TERMS OF USE

JHC DA SILVA NEGOCIOS DIGITAIS LTDA ("Reportana"), a company headquartered in the city of São Bernardo do Campo/SP, Legal Entity Registry (CNPJ) No. 38.369.962/0001-95, based on these Terms of Use, provides its customers and users of the website https://reportana.com and the platform https://app.reportana.com marketing services for e-commerces, information producers and local businesses.

These Terms of Use govern access to and use of the **Reportana** Platform and services. By using our services after this date, the user declares to be aware of and in agreement with the conditions described herein, including in relation to the changes made. We recommend that you read this document carefully and periodically, as it may be updated at any time, in order to ensure greater transparency and legal adequacy.

By purchasing **Reportana** services, Users confirm that they have read this Term and that they agree with the conditions set forth herein. Acceptance of this document will be made through electronic adhesion.

1. DEFINITIONS

For the purposes of this instrument, the parties involved and the items included in the provision of services are defined:

1.1 **Reportana:** legal entity responsible for making the Platform available and providing the services described herein.

1.2 **Platform:** online system accessible via browser or other digital means, aimed at e-commerce marketing, information producers and local businesses, using e-mail marketing services, SMS automation, telephone call automation, marketing automation, sales monitoring and tools for WhatsApp.

1.3 **Plan:** form of acquiring **Reportana** services. From the plans, the User will have access to the services, so that there is a gradual increase in the offer of services according to the type of plan contracted. The plans offered are: Basic, Premium, Enterprise and Enterprise + (Enterprise Plus).

1.4 **User:** natural person or legal entity that uses **Reportana** products, whether free of charge or for a fee.

2. ABOUT THE SERVICES

2.1 The purpose of this instrument is to regulate the licensing of the **Reportana** software to the User, regardless of the chosen plan.

2.1.1 The services offered by **Reportana** are:

a) **Automation:** allows the automatic sending of emails, WhatsApp, SMS and phone calls. The sending of automations occurs automatically, and the User can choose to send them manually or set a pre-determined time, or even send them based on an action performed by the lead. The sending of emails, SMS and phone calls is available by purchasing specific credit packages for these services.

b) **Tracking Number:** allows the User to view the tracking numbers of their customers' orders and their respective tracking statuses, in addition to enabling the sending of automated messages to their customers, using channels such as emails, WhatsApp, SMS and phone calls. These messages may contain relevant information about the tracking, such as, for example, tracking number, tracking link, status updates and other customizations available on the Platform.

c) **Campaigns:** allows the creation and automation of advertising campaigns by sending messages to lists of leads. It is possible to send messages via email, WhatsApp, SMS and make phone calls. Sending can be scheduled for a pre-determined time, or upon registration by the lead. Sending SMS and phone calls requires the purchase of specific credit packages for these services.

d) **WhatsApp Messages:** allows Users to configure and customize WhatsApp messages to be sent automatically directly to their customers, by connecting the account on the Platform with WhatsApp, using the provision of services related to integration with WhatsApp set out in the item below.

e) **Integration with WhatsApp: Reportana** offers two integration options with WhatsApp. The Standard API allows connection at no additional cost,

however, **Reportana** cannot guarantee support or solutions for problems resulting from blocks or restrictions imposed by WhatsApp's terms of use and rules. Therefore, fluctuations may occur in the Platform that are not verified in the direct use of the WhatsApp application. The Official API allows direct integration with the Official WhatsApp API, ensuring greater stability and compliance with WhatsApp's guidelines. However, the costs related to the use of the Official API are the responsibility of the User.

f) **Abandoned Cart Management:** allows the User to manage carts abandoned by customers on their website, in addition to enabling the sending of automated messages to their customers, using channels such as email, WhatsApp, SMS and phone calls. These messages may contain relevant information, such as: value of products abandoned in the cart, discount coupons, checkout link and other customizations available on the Platform.

g) **Order Management:** service that allows Users to monitor, in a single environment, all orders synchronized in their **Reportana** account, regardless of the payment method used, including: PIX, credit card, bank slip and deposit. Through this service, **Users** will be able to configure and send automated messages to their customers, using channels such as email, WhatsApp, SMS and phone calls. These messages may contain relevant information about the payment, such as: PIX Copy and Paste, machine-readable line of the bank slip, due date and other customizations available on the Platform. The licensing of this service is granted on a non-exclusive basis, for the term chosen by the **User** at the time of contracting.

