



ABOUT THE SEMPRE ALERTA - CITIZEN

Last updated: 2025-12-18

Summary. Sempre Alerta – Citizen is an incident reporting and tracking application that enables citizens to open incidents, attach evidence, and follow the handling of incidents in near real time. Availability depends on partnerships with public agencies or authorized institutions. Outside covered areas, the app will inform you that the service is unavailable.

1. Purpose and scope

Sempre Alerta – Citizen supports structured communication between users and the authorized Operational Center responsible for handling an incident. The app is designed for operational intake, triage, and follow-up, including auditability of interactions related to a case. It is not intended to replace official emergency channels where they exist.

2. Service availability and partnerships

The service is activated only in locations covered by formal agreements with government entities (national, state, or municipal) or other authorized institutions. If your location is outside an enabled coverage area, the app may display the service card as inactive and/or show an on-screen notice indicating that the service is not available in your region.

3. Key functionalities

- Account access through phone verification (OTP) to reduce abuse and support accountability.
- Incident creation with location, service selection, and optional anonymity where supported.
- Real-time incident status updates and incident history (open/closed).
- In-app chat with the Operational Center and attachments (photos, audio, and files) to support evidence sharing.
- Operational notifications and alerts related to incident handling (subject to device settings and connectivity).



4. Safety note and emergency guidance

If you are in immediate danger or facing a critical emergency, use the appropriate emergency services in your region. Availability, response times, and operational handling depend on local partners, connectivity, and other factors. Sempre Alerta – Citizen does not guarantee emergency response and should not be used as the only channel in urgent situations.

5. Location and device permissions

The app may request access to your device location (GPS) to (i) determine whether the service is available in your area (coverage validation) and (ii) attach location data to an incident when you choose to open one. Some features may not work without location permissions. The app may also process device identifiers and basic technical data for security, fraud prevention, diagnostics, and service reliability.

6. Privacy and data protection

Personal data handling is described in the Privacy Policy and Terms of Use. We aim to follow applicable requirements under Brazil's LGPD, the EU/UK GDPR, and relevant U.S. state privacy laws (such as the CCPA/CPRA where applicable), based on the roles and obligations of the parties involved in incident handling.

7. Company and contact information

Controller / Provider: Moohtech Desenvolvimento de Softwares Ltda

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