

# TERMS OF USE

Application: Sempre Alerta - Citizen | Last updated: December 18, 2025

**Provider / Controller:** MoohTech Desenvolvimento de Softwares Ltda (CNPJ 28.070.032/0001-82)  
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## I. General Terms and Conditions

### 1. Acceptance of terms

By downloading, installing, accessing, or using Sempre Alerta - Citizen (the "App"), you (the "User") agree to these Terms of Use and our Privacy Policy. If you do not agree with any provision, do not use the App.

### 2. Definition and nature of the service

- **Objective:** The App is a technological tool that allows users to register incidents and communicate with an authorized Operational Center responsible for handling the request within a covered area.
- **Coverage-based availability:** The App operates only where there are active agreements/partnerships with government entities and/or authorized private partners (e.g., condominiums, stadiums/arenas, transportation operators, event organizers, licensed security companies).
- **Areas without coverage:** In regions where there is no active partnership, the App will indicate unavailability and may limit functionalities, including blocking the opening of new incidents.
- **Not a universal public crime-reporting channel:** The App is not a public universal channel for reporting criminal activity in any location. It is a partner-based incident management platform available only in covered areas.

### 3. Disclaimer and emergencies

- **No substitution:** The App does not replace official emergency channels (e.g., 190/192/193 in Brazil). In situations of imminent risk, contact local emergency services by telephone.
- **Limitation of warranty:** MoohTech uses reasonable efforts to keep the service available but does not guarantee uninterrupted operation, error-free service, or immediate response, as handling depends on partners, connectivity, and GPS availability.
- **No guarantee of dispatch:** MoohTech does not guarantee dispatch or arrival of teams; response depends on the partner responsible for the covered area and local operational conditions.

### 4. Location permissions

The App may request location permissions while in use and, when applicable based on partner/service configuration, background location permissions to validate coverage, attach location to incidents, monitor coverage geofences, and deliver location-based alerts. If permissions are denied, certain features may not work and incident creation may be unavailable in some services. Permissions can be managed in the device Settings.

### 5. Registration, security, and access

- **Eligibility:** use is intended for persons with full legal capacity. Minors must be assisted or represented by legal guardians.
- **Authentication:** access may require SMS/OTP verification. Users are responsible for maintaining the confidentiality of access codes and securing their devices.

### 6. User obligations and prohibited conduct

Users must act in good faith and must not:

- Submit false incidents, pranks, or deliberately misleading information.
- Send content containing hate speech, threats, nudity, gratuitous violence, or infringing intellectual property.
- Attempt reverse engineering, data scraping, unauthorized access, or bypassing security measures.

## 7. Intellectual property and content license

- **MoohTech ownership:** all rights to software, brand, design, and source code belong to MoohTech.
- **User content:** the user retains rights to content submitted, but grants MoohTech and the authorized partner responsible for handling the incident a non-exclusive, royalty-free license to process, store, and share the content strictly for incident handling, auditing, compliance, investigations, and legal proceedings where applicable.

## 8. Sanctions

Violation of these Terms may result in temporary suspension or permanent blocking of access, without prejudice to applicable legal measures.