h) **Messages**: allows you to create and send personalized messages via email, WhatsApp, SMS and phone calls. The messages can be used for reminders, notices and general marketing actions, and can be sent through automations or campaigns aimed at lead lists.

i) **Lead Management**: allows the registration, automatic storage and management of leads in a single environment. In addition, it allows the

creation of lists from the leads registered on the Platform, enabling the sending of automations or campaigns.

j) **List Management**: functionality that allows the User to manage the lead lists created in the account, either by importing external lists or creating them from data available in the account. Additionally, it is possible to export and import these lists.

k) **Team Accounts**: functionality that enables the creation of secondary accesses for structuring the work team.

l) **Dashboard Overview**: Dashboard designed to display general business metrics, including order tracking, total orders and average ticket.

m) **Financial Dashboard**: panel designed to display the business's financial metrics.

n) **Logistics Dashboard**: panel designed to display logistics metrics to monitor order tracking.

o) **Integrations**: allows integration to synchronize information with the main tools on the market, including third-party e-commerce, checkout and payment gateway systems.

p) **Tracking Plugin**: plugin available for insertion into websites, in the form of a tracking page, which allows customers to track orders.

q) **WhatsApp plugin**: plugin that allows you to insert a WhatsApp button directly on the website, making it easier for customers to communicate with the business.

r) **Verified Emails**: allows the configuration and approval of email addresses verified by the email server, increasing credibility when sending messages.

s) **Additional Packages**: possibility of purchasing additional credit packages in the account, in addition to the credits made available in the contracted plans.

t) **Invoices**: panel for accessing and downloading invoices for all payments made on the Platform by the User's account.

u) **API Keys**: panel for creating and managing API keys for integration with the **Reportana** API.

v) **Data Deletion**: panel that allows you to request deletion of account data.

2.1.2 **Reportana** grants the User a non-exclusive and non-transferable license to use the software during the term of the contract. The license will be monthly and subject to receipt of the monthly payment for use of the service, depending on the contracted modality. This license may be terminated as established in item 9 of this document. The User's rights with respect to the software are limited to those explicitly granted in this document and to the contracted plan.

2.2 **Reportana's** products are for e-commerce marketing, information producers and local businesses, and businesspeople of physical enterprises who wish to provide online service.

2.2.1 Therefore, regardless of the plan purchased, if the User is not the owner or manager of physical or virtual businesses that sell and provide services online, or does not work in locations related to this business, the Platform will not be of any use, and **Reportana** will be exempt from returning any amounts that may have been paid at the time of contracting the services.

2.3 To use **Reportana** services, the means of accessing the Platform are the User's responsibility. **Reportana** is not responsible for problems arising from external factors, such as connection failures, network instability, problems with the User's machine or any other factor that compromises access and proper use of the Platform.

2.4 **Reportana's** services will be available 24 hours a day, and there may be maintenance without prior notice and instabilities that may temporarily compromise the use of the Platform, although **Reportana** works continuously to ensure the normality of services.

3. HOW THE PLATFORM WORKS

3.1 The Platform will operate as follows:

3.1.1 The User must register in advance on the Platform, filling in the necessary data. After registration, **Reportana** will perform an analysis to approve or reject said data.

3.1.2 In the event of non-approval of the registration, **Reportana** is exempt from any responsibility regarding information on the reason why the User was not accepted on the Platform.

3.2 When registering, **Reportana** Users must create a login and password, which are personal and non-transferable. **Reportana** is not responsible for the improper use and disclosure of this data to third parties. Furthermore, neither **Reportana** nor any of its employees or agents will request, by any means, physical or electronic, that the User provide their password.

3.3 After the User's registration is accepted and the plan is paid for, the User will have access to all the features of the Platform, according to the plan contracted, and must use them in compliance with Brazilian legislation and this term.

3.3.1 The number of features available to the User will be consistent with the plan contracted.

3.3.2 In all plans, the User may manage the data of customers who use their website and apply the features of the plan, as per item 2.1.1 of this instrument. This data includes name, email, address, telephone, order information, abandoned cart and tracking number.

    a) By accessing this data, the User will be able to create marketing campaigns and automations, as well as manage the sending of automatic or semi-automatic messages related to orders, abandoned carts, promotions, among others.

    b) The User will be responsible for the content of the emails and messages sent to their customers through the Platform, and the Platform is exempt from liability for the content.

3.3.3 In the case of purchasing credit packages, Users will be limited to the number of credits corresponding to their plan, and the accumulation of credits between one month and another is prohibited.

