

ENERGISA S.A.
Open Company
CNPJ nº00.864.214/0001-06

PRIVACY POLICY (EXTERNAL)

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Message from the President

We are very proud of our history, which completed 115 years in 2020. We are the 5th largest electric power distribution group in the country, with branches in all the regions and in 11 states. We take electric power to approximately 7,8 million clients, which covers 20 million Brazilians.

We believe that the excellence of the service quality is the result of our commitment to a sustainable and efficient management, engaged people and ongoing investments.

We are oriented towards generating economic-financial, ethical, social and environmental value for all our stakeholders. Nowadays, the Energisa Group is a service platform for the electricity sector, which is in all links of the power chain and has total commitment to the search for clean and renewable sources.

In the past few years, we have been seeking to simplify our innovation practices in all business fronts, from administrative activities to field work. The agile methods have been integrated into the company's reality and we focused on instrumentalizing the journeys of our customers and employees through the digital transformation which is incorporated into our daily lives. This way, we are preparing ourselves for a future of great possibilities.

We are recognized by our bold steps, but at the same time, right and safe, because we start from a base of solid values, which has been improving over the decades. Our culture is based on entrepreneurship and on the commitment to bring quality electricity to our customers wherever they are. Today our businesses are oriented towards sustainable growth, with a view to the achievements of our future generations.

In this context, the Energisa Group is always attentive to its legal and regulatory obligations and it could not be different with regard to the LGPD (General Data Protection Law - Law 13.709/2018). You give us all your personal data so that we can deliver you high quality service.

In general, this policy is intended to help you understand which information we collect, why we collect it and how you can update, manage, export and delete that information.

Scope and purpose

This Privacy Policy ("Policy") is applicable to Energisa S.A. and its subsidiaries, thereafter referred to simply as "Energisa" or "Company" or "Energisa Group".

This policy applies to the processing of personal data which has for some reason been provided for the Company by those referred to simply as "holders".

Our goal is to provide holders with general understanding of:

- circumstances in which we collect and process your personal data;
- types of personal data we collect;
- reasons for collecting your personal data;
- how we treat your personal data.

This Policy is intended for our customers, employees, partners, service and the general public, and covers, in a basic way, how we handle with these individuals' personal data.

Definitions

To facilitate the understanding of some terms that we use in this policy, we present some definitions below:

- personal data: any information related to a natural person, direct or indirectly, identified or identifiable;
- sensitive personal data: special category of personal data concerning racial or ethnic origin, religious belief, political opinion, trade union membership, religious, philosophical or political organization, concerning health, sex life, genetic or biometric data relating to a natural person;
- holder: the natural person to whom the personal data refers to, such as customers, employees, contractors, business partners, and third parties;
- processing: any operation carried out with personal data, such as: collection, production, reception, classification, use, access, reproduction, transmission, distribution, processing, filing, storage, elimination, evaluation or control information, modification, communication, transfer, diffusion or extraction;
- anonymization: process by which the data loses the possibility of association, direct or indirect, to an individual, considering the reasonable technical means which are available at the time of processing;
- consent: free, informed and unambiguous expression of consent to the processing of personal data for a specific purpose.

Data used by Energisa

We collect personal data from the holder when it is entered or provided by the holder through our service channels, portals and company applications such as full name, personal documents, telephone number, email address, gender, date of birth, city, state and others.

Regardless of what data the holder provides to the company, we will only make use of those effectively relevant and necessary to achieve the purposes declared to them.

The company can also automatically collect several kinds of information, such as: characteristics of the access device, browser, IP (with date and time), IP origin, information about clicks, pages which have been accessed, search terms entered in our portals, among others.

For such data collect, the company will make use of some existing technologies, which are used with the purpose of improving the holders' browsing experience, according to their habits and preferences.

It is possible to disable, through your internet browser settings, the automatic collect of information by using new technologies, such as cookies and caches, as well as on your own website. However, the holder must be aware that, if these technologies are disabled, some of the features offered by the website, which depend on the referred data, may not work accordingly.

The holder will be able to access, update and supplement their data, as well as request the deletion of the same, through the functions available on the company's website. We will do our best to respond in the shortest time, respecting the deadlines required by law.

The company does not handle with, for the general purposes set forth herein, any data considered sensitive by the Law 13.709/2018, such as racial or ethnic origin, religious conviction, political opinion, union membership, religious, philosophical or political organization, data related to health or sex life, genetic or biometric data. It is true that in cases where a problem occurs, the collect and treatment are carried to comply with the current legislation and are based on specific terms which have been previously made available to the holders.

How this data is used

The company collects and processes all personal data which is necessary and indispensable for the provision of its services and does so in order to comply with current legal and regulatory obligations, the contracts between the parties and the legitimate interest of the company or other purpose provided by law.

The personal data processed by the company is predominantly for the purpose of complying with legal or regulatory obligations and establishing a contractual link with the holder, which includes the management, administration, provision, expansion and improvement of the services provided by the company.

The Energisa Group may centralize the personal data collected, which might be used in other services related to the company, subject to the purposes set out herein and the consent of the holder, when required by law.

The company may also process personal data based on its legitimate interest (or the legitimate interest of another company in the Energisa Group), always respecting the legal provisions in force.

