicial or administrative proceedings.

We can also keep CCTV recordings for short periods in accordance with our security policies and monitor physical areas to protect **You**, our employees and Our Systems.

The data collected can be stored on our servers in Brazil or in cloud computing, which may require this data be transferred and/or handled outside Brazil.



What are your rights

In accordance with the existing legislation, the **Company** will place the following information at your disposal through its customer service channels and upon specific request:

- **Confirmation of data treatment: You** are entitled to know whether **We** have handled your personal data
- **Accessing data: You** are entitled to know what personal data of yours **We** have handled
- **Data correction: You** are entitled to request us to correct any of your personal data that is incorrect, inaccurate and/or out of date
- **Data limitation: You** are entitled to request anonymization, blocking or deletion of unnecessary or excessive data
- **Data portability: You** are entitled to request that your personal data under our treatment be transferred to another company informed by **You**
- **Data deletion: You** are entitled to request the deletion of your personal data
- **Information about data sharing: You** are entitled to know who **We** share your personal data with
- **Revoking consent and informing consequences: You** are entitled to revoke your consent for the purpose of personal data treatment, and be informed of any consequences from the provision of services resulting from the revoke request.

These rights can be exercised through a specific request submitted to our customer service channels informed in the item “Information about this Policy”.

You declare you are aware that removing information essential for managing your records at our **Company** will result in termination of our contractual relationship and consequent cancellation of services hitherto provided to you.

After we are no longer legally required to maintain it, your personal data will either be deleted using safe deletion methods or anonymized for statistical usage

The **Company** will make the effort necessary to meet these requests as quickly as possible, which, however, depends on the complexity of the action requested, which could delay it or prevent it from being handled quickly.

You also declare that you are aware that your request may be legally rejected, for formal reasons (such as your inability to prove your identity) or legal reasons (such as requests to delete data the **Company** is legally obliged to maintain or which we are legally entitled to use).

Information about this Policy

You are aware that **We** can change the contents of this Policy at any time in the event the treatment requirement or purposes change, especially to adapt to and comply with the law or regulations with equivalent legal power.

If any part of this Policy is considered inapplicable by a competent authority, the other conditions will remain in full force and effect.

You acknowledge as valid, effective and sufficient all communications issued by **Us** and sent by email (to the addresses informed by **You**), SMS messages, instant communication applications or any other

digital format, either to disclose any matter related to the services we provide involving your data and any other subject we deem relevant to the provision of our services and functionalities.

Should you have any general queries about your records or the services provided by **Energisa**, please access our online service channels at the address [energisa.com.br](https://www.energisa.com.br). You may also exercise your aforesaid rights through the site <https://www.energisa.com.br/Paginas/ExercaSeusDireitos.aspx>

For specific issues related to this Policy, including the use of personal data, cookies and other similar technologies, please contact our personal data treatment supervisor on the email address encarregadodedados@energisa.com.br or at the address Praia de Botafogo, n° 228 - 13º andar - Edifício Argentina - Rio de Janeiro/RJ - CEP 22250-906.

Energisa is not liable for the sending of emails by third parties on its behalf, making untrue promises, false offers, fraudulent forms and/or any other form of communication sent by third-parties. Should you have any queries please contact us through the official channels informed.

This Policy will be regulated, interpreted and enforced in accordance with the Laws of the Federative Republic of Brazil, especially Law No. 13.709/2018, regardless of Laws in other states or Countries, in Portuguese, where the courts in its domicile shall settle any disputes arising out of this document.