3.3.4 If the number of credits for the plan purchased by Users runs out, they may purchase an additional package through the Platform, which will be valid for an indefinite period, within the period in which the contracting party has an active subscription. Payment for the additional package must be made exclusively using the payment methods available on the Platform.

3.4 Email marketing messages will be sent via the Platform using an email address created exclusively for this purpose, following the structure account-name@rptn.email. The User may configure the redirection of customer

responses to a specific email address, without having to use the address generated by **Reportana**. In addition, it will be possible to configure personalized email addresses using DKIM, SPF and DMARC authentication, which are essential for improving message deliverability. Users will be responsible for configuring these authentications, and must use the options provided by their email provider.

3.5 Access to the Platform is made via the address https://app.reportana.com. Users, at their discretion, may also install the **Reportana - WA Tools** browser extension, a tool used to send semi-automatic messages on WhatsApp, and its use is not essential. In addition, access can also be made through mobile applications available for iOS and Android. However, mobile applications do not offer all the features available in the web version, and it is recommended that the User use the Platform through the address https://app.reportana.com on a computer or laptop to ensure full access to all features.

3.6 When purchasing **Reportana** services, Users will have access to a step-by-step guide on the Platform for using the services. If in doubt, Users may send their questions to help@reportana.com, which will be answered within 3 (three) business days, or contact **Reportana** support via WhatsApp, available for access on the Platform. Questions sent via WhatsApp will be answered during business hours, also available for consultation on our channels.

3.7 **Reportana**, at its sole discretion, may provide the User with a free trial period of 7 (seven) days to use the Platform, without the need to fill in credit card details. Offering this free trial does not constitute an obligation on the part of **Reportana**, and may be modified or discontinued at any time without prior notice.

3.7.1 During the free trial period, Users will be provided with a package of credits for sending messages, granted as a bonus. The use of these credits will be limited to the trial period and will automatically expire at the end of the trial period.

3.7.2 At the end of the trial period, Users will be notified of the end of the term and may choose to purchase one of the available plans or to close their account on

the Platform. If Users choose to close their accounts, access to **Reportana** services will be interrupted until a new plan is purchased.

3.7.3 The 7 (seven) day free trial period will be granted only once per email, telephone, Individual Taxpayer Registry (CPF), Legal Entity Registry (CNPJ) or passport number, in the case of a foreign User.

3.7.4 By using the free trial period, Users acknowledge and agree that they will automatically be waiving the right of withdrawal provided for in Article 49 of the Consumer Protection Code, since they have already had the opportunity to test the services offered before purchasing.

3.8 Users are aware that, when inserting content, uploading files and information about their business on the Platform, through their login, they will be exclusively and solely responsible for all information inserted there.

3.9 The Platform may receive updates periodically and free of charge, receiving new features, improved functions, plug-ins and bug fixes.

3.10 One of the requirements for using the Platform is the User's express agreement with this document and with the Terms of Use, agreed upon by the User at the time of registration and/or signature.

3.11 By accepting this instrument, the User agrees to use **Reportana's** Platform and services exclusively for marketing e-commerce, information producers and local businesses. In case of misuse of purpose, **Reportana** may apply the sanctions provided for in item 9 of this instrument.

4. SERVICE COST AND PAYMENT METHODS

4.1 To use the Platform, **Reportana** will require Users to pay a monthly fee, charged on a recurring basis each month.

4.1.1 For payment purposes, **Reportana** only accepts credit cards issued in Brazil or internationally. **Reportana** is not responsible for providing other payment methods for the subscription. It is the User's responsibility to have a credit card that meets the parameters established for the automatic subscription renewal.

4.1.2 If there is a failure in processing the payment, which is a recurring payment for the plan, new attempts will be made to charge the payment to enable the reactivation of the contracted plan. The user will be notified about the need for

regularization, and the services will remain suspended until payment is confirmed. Access will only be resumed after payment is regularized, in accordance with the conditions established in item 2.5 of the Terms of Membership.

4.2 The value of the plans is linked to the features offered and the plan purchased. The User will have access to the value of the plans at the time of contracting the services.

4.2.1 The value of the plans may be changed by **Reportana** at any time, always in a reasonable manner and based on the services offered.

4.2.2 The features offered in each plan, as well as the amount of credits mentioned in items 3.3.3 and 3.3.4, may be changed by **Reportana** at any time.

