

PRIVACY NOTICE

Oi cares about protection of your **personal data**, therefore, our commitment is to reconnect you to your **data**. This notice aims to explain how **Oi** may use information about you.

WHAT DO I NEED TO KNOW TO UNDERSTAND THIS NOTICE?

For your understanding, please find below some important definitions:

➤ **Personal Data**

It is any information related to an individual that identifies or is able to identify him/her, for example: name, Passport number, telephone number, e-mail, bank information, SIM card, birth date , occupation, among others.

In this notice, we may refer to certain categories of **personal data**, as follows:

PERSONAL DATA CATEGORY	EXAMPLE
REGISTRATION AND CONTRACT DATA	Name, CPF (Social Security Number) number, RG (identification data) number, passport number, parents' names, address (physical or email), mobile and home telephone numbers, ICCID number (SIM card), birth date, nationality and occupation.
FINANCIAL DATA	Invoice information, such as history, payment dates, outstanding amounts and payments received, credit or debit

	card information, bank account information, among others.
LOCATION AND TRAFFIC DATA	Approximate location data, when you have enabled the location feature of the Global Positioning System (GPS) or gathered by base transceiver station , telephone calls made or received, as well as their numbers and duration, telephone number related to sending and receiving SMS, usage and amount of data connection or packages, Wi-Fi browsing, consumption profile information.
BROWSING DATA ON OI'S WEBSITES AND APPLICATIONS	Device and browsing data (model, date, time, IP) and cookies.

➤ **Sensitive Personal Data**

These are informations related to an individual that deal with racial or ethnic origin, religion, political opinion; membership of unions or religious, philosophical or political organizations; and data concerning the health or sex life, as well as genetic or biometric.

➤ **Personal Data Subject**

It is you, the individual, who the personal data relates to.

➤ **DATA PROTECTION OFFICER - DPO**

The professional in charge of communication between you and Oi with regard to the usage of **personal data**.

FOR WHAT PURPOSE DOES OI COLLECTS PERSONAL DATA?

We may use your **personal data** for several purposes, and it depends on how you interact or engage with us. Let's see some examples:

Services Rendering

If you are one of our customers, as our fiber subscriber, we will need to collect your **registration, location, and financial data**, among others, in order to formalize the service contract and process the payments.

Recruitment Process

If you want to work with us, we will need to collect professional information, such as educational background, profession, etc., in order to assess whether your profile corresponds to the position.

Partners

Now, if you are one of our partners, we need to collect **registration data** of the individuals who will work in our facilities, for access control, thus ensuring the safety of all involved in the operation.

Cookies

In addition, since Oi is always aiming to improve its products and services, we may use **browsing data** and data from technological assets, such as cookies, on our websites to improve the performance of our web pages. If you want to learn more about cookies, [click here](#).

LEARN MORE

Below is how we handle your **personal data** on other Oi portals and applications.

➤ Minha Oi

At Minha Oi, you can access the products you have contracted, monitor your consumption, find out about your current offer, buy credits to your prepaid phone and even access other Oi services. In order to accomplish all this, we use **personal data**. For example:

- To exhibit information about your offer, we need access to your **personal data** such as telephone number, as well as location and traffic data.
- If you want to buy bundles, change your offer, or contract other services, we will need your registration data, **location and traffic data**, and financial data in order to process payments.
- Now, if you need technical support, we can use **registration data, location and traffic data, navigation data**, and **technology assets**, depending on your needs.
- Furthermore, we may use **registration, location and traffic data** to offer new products and measure the quality of our services.

➤ Técnico Virtual Oi

Through Técnico Virtual, we offer solutions to problems with broadband or fiber internet, satellite TV, or phone number. Therefore, we use **personal data** such as **registration data, location and traffic data**, as well as **browsing data and data from technological assets** in order to enable the provision of the service.

