

Privacy Policy

Understand how data is used and how to exercise your rights.

Key points for reference

- Your data has a defined purpose and legal basis.
- Hosted content does not become Zovvi property.
- Exercise your rights at ola@zovvi.com.br.

Reference summary. The complete clauses below prevail.

1. Controller and scope

Rocketz Digital Ltda, CNPJ 37.843.555/0001-05, Av. Paulista, 2073, operates Zovvi Cloud and controls its account, order, billing and relationship data. This policy covers the website, tools, support and services for those purposes. Privacy contact: ola@zovvi.com.br.

When hosting content on customer instructions, Zovvi acts as processor where the customer determines purposes and essential means. Customers need lawful grounds and instructions for data they manage. Roles depend on the activity; hosting does not transfer ownership or authorize exploiting customer databases.

2. Data and sources

Required data may include name, CPF/CNPJ, contact, address, representatives, services and order history. Support includes voluntarily submitted messages and files; screenshots and recordings are optional and should be minimal. Do not send passwords, authentication codes or unnecessary third-party data.

Technical operations may record IP, date, time, browser, errors and security events. Payments produce status, amount and transaction references; full card details belong only in the provider's protected flow. Sources include the individual, authorized representatives, technical interactions and service providers.

3. Purposes and legal grounds

Requested quotes, accounts, delivery, support and billing rely on precontractual steps or contract performance. Tax documents and mandatory records meet legal duties. Legal claims and justified preservation support the exercise of rights.

Fraud prevention, security and improvement may rely on legitimate interests after assessing

necessity, effects and safeguards, rather than treating that basis as universal. Marketing and optional technologies need appropriate grounds, including consent where required. Withdrawal does not erase legal duties or block unrelated functions.

4. Providers and disclosure

We share the minimum needed with infrastructure, domain, email, support and billing providers. Asaas processes the operation's available payments. Registrars and external products may require data disclosed during purchase. We do not assert unconfirmed suppliers or certifications.

Authority requests are checked for jurisdiction, legal basis, scope and confidentiality. Private content is not disclosed to informal requesters. Corporate changes involving data must respect purpose, security, transparency and individual rights. This policy does not authorize selling or distributing hosted databases.

5. International transfers

Processing locations depend on the product and infrastructure chain. International transfers need both lawful grounds and a valid LGPD/ANPD transfer mechanism, such as applicable standard clauses or another permitted basis. A commercial contract alone does not replace that mechanism.

Ask the privacy contact about countries, recipients, purposes and safeguards for your data, subject to legitimate confidentiality and others' rights. We do not assume all data remains in Brazil or promise a location absent from the service terms.

6. Retention and deletion

Retention follows purpose, contract, necessity and applicable law. Application-access records subject to article 15 of Brazil's Internet Act are kept for six months where required; this does not retain website content for six months or mean keeping ISP connection records. Tax records, contracts and litigation have their own requirements.

Hosted content follows account closure and the Backup Policy, including seven points within purchased coverage and its residual rotation. Account deletion does not destroy legally required records; their use remains restricted. Data is appropriately deleted or anonymized when no longer needed, subject to lawful preservation.

7. Protection and incidents

Protection combines limited access, protected credentials and proportionate technical and organizational measures. Customers protect their accounts, applications and independent backups. There is no guarantee of invulnerability; incidents require containment, investigation, minimal evidence and remediation.

As controller, Zovvi assesses relevant risk or harm and makes required notifications within applicable legal and regulatory periods. As processor, it informs the controller without undue delay and cooperates. Not every error is reportable, and investigation does not justify postponing a legal duty.

8. Rights and requests

You may request confirmation, access, correction, anonymization, restriction or deletion of unnecessary or unlawful data, regulated portability, disclosure and consent information, withdrawal and other LGPD rights. Objections and review of solely automated decisions are assessed under legal requirements.

Write to ola@zovvi.com.br with the right and context, avoiding excessive documents. Identity checks will be proportionate. Confirmation and access follow immediate simplified disclosure or a complete statement within 15 days under article 19; other rights follow applicable periods. Responses explain restrictions and retention. You may petition ANPD and competent authorities, without a fee for exercising statutory rights.

9. Applications, résumé and video introduction

On Careers we process name, contact details, area of interest, introduction and professional links to review the application and discuss possible opportunities. Résumé and video are optional; a text-only introduction is available. We do not request identity documents, banking details or medical information at this stage. Applicable legal grounds consider the candidate's request, relevant preliminary procedures and specific consent where required.

Camera and microphone require an action and browser permission. Preview and recording remain on the device until submission; including the video requires a separate confirmation. Access must be limited to authorized recruitment personnel. This tool does not perform facial recognition or automated assessment of personal characteristics. Submission does not confirm a vacancy, employment or a response deadline.

Retention follows the purpose and need for review, applicable legal duties and reassessment of necessity. Other purposes require appropriate disclosure and their own legal basis; an application does not authorize advertising or public release of the video. Access, correction, consent withdrawal or deletion requests can be sent to ola@zovvi.com.br, subject to lawful retention exceptions.

10. Children, tools and changes

Contracted services are intended for people with appropriate capacity or representation. Children's data requires their best interests, specific protection and applicable grounds; we do not request it for marketing. A guardian may report inappropriate collection.

Tools identify local browser processing; network checks may send targets to technical services, and shared pages publish chosen content. VLibras is optional and external: do not select passwords or private content. Changes in purposes or operations will be appropriately disclosed, with new consent where required.

