

PRIVACY POLICY

1. Important Information

The Privacy Policy of SOULDOBRASILTOUR.COM Site owned by SOUL DO BRASIL TOUR LTDA. (referred to as "Soul do Brasil," "we," "us" or "our"), was designed to reaffirm Soul do Brasil's commitment to the privacy and security of information collected from Users (collectively, "you") who access the site.

Soul do Brasil respects your privacy and recognizes the need to protect the personally identifiable information (any information by which you can be identified, such as name, address, e-mail, telephone number and any other personal information) you share with us. We would like to assure you that we follow appropriate standards when it comes to protecting your privacy on our Site.

Please read the information presented here carefully. They indicate how your personal data is collected, used and protected on the Soul do Brasil Site. By providing or browsing personal information, you are automatically agreeing to the rules of use, protection and security set forth herein.

Third-party links

This Site may include links to third-party sites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party sites and are not responsible for their privacy statements. When you leave our Site, we encourage you to read the privacy policy of every site you visit.

If our privacy policy changes in the future, it will be posted here and a new effective date will be shown. You should access our privacy policy regularly to ensure you understand our current policies.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us.

2. The data we collect

In general, you can visit SOULDOBRASILTOUR.COM without telling us who you are or revealing any personal information about yourself. We track the Internet address of the domains from which people visit us and analyze this data for trends and statistics, but the individual user remains anonymous.

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender.
- **Contact Data** includes billing address, delivery address, email address and telephone numbers.
- **Financial Data** includes bank account and payment card details.

- **Transaction Data** includes details about payments to and from you and other details of travel services you have purchased from us.
- **Technical Data** includes internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this Site.
- **Profile Data** includes your username and password, details of previous enquiries, itineraries or bookings made by you, your interests, preferences, feedback and survey responses and may also include your alimentary restrictions and preferences and your mobility conditions.
- **Usage Data** includes information about how you use our Site, products and services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties and your communication preferences.

You are not required to provide all Personal Information identified in this Privacy Policy in order to use the Site; however, please note that if you do not provide the Personal Information requested, we may be unable to provide some or all of the Services to you.

Any information provided by you will be collected and stored in accordance with the strictest security and reliability standards practiced by the market. We will use our best efforts to maintain the integrity of the information you provide us.

We use different methods to collect data from and about you, including through:

- You may give us your Identity, Contact and Financial Data by filling in forms or by communicating with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - enquire about or book our travel services (either directly or via a travel agent);
 - create an online account via our Site;
 - subscribe to our newsletters or other publications;
 - request marketing to be sent to you;
 - enter a competition, promotion or survey;
 - give us feedback or contact us; and
 - contact us via social media or follow/like our social media pages.
- We will automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this data by using cookies, server logs and other similar technologies. Whilst some of this Technical Data does not allow us to personally identify you, we may link this data with personally identifiable information you have provided to us. Cookies are small pieces of information that are stored by your browser on your device's hard drive. Cookies are only read by the server that placed them, and are unable to do such things as run programs on your computer, plant viruses or harvest your Personal Information. The use of cookies is very common on the Internet. Some of our web pages use 'cookies' so that we can better serve you with customized information when you return to our site. Cookies are identifiers which a Site can send to your browser to keep on your computer to facilitate your next visit to our site. You can set your browser to notify you when you are sent a cookie, giving you the option to decide whether or not to accept it. The information we collect and analyze is used to improve our service to you.

Additional Information Related to Mobile Devices

If you access the Site from a mobile device, we may collect additional information, such as device information (such as your mobile device ID, model and manufacturer), operating system, version information, IP address, carrier-related information, including the name of your wireless carrier, and IDs related to the cell phone hardware in your phone as well as the network to which the device is connected, mobile phone number, application-specific and instance-specific identifiers, and location information, as further described in this Policy.

Information about other people.

If you provide information to us about any person other than yourself, such as people you are enquiring or making a booking on behalf of or people you are travelling with, you must ensure that they understand how their information will be used and that they have given their permission for you to disclose it to us and for you to allow us, and our service providers, to use it in accordance with this Privacy Policy.