➤ Oi Play

This is Oi's streaming service to give you access to movies, series, and television channels in one place. On this platform, we may use **personal data** in several ways, such as:

- To contract the service, we collect **registration, location, and financial data**, among others, to formalize the service contract and process the payments.

- In order for you to access the content of the channels and platforms, we may need to authenticate your identity by sharing some **personal data**, such as your CPF (Social Security Number), with our partner platform.
- We may also use **browsing data** and **data from technological assets** such as cookies in order to improve the performance of our portal and correct any errors.

HOW OI COLLECTS PERSONAL DATA?

- Directly from you, for example, when buying services and products or during our selection processes;
- Automatically, for example when you browse our websites or applications.
- Through a partner, if, for example, you already have a link with the third party.

Note: We will always inform you about what **data** we collect, even when it is done automatically.

DOES OI SHARE MY PERSONAL DATA WITH THIRD PARTIES?

In order to provide our services, Oi has business partners who may have access to some of your **personal data**. All our partners are previously evaluated, so that only those who share our values will participate in our activities.

We also implement specific measures to ensure the security and control of your **personal data**, even when it is shared. We have made a commitment to you in this notice that also extends to the people who work with us. In addition, we may share your **data** with government authorities, such as, for example, police authorities, Public Prosecutor's Offices, Courts of Justice, consumer protection agencies, Brazilian Telecommunication Agency (Anatel), among others, to comply with a legal or regulatory obligation or a court order.

Similarly, we may share personal data with credit protection agencies to reduce credit risk and fraudulent use of Oi services. We will share your **data** wherever you go, in accordance with Brazilian law, and we reaffirm our commitment to transparency with you.

DOES OI TRANSFER PERSONAL DATA TO OTHER COUNTRIES?

Internet has enabled overcoming geographical obstacles and connecting people around the world, and in order for this to happen, **personal data** often travels between countries. Since we aim to employ the best technologies available in the market, in some situations, personal data may be transferred outside Brazil, for example, to cloud storage or if necessary to provide a service. In any case, we always comply with the Brazilian legislation.

HOW LONG IS MY DATA STORED BY OI?

Your **data** will only be with us for as long as is necessary to fulfill a purpose, such as to provide our services, comply with a legal/regulatory obligation, or to help us improve our products. In any case, we will store your **data** according to the law, securely, transparently and for a limited time.

If you would like to know which **data** we have about you, please visit our [privacy portal](#).

ARE MY DATA PROTECTED AT OI?

At Oi, our purpose is to transform the digital environment, applying the best technologies available in the market to ensure the confidentiality of the information we hold and honor the trust you place in us. When we talk about

personal data, our concern is even higher and we do not spare efforts to ensure your privacy. That is why we constantly apply and renew our security protocols, besides having internal rules that guide the storage of **personal data** in safe places, reducing the probability of unauthorized access or information leakage. But remember: your **data** safety also depends on you! Here are some tips:

- When registering on Oi platforms, create a password strong enough to prevent other people from guessing it and do not use the same password for accessing e-mail or other applications.
- Change your passwords periodically.
- Never disclose or share your password with others, after all, you are solely responsible for maintaining the confidentiality of your password and for any action on your account on Oi websites and services.

WHAT ARE MY RIGHTS?

As we mention at the beginning of this notice, our purpose is to reconnect you to your personal data, and this is how Oi handles your information. The Brazilian General Personal Data Protection Law provides that you, as the data subject (owner of your own information), have several rights, such as access to the data we hold about you, rectification of outdated information, among others.

To learn more about these rights, [click here](#).

CAN THIS PRIVACY NOTICE BE REVISED?

Given that Oi is constantly improving its services and products, this Privacy Notice may be updated. For this reason, you should periodically visit this page.

CONTACT OI

Do you have any other questions about this Notice? Talk to us!

DPO: Renata Bertele

Contact: pp-privacidade@oi.net.br

But remember: to exercise your rights, you must access this [link](#).

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