



PRIVACY POLICY

Welcome to the Privacy Policy of the DROME monitoring system

This Policy establishes how Vitae processes your personal data and the purposes for which it is used. We care about the privacy and security of our clients, which is why we adopt good practices for the processing of personal data, in accordance with the parameters established by the Brazilian General Data Protection Law (Law No. 13.709/2018) and other applicable regulations. By expressing your consent to this Privacy Policy, you authorize Vitae to use your personal data for the purposes described below.

1. Commitment to your privacy and acceptance of data processing

Vitae respects your privacy and is committed to treating all personal data collected directly from our website, as well as those stored in our databases by other means, such as physical registration forms or contacts made through customer service channels, in a responsible manner and in accordance with applicable legislation.

Acceptance of this Policy will occur when you access or use our website or application. This indicates that you are aware of and fully agree with the way we use your information and personal data to enable service provision, offer promotions and benefits, and comply with legal obligations. If you do not agree to be bound by the terms of this Policy, do not use our services.

2. Personal data controller

All personal data collected will be processed by Vitae Soluções em Engenharia LTDA ("Vitae"), registered with CNPJ under No. 13.506.245/0001-37, as the personal data controller, under the terms of article 5, item VI, of Law No. 13.709/2018 (Brazilian General Data Protection Law, LGPD).

3. Information collected

We respect your privacy, all information shared with us will be handled securely, in accordance with Brazilian law and best market practices.

Personal data: information related to an identified or identifiable natural person.

Data processing: any operation performed with personal data, such as collection, production, reception, classification, use, access, reproduction, transmission, distribution, processing, archiving, storage, deletion, evaluation or control of information, modification, communication, transfer, dissemination, or extraction.

The personal data we collect are:

1. Identification data: first name, last name, position, user login and password;
2. Contact data: email, phone or mobile phone (optional) and full address;
3. Behavioral data: consumption profile and cookies.

These data are provided by you when registering to use our services, contacting our service channels, or automatically collected, such as connection data including internet access possibility, internet IP, local IP, connection location, request codes, cookies, and other related information.

We use your personal data to contact, respond to, or maintain communication with you and to enable and improve our services. In addition, we may process your data to comply with legal or regulatory obligations, for contract execution, to safeguard your rights, to protect life or physical integrity, and to meet legitimate interests. Vitae does not collect banking information, all payments are made via bank transfer or PIX by the user.

4. How we protect your data

Any information you provide is treated following strict security standards, protecting your personal data from accidental or unlawful situations or any form of improper processing.

We commit to:

- a) Collecting the minimum amount of personal data necessary;
- b) Not transferring, selling, or disclosing your data outside what is stated in this Policy;
- c) Encrypting and anonymizing data when necessary;
- d) Blocking, deleting, or anonymizing data that are no longer necessary.

Data are stored on Amazon servers physically located in São Paulo, Brazil. Only authorized employees have access to your data. In case of any data breach, we will notify the data subject, ANPD and competent regulatory bodies.

5. Data retention period

We will delete your personal data when they are no longer useful for the purposes that motivated their collection or when no longer legally required. Data may be retained to comply with legal obligations, resolve disputes, and prevent fraud.

6. Purpose of processing

With consent, we use your personal data to contact you, provide services, execute contracts, provide support, and for marketing communications, promotions and information.

You may request information, deletion, or cancellation of your registration at any time through the email contact@dromeiot.com.

7. Sharing

We share information with Google and Amazon when strictly necessary, and with authorities when legally required. Partners are contractually required to ensure data protection compliance.

8. Data subject rights

You may request confirmation of processing, access, correction, anonymization, portability, deletion, sharing information, consent revocation, and related rights via contact@dromeiot.com.

9. Data Protection Officer (DPO)

- Name: Erick Soares Rabelo
- Email: erickrabelo@drome.com.br

10. Cookies

Cookies require authorization and may be controlled via browser settings. Some site functions may be limited if disabled.

11. Updates

This Policy may be updated at any time. You will be informed when consent is required for new terms.

12. Applicable law and jurisdiction

This Policy shall be governed by Brazilian law. The jurisdiction of Salvador, Bahia, Brazil, is elected.

13. Communication channel

For questions, contact contact@dromeiot.com.