

GENERAL CONDITIONS REGARDING PERSONAL DATA¹

1.1. DigitalSign - Certificadora Digital, SA, hereinafter referred to as DigitalSign, is the entity responsible for the processing of personal data.

1.2. DigitalSign appointed a data protection officer, who can be contacted directly by sending a letter to Largo Pe. Bernardino Ribeiro Fernandes, n.º 26, 4835-489 Nespereira - Guimarães, or via email: dpo@digitalsign.pt.

1.3. The personal data from DigitalSign's customers are collected and processed as a requirement for the execution of the contract, for the fulfillment of the legal obligations imposed on DigitalSign, under legitimate interest or because they were subject to express consent. The data identified in the enrollment form, namely, in the request for the issuance of a digital certificate, or through any other method with the same purpose, provided to DigitalSign by its customers, are mandatory and essential for the provision of DigitalSign's services. The non-provision of the data by the customers implies the non-provision of DigitalSign's services. The omission or inaccuracy of the data or any other information provided by the customer is entirely his/her responsibility.

1.4. The personal data provided by the customer or generated by the use of the service will be processed and securely stored electronically, whereas DigitalSign guarantees the confidentiality and secrecy of all data not intended for public disclosure, although it might be used for marketing and sales, customer management and service provision, accounting, tax and administrative management, litigation management, fraud detection, revenue protection and auditing, network and systems management, information security and physical security control, operator management and compliance with legal obligations, provided that one of the legal grounds contained in article 6 of the General Data Protection Regulation is ensured.

1.5. The processing of personal data for marketing purposes will be carried upon express consent from the customer, which must be prior, free, informed, specific and unambiguous, in writing or orally, or through the validation of an option. The customer can object to the processing of data for marketing purposes at any time, by sending a written request to the address: Largo Pe. Bernardino Ribeiro Fernandes. n.º 26, 4835-489 Nespereira Guimarães, or via email to: dpo@digitalsign.pt.

1.6. Personal data collected and processed by DigitalSign for the issuance of digital certificates are kept for the legally imposed period of time, honoring the principles of necessity and minimization of the retention time as per the applicable legislation in force, which currently establishes a legal retention period of 7 (seven) years, as set out in article 13, paragraph f), of Decree-Law No. 12/2021 of 9 February.

1.7 DigitalSign may record calls (namely, videoconferences) to prove a commercial transaction and any other communications regarding the contractual relationship, as well as to monitor the quality of customer service, under the terms required by law, or, if consented by the customer, as required, who must always be informed of it.

1.8 DigitalSign may use subcontractors for processing personal data, namely, for customer management, service provision, invoicing and litigation management. These entities are obliged to develop appropriate technical and organizational measures for data protection and for ensuring the defense of the holder's rights. In specific circumstances, certain personal data may have to be communicated to public authorities, under the terms legally provided for.

1.9 The customer is guaranteed the rights of: access, rectification, opposition, erasure, limitation and portability of his/her personal data. The exercise of rights can be requested by sending a written

¹ These clauses are intended to complement and adapt clause 9 of the General Conditions of the Issuance Contract of the Digital Certificate, without disregarding its reading. For a better understanding, DigitalSign's Privacy Policy is available for consultation on our website for recommended reading.

request to the address: Largo Pe. Bernardino Ribeiro Fernandes, n.º 26, 4835 - 489 Nespereira - Guimarães, or via email to: dpo@digitalsign.pt. However, the fulfillment of these rights will be limited to the fulfillment of other legal obligations to which DigitalSign is bound to, namely, compliance with the legal obligation to keep the certificates issued for a period of 7 (seven) years, as per article 13, paragraph f), of Decree-Law no. 12/2021 of 9 February. In that sense, if the customer demands the deletion of information which DigitalSign deemed necessary for the provision of the service, DigitalSign may proceed with the termination of the contract for the issuance of the digital certificate.

1.10 Without prejudice to the possibility of complaining to DigitalSign, the customer can submit a complaint directly to the supervisory authority.

1.11 The customer can obtain complete and updated information on DigitalSign's privacy policy and processing of personal data, available for consultation on its website, namely, regarding the categories of the personal data processed, processing purposes and legitimacy, retention periods and exercise of rights.

1.12 The numbers 1.2, 1.9, 1.10. e 1.11, intend to comply with the provisions of Regulation (EU) 2016/679, of the European Parliament and of the Council of 27 April, on the protection of individuals with regard to the processing of personal data.

DigitalSign reserves the right to make changes to these general conditions at any time, publishing them on its website.