

Sustainability Policy

Efficiency with transparency, without empty environmental claims.

Key points for reference

- Efficiency with responsibility for data.
- No unsupported environmental badges or figures.
- Verifiable commitments, without zero-impact promises.

Reference summary. The complete clauses below prevail.

1. Purpose and claim boundaries

This guides resource use, retention and disposal in Zovvi's digital operations. We do not claim carbon neutrality, fully renewable power, certification or per-customer offsets without verified ownership, period, scope and method. Digital hosting also consumes energy and equipment.

2. Efficient infrastructure use

Capacity planning, appropriate caching, optimized images and reviewing unnecessary tasks can reduce waste. Performance, availability and purchased resources must be respected. Efficiency does not authorize silent limit reductions or skipped backups.

Customers should remove unused duplicates and optimize while preserving copies and retention duties. Image conversion or migration alone does not establish a quantified environmental reduction.

3. Responsible retention

Data and backups need defined purposes and lifecycles. Deletion first considers legal retention, security, individual rights and integrity. Sustainability does not override backups, the LGPD or valid preservation orders. Files are not deleted under a generic environmental justification.

4. Suppliers and equipment

Supplier assessment may consider efficiency, evidence, durability and disposal alongside security and quality. A datacenter certificate does not automatically transfer to Zovvi.

Company-controlled equipment should use appropriate disposal channels and risk-based data sanitization before reuse or disposal. Third-party infrastructure is not represented as company-owned.

5. Measurement and communication

Published indicators need a period, boundary, source, assumptions and limits. Estimates must be identified and are not audits. Missing measurement is not replaced by competitors' figures or supplier data outside the relevant scope.

6. Review and participation

The policy is reviewed as operations and evidence evolve. Send questions to ola@zovvi.com.br. Additional costs, voluntary offsets or contract changes need their own disclosure and acceptance; this does not create an automatic environmental charge.