4.3 Regarding the payment of the monthly fee, **Reportana** will offer Users payment as provided in item 4.1.1.

4.3.1 Therefore, once the credit card details have been filled in in the section available on the Platform, **Reportana** will charge the monthly fee on a monthly basis.

4.4 The User who purchases a single package of emails must make the payment using the payment methods made available by **Reportana**, and any changes by the User are prohibited.

4.5 The Users' failure to use the Platform will not exempt them from paying the monthly fee, since payment is linked to the provision of the service by **Reportana**.

4.6 The User may cancel the Platform subscription within 7 (seven) days, counting from the date of registration, regardless of whether it is a free trial period or a paid subscription.

4.6.1 If the right of withdrawal is exercised, **Reportana** will refund any amounts paid. The refund period may vary depending on the payment processor and the card brand used by the User.

4.6.2 In the event that the User has enjoyed the services during the 7 (seven) day trial period and subsequently exercises the right of withdrawal, it will not be granted if the User has used 20% or more of the email, SMS or telephone call

credits provided with the contracted plan, in accordance with the Terms of Membership.

4.6.3 If the User has taken advantage of the free trial period and subsequently purchases a plan, the right to cancel will not be granted, as provided in item 3.7.4.

4.6.4 Chargebacks are not permitted. If the User takes this action, **Reportana** will gather evidence of the use of the Platform and will take appropriate legal measures, including, but not limited to, contesting the matter with the credit card operator and reporting it to credit protection agencies, such as SERASA (Advisory Services) and SPC (Credit Protection Service). To regularize the situation, the User must pay the full amount of the disputed subscription and any resulting charges, as described in item 2.6 of the Platform Terms of Use.

5. PAYMENT PROCESSING

5.1 Payment for the plans will be processed and managed by an intermediary company.

5.1.1 Therefore, when purchasing **Reportana** services, the User agrees that their data will be shared with the company responsible for processing and managing the payment.

5.2 It is hereby stated that payment processing, when made by credit card, depends on compliance with certain procedures, such as risk analysis and bank compensation.

5.3 The payment administrator will charge the monthly plan on the day of the month in which the User purchased the services, so that, in the event of payment by credit card, the User undertakes to make a minimum limit available on the day of the charge for the payment of the monthly fee.

5.3.1 If, on the due date, the User has not made available the necessary limit for charging the monthly fee, the administrator will make new collection attempts in the days following the due date.

5.3.2 If the monthly fee payment is not cleared on the due date, the services contracted from **Reportana** will be suspended until the overdue monthly fee is paid.

5.3.3 If the User does not settle the debts expressed in the previous item, **Reportana** will terminate the licenses, without prejudice to charging the due rights, and will delete the User's data within 45 (forty-five) days after non-payment.

5.3.4 Users are aware that, if they dispute the payment of the **Reportana** monthly fee on their invoice and the card administrator reverses the amount ("chargeback"), **Reportana** will respond to the case with the payment processor, upon sending the Platform usage report.

6. OBLIGATIONS AND RESPONSIBILITIES OF THE PARTIES

6.1 It is solely up to Users to obtain the equipment and services necessary to access **Reportana's** services, and **Reportana** is not responsible for any damages or problems resulting from delays, interruptions or blocking of data transmissions occurring through any telecommunications networks.

6.1.1 Users are required to commit to the proper use of the Platform, and are prohibited from sending and transmitting illicit data or information that violates the law and the conditions of use determined herein, that contains false, untrue, offensive information, contrary to order, morality and good customs, or that encourages the practice of any crime, including discrimination and prejudice based on ethnicity, religion or political ideology, that uses obscene or pornographic words, terms, expressions, images, figures, symbols or photos; that contains viruses, programs or codes that may damage data, information or the operation of other mobile devices, preventing the normal use of the network, system or third-party equipment; that falsifies, omits or simulates IP, network or email addresses, in an attempt to hide identity or authorship or to hold innocent third parties liable.

6.1.2 If Users use **Reportana's** services to commit the acts described in item 6.1.1, they will be blocked from the Platform without the right to a refund of the amounts paid.

6.1.3 The User must also pay attention to the rules established by the WhatsApp application, so that, in the event of suspension of the User's account,

Reportana will be exempt from liability and will not provide a refund for non-use of the service.

6.1.4 The User shall only send e-mails and other types of advertising messages to individuals who have consented to receiving such data, in accordance with the General Data Protection Law. In the event of non-compliance with this provision, the User hereby exempts **Reportana** from any legal and administrative liability for the act.