3. Information Use and Disclosure

We use the Personal Information we collect in order to offer, maintain, provide, improve, and administer the Site and the Services, including the Tours. We will only use your personal data when the law (Law 13.709/2019) directly allows us to or when you give us the consent to do. Most commonly, we will use your personal data in the following circumstances:

- To communicate with you regarding the tour-related Services, including to provide you important notices regarding your travel itinerary or trips, to provide agenda reminders and notifications, and to address and respond to your requests, inquiries, and complaints;
- To administer your account, including to verify your identity and to authenticate and authorize access to our Services;
- To fulfil orders, requests or purchases you have made, to facilitate and/or complete reservations, to contact you in relation to any issues with your booking or use of our Services or in the provision of our Services;
- To provide Personal Information to our service providers related to the provision of the Services;
- To remember information so that you will not have to re-enter or look for it the next time you visit our Site
- For marketing purposes, including to contact you about offers, products, promotions, subscriptions, developments or services which we think may be of interest to you, and for third parties' marketing purposes in connection with our Services;
- To develop, provide, and improve our Site, Tours and other Services, including to better tailor the features, performance, personalization and support of our Tours and related Services, and for statistical and analytics purposes;
- To solicit information from you via surveys and to conduct research in connection with our Services;
- To diagnose or fix problems you are having with the Site
- To assist in the investigation of suspected illegal or wrongful activity, and to protect and defend our rights and property, or the rights or safety of third parties;
- To enforce our Terms of Use, this Privacy Policy, or agreements with third parties;
- If and where we need to comply with a legal obligation.

BY CLICKING ON "ACCEPT", YOU UNDERSTAND AND FULLY AGREE WITH THIS PRIVACY POLICY AND ALSO EXPRESSLY CONSENT WITH ALL USES OF YOUR PERSONAL DATA MENTIONED ABOVE. YOU ALSO AGREE THAT, AS CONTROLLER OF YOUR PERSONAL DATA, SOUL DO BRASIL IS ENTITLED TO HANDLE AND STORE YOUR PERSONAL DATA AND THAT THE BRAZILIAN LEGISLATION WILL REGULATE THIS RELATIONSHIP.

When you reserve or purchase travel services through us, we must provide certain of your Personal Information to the airline, hotel, car - rental agency, travel agency or other involved third party to enable the successful fulfilment of your travel arrangements.

However, we do not sell or rent individual customer names or other Personal Information to third parties except sharing some information (only Identify Data, Contact Data, Usage Data and Marketing and Communication Data) with our alliance partners or vendors who are engaged by us for providing various promotional and other benefits to our customers from time to time based on their booking history with us and YOU EXPRESSLY AGREE THAT SOUL DO BRASIL MAY SHARE SUCH DATA WITH SOME OF ITS ALLIANCE PARTNERS AND VENDORS.

Your Personal Data may be shared with IT providers and service payment providers in order to allow Soul do Brasil to process any payments you may have to do in connection with Soul do Brasil services.

You can ask us or third parties to stop sending you marketing messages at any time by following the opt-out links on any marketing message sent to you or by contacting us at any time. Once you have submitted your email address to "unsubscribe," please note that you may continue to receive emails for a time while our system updates your request.

You may request access to your Personal Data controlled by Soul do Brasil by sending a message to contact@souldobrasiltour.com. You may also request the deletion or correction of your Personal Data by sending a message to contact@souldobrasiltour.com. If You request the deletion of your Personal Data, Soul do Brasil, may maintain the data necessary to fulfill its legal and contractual obligation with the government and services providers which depend on such data to perform its obligation.

Contact details

If you have any questions about this privacy policy or our privacy practices, please contact our team by post, telephone or email as follows:

Email address: contact@souldobrasiltour.com

Postal address: Rua Tijuco Preto, 393, Conjunto 177 - São Paulo, Postal Code 03316-000, Brazil

Telephone number: +55 11 4179 8780

This Privacy Policy is governed by the laws of the Federative Republic of Brazil, specially Law 13.709/2019. Your text should be interpreted in Portuguese. Users of Soul do Brasil Site submit to the Central City Court of São Paulo, State of São Paulo.