Additionally, the information collected may, with the holder's consent, be used for advertising purposes, such as sending information on brands, products, promotions and partnership of the company, as well as for publicizing events or conducting research related to its activities.

If the holder no longer wishes to receive advertising information from the company, he or she may, at any time, contact the company through the form available in the registration form or through the service channels available to customers.

Website and cookies

The company has specific policy for the use of cookies, which is available on our website.

Cookies are small text files stored on the user's computer. These are files or information that help the functioning, performance and optimization of the user's browsing. When browsing an Energisa or authorized partner or website, cookies may be stored on the user's computer or another access device for as long as it is related to the purpose of the cookie's use.

The use of cookies enables a series of browsing optimization and is essential for a better user experience. Nowadays, this feature can be used for various functionalities and this document seeks to clarify all the possibilities to use them and how the company guarantees the safety of users while they are browsing.

Energisa values transparency and if it is necessary to collect any personal data - which allows the individual's identification - the user will be duly notified.

Data sharing

The company is part of an economic group that works in partnership with several companies in Brazil and around the world. Thus, it may share the holders' information in the following hypotheses:

- between companies of Energisa Group, which will use the information for the purposes indicated in this Policy;
- with partner companies and suppliers, in the provision or development of services for the holder;

- with authorities, governmental and regulatory entities, or other third parties, either to comply with legal provisions or to protect the company's interests in any type of conflict, including lawsuits and administrative proceedings;
- in the case of transactions and corporate changes involving the company, in which case the transfer of information will be necessary for the continuity of services;
- by judicial order or by the request of administrative authorities that have legal competence for its requisition.

Additionally, it is possible that some of the above transfers may occur abroad, notably in countries where Energisa Group operates, may operate or has a business partner, in which case the company will take measures to provide protection of personal data.

Data security

The company uses the necessary and legally required resources which aims to preserve the privacy of the personal data it collects. This way, it adopts several precautions in compliance with current laws, such as:

- it uses industry and standard methods to encrypt and anonymize collected data;
- the company has protection against unauthorized access to its system;
- it only authorizes the access of previously established people to the place where the collected information is stored;
- those who come into contact with personal data must undertake to keep strict confidentiality. Breaching this confidentiality will result in civil liability and the person in charge will be held liable in accordance with current legislation;
- the inventory maintenance indicating the time, duration and identity of the person in charge of accessing the data;
- in addition to technical efforts, the company also adopts institutional measures whose aim is to protect all the personal data. This being done, the entire governance program is kept private and is constantly updated;

In spite of the above, the company cannot fully guarantee that personal data is not subject to unauthorized access, perpetrated by means of methods developed to illegally obtain information. If this occurs, the company will take all applicable legal measures against the violators.

In addition to this, the company encourages the holders to take the appropriate measures to protect their personal data and their access passwords, being certain that such information is personal, non-transferable and under their sole responsibility.

Data retention

In order to protect the holders' privacy, all the personal data processed by the company will be automatically deleted when it is no longer useful for the purposes for which it was collected, or when the holder requests it to be deleted, unless its retention is expressly authorized by applicable law or regulation, including statute of limitations.

However, the information may be kept in order to comply with legal or regulatory obligations, transfer to third parties and exclusive use of the company, including the exercise of its rights in legal or administrative proceedings.

Holder's rights

In compliance with the current legislation, the company will make available the following information to holders (through its service channels and upon specific request):

- the confirmation of the existence of data processing;
- data access;
- the correction of incomplete, inaccurate or obsolete data;
- the anonymization, blocking, or deletion of unnecessary, excessive, or improperly processed data;
- the portability of your data to another service or product provider;
- the elimination of data, in compliance with the legal, regulatory and contractual current obligations;
- information about public or private entities with which the company shares its data;
- information about the possibility of not giving consent, as well as being informed about the consequences in case of a refusal;
- the revocation of consent.

These rights can be exercised by means of a specific request through our service channels.

The holder is aware that the exclusion of the essential information for managing his/her registration with the company will result in the termination of the contract, with consequent cancellation of the services then provided.

The company will make every effort to respond to such requests in the shortest time possible, which, however, will depend on the complexity of the requested action, which may delay or prevent its prompt response.

The holder must also be aware that his or her request may be legally rejected, whether for formal reasons (such as his or her inability to prove his or her identity) or for legal reasons (such as the request to delete data whose retention is legal obligation of the company or the free exercise of his or her right).

How to contact Energisa

In case you have general questions about your registration or service provided by Energisa, you can access our online channels at energisa.com.br.

For specific questions about this policy, including the use of personal data, cookies and other similar technologies, please contact our "Data Supervisor" by the email address encarregadodedados@energisa.com.br.

Energisa is not responsible for the sending of emails by third parties, made in the holder's name, with false promises, false offers, fraudulent forms and/or any kind of communication sent by third parties. In case you have any questions, contact us through the official channels which have been indicated.

Legislation

This policy will be ruled, interpreted and executed in accordance with the laws of the Federative Republic of Brazil, especially Law n° 13.709/2018, regardless of the laws of other states or countries, being the holder's permanent address competent to settle any doubt which may arise from this document.

Rio de Janeiro, 31st August, 2020