6.2 The User, by agreeing to this term, undertakes not to use the Platform to send spam and related practices.

6.3 The User is aware that **Reportana** is only compatible with the third-party e-commerce and payment systems described at the time of contracting. If Users purchase **Reportana** services and their e-commerce or payment service is not compatible with said third-party systems, **Reportana** will not be responsible for the incompatibility.

6.4 Even though all information security tools and mechanisms are applied by **Reportana** and the companies responsible for payment, the use of the services will only be safe if the User observes all security rules. Therefore, the User undertakes to use the services safely and is therefore solely responsible for the incorrect use of such services and any losses arising from such fact. **Reportana** and the companies responsible for payment are not responsible for the losses and damages of Users arising from the improper use of the website or the Platform.

6.5 The relationship arising from this instrument is solely and exclusively of a civil nature. The provision of services will not give rise to any employment relationship between **Reportana** and the User.

6.6 It is hereby stated that the User is the sole owner of all rights, titles and interests relating to all data entered. In the case of third party data, Users express that they have the authorization of the owner of the data.

6.6.1 Users, when registering on the Platform, are responsible for the veracity of the information registered in the **Reportana** system, and are subject to civil and criminal liability in the event of fraud in the sending of information and also in the practice of illegal acts involving false data.

6.7 In no event shall **Reportana** be liable for any direct, indirect, incidental, special or consequential damages of any kind resulting from the use of the Platform or the inability to use it, or for any information, products or services obtained through it, or as a result of its use.

6.7.1 The User shall indemnify **Reportana**, its administrators, collaborators, representatives and employees for any claim brought by other Users, arising from their illegal activities or the violation of any law or third party rights, and the respective User shall be responsible for compensation for losses and damages, interest on arrears, monetary correction and attorney's fees.

6.7.2 Under no circumstances will **Reportana** be liable for any losses (including loss of profits, business interruption, provision of services not provided or loss of information) caused by the use or inability to use its Platform.

7. INTELLECTUAL PROPERTY

7.1 All content made available on the **Reportana** website and Platform is its property, as it is the company responsible for its maintenance and organization. The use of this technology by third parties who are not expressly authorized will be considered a violation of copyright and intellectual property rights, as the case may be.

7.2 All trademarks included in **Reportana's** services are its property or have been granted under license or authorization by their owners for legitimate use. **Reportana's** trademarks, as well as the domain name that houses them, are intangible assets owned by **Reportana**, which therefore holds the exclusive right to their use. Therefore, the use of these intangible assets by any third party must be expressly and formally authorized, under penalty of legal sanctions.

7.3 By accessing **Reportana** content, Users declare that they will respect all intellectual and industrial property rights, including those arising from the protection of registered trademarks, as well as all rights relating to third parties that may be, or have been, in any way, available in such services.

7.4 Simply accessing the **Reportana** website and advertising its services does not grant the User any right to use the names, titles, words, phrases, brands,

patents, literary, artistic, musical works, among others, that are or were available therein.

7.5 The User assumes all and any responsibility, of a civil and criminal nature, for the improper use of information, texts, graphics, brands, works, among others, of any and all intellectual or industrial property rights present in **Reportana**.

7.6 The license to use the Platform is provided to the User, hereinafter licensed, for their exclusive use, and any transfer, sublease, sale, etc., without due authorization from **Reportana** is prohibited, under penalty of application of the applicable legal and administrative measures.

8. INFORMATION PROCESSING

8.1 **Reportana** declares that access records and personal data of Users, as well as respect for the rights to privacy, protection of personal data and confidentiality of private communications, are carried out in accordance with current legislation, detailed in our Privacy Policy.

8.1.1 This clause also extends to data provided to companies responsible for payment methods, which undertake to use personal data exclusively to fulfill the purpose of the payment and compliance with current legislation.

8.2 For the purposes of this term of use, the parties acknowledge and agree that Users are controllers and **Reportana** is the operator of Users' Personal Data, and therefore each party is subject to the obligations and responsibilities set forth in applicable legislation regarding their performance.

8.2.1 In the event that the User uses the Platform for a free period and, at the end of the period, does not contract the services, any and all data entered will be permanently deleted within 45 (forty-five) days without the possibility of recovery.

8.3 Users expressly authorize **Reportana** to collect, use and store their personal data. Only the data necessary for the processing of the services will be collected. Any and all data that goes beyond this usefulness will be provided voluntarily by the User.

