

Terms and Conditions of Use for the "Bravissima" Artificial Intelligence Service

1. Description of the Service

"Bravissima" is a service that uses Artificial Intelligence to provide answers to questions about products, services, documents, data, and initiatives of the Company that activates this service. Therefore, it is specified that "Bravissima" formulates answers by drawing on its own knowledge base directly and indirectly related to the information made available by the Company.

2. Accuracy of Information

For "Bravissima" to respond as accurately as possible, it is important to follow these recommendations:

1. The question must be formulated, in widely spoken languages, in a simple, understandable, and correct manner.
2. The question must have logical sense and be consistent with the context in which "Bravissima" operates.
3. The question should not contain generic references (e.g., "this," "that," etc.).
4. The question should not refer to previously given answers, as "Bravissima" does not keep track of them.
5. Users are advised not to ask questions containing personal or third-party information (such as personal data, health, religion, sexual orientation, political views, etc.).
6. Users are advised not to ask provocative, cryptic, or content-containing questions.
7. The answers provided are generated according to artificial intelligence methods and logic to best meet the requests. However, while we strive to guide "Bravissima" to provide accurate answers, they may contain incomplete or partially correct information, depending on the type of questions and how they are formulated.

In such cases, we disclaim all direct and indirect liability arising from the information provided. If there are any doubts about the provided answer, the user is encouraged to contact the company and/or consult the documentation available on the website for further clarifications and explanations. The user agrees that the information obtained through the "Bravissima" service is used at their own risk and judgment, and should not replace human judgment, critical thinking, or the opinion of experts and authoritative or certified sources. Users are cautioned not to disseminate and/or exploit the information and responses provided by "Bravissima".

3. Mode of Use

"Bravissima" can provide answers through the website hosting it or, alternatively, through WhatsApp where the service is available. When using the service via the web, the conversation will be active on the dedicated "Bravissima" page; upon closing the page, the information present will no longer be available and/or retrievable. If the user opts for communication via WhatsApp, conversations between the user and "Bravissima" will be managed according to Meta's policies. "Bravissima" does not record the user's phone number and never takes the initiative autonomously, only responding to user prompts. The user, once the conversation is over, has the option to delete it and remove "Bravissima", in accordance with WhatsApp functionalities.

4. Registration and Privacy

All interactions with "Bravissima" will be recorded for service improvement purposes and to ensure compliance with applicable regulations. If the service is used via WhatsApp, the user's phone number will not be recorded or stored in our systems. User privacy is of utmost importance, and the data collected will be processed in compliance with applicable privacy laws.

5. User Conduct

Users agree not to use "Bravissima" to send or transmit offensive, defamatory, obscene, or

otherwise inappropriate content. Responsibility for the content of communications sent to the "Bravissima" service lies entirely with the users. We assume no responsibility for such content or for any consequences that may arise from it.

6. Limitation of Liability

We are not responsible for any direct, indirect, incidental, special, consequential, or exemplary damages that may arise from the use of the "Bravissima" service, including but not limited to damages for loss of profit, goodwill, use, data, or other intangible losses, even if advised of the possibility of such damages.

7. Changes to Terms

We reserve the right to modify these terms and conditions at any time. Any changes will take effect immediately upon posting on our website or after notification to users through other channels. Continued use of the "Bravissima" service after such changes implies acceptance of the new terms.

8. Acceptance of Terms

By using "Bravissima" the user agrees to the terms and conditions set forth herein. If you do not agree with part or all of these terms, you are advised not to use the service.