8.3.1 Business data such as automations, campaigns, metrics, messages, and data synchronized from third-party systems available in the account will be deleted

within 45 (forty-five) days from the date of contract termination. However, contact and billing data present in the account will be kept for legal and operational purposes.

8.3.2 The term mentioned in the previous item does not apply to the storage of information relating to payments and invoices, due to applicable legislation.

8.4 **Reportana** reserves the right to contact clients and former clients for the purpose of sending promotional and informative messages.

8.5 The respective records will be kept confidential by **Reportana**, in a controlled and secure environment, for an indefinite period and, also, for the appropriate legal purposes, in the event of contract termination.

8.6 Users' personal data will be permanently deleted upon request from the User or upon termination of the relationship between the parties, respecting the retention period established by law.

9. SANCTIONS FOR INFRACTIONS

9.1 Without prejudice to other applicable measures, **Reportana** may warn, suspend, temporarily or permanently, a User's account, at any time, initiating the appropriate legal actions and suspending access, if it verifies the following hypotheses:

9.1.1 If the User fails to comply with any provision of these Terms of Use.

9.1.2 If the User commits fraudulent or willful acts.

9.1.3 If the User misuses the service for sending messages by email, WhatsApp, SMS or phone call and also fails to comply with the rules of these.

9.1.4 If the User's identity cannot be verified or if any information provided by the User is incorrect.

9.1.5 If **Reportana** understands that any action by the User has caused damage to third parties or to **Reportana** itself, or has the potential to do so.

9.2 In case of suspension or exclusion of the User, **Reportana** is exempt from sending any prior notice.

9.3 In cases of fraudulent, suspicious activities or activities that violate the Terms of Use, **Reportana** may block the User's account and take legal action. The

blocking may be total or partial, restricting the use of the Platform, as described in item 3.1 of the Platform's Terms of Use.

9.4 Temporary blocks may also occur due to automatic security mechanisms. If there is no illegal activity, access will be reestablished as quickly as possible. **Reportana** is not responsible for any losses resulting from these blocks, and the User agrees to these conditions when joining the Platform, as per item 3.2 of the Platform Membership Terms.

10. VALIDITY

10.1 This term will be valid for the term of the contracted plan. After the term of the plan, the parties will be released from the obligations contracted in this document.

11. TERMINATION AND RESCISSION

11.1 The User may cancel the services and terminate these Terms of Use at any time. Once cancellation has been requested and confirmed, the User may continue using the Platform until the end of the contracted period or, if the User meets the conditions established in item 2.2 of the Platform Terms of Use and in this document items 4.6, 4.6.1, 4.6.2 and 4.6.3, the User will be entitled to a refund in accordance with the applicable guidelines.

11.2 The refund provided for in the previous item will be made upon request by the User, via email: help@reportana.com.

11.3 The contract may also be terminated in the event of default, due to non-payment of the monthly fee within the due period.

11.4 Furthermore, failure to comply with any of the clauses by either party will result in the termination of this instrument.

11.5 In case of non-execution, total or partial non-compliance with this term, termination will occur automatically, regardless of judicial or extrajudicial notification by either party.

12. SUPPORT AND CONTACT

12.1   Any questions related to Reportana services should be addressed to the Customer Service Center, via email: help@reportana.com, or via WhatsApp support, according to established service hours.

13. GENERAL PROVISIONS

13.1   **Reportana** reserves the right to modify these Terms of Use at any time, by giving notice to Users, published on the Platform, as well as to limit, cancel and suspend their use or access, without affecting operations already completed. The changes will come into effect on the date specified in these terms. Users are responsible for regularly reviewing these Terms of Use to stay updated on any changes.

13.2   **Reportana** may terminate these Terms of Use at any time, with or without cause, upon prior notice to the User.

13.3   The parties hereby elect the jurisdiction of the city of São Bernardo do Campo, State of São Paulo, as competent to settle any issues relating to this document, expressly waiving any other jurisdiction, however privileged it may be.

13.4   Although the **Reportana** Platform and services can be used from any location, the User is aware that the relationship regulated by this Term is subject to Brazilian legislation, even if the User's domicile is located in another country. Therefore, it is the User's responsibility to comply with all applicable tax and regulatory obligations, in addition to consulting an accounting or tax professional for specific guidance.

13.5   And, by agreeing to the clauses and terms of this contract, Users accept these **Reportana** Terms of Use, in all its clauses and provisions.

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