

## ©2025 NEONFLEX.PT - PRIVACY AND COOKIE POLICY

### 1 - DATA COLLECTION AND REGISTRATION

NeonFlex.pt is committed to protecting the privacy of its customers. As such, it only collects personal information from those who provide it voluntarily, and even then, only uses it for the purposes for which it was provided.

The personal data collected by NeonFlex.pt is processed and intended for the management of the customer's file, their services, and their support and assistance requests.

The collection and processing of personal data is also intended for its use by NeonFlex.pt for the purposes of:

Guaranteeing the normal functioning of the contracted service, namely by providing data for its management and billing.

All data will be entered into a Secure Server (SSL) which encrypts/codes it (transforms it into a code).

The user can verify that their browser is secure if the padlock symbol appears or if the address starts with https instead of http.

Personal data is treated with the level of legal protection required to guarantee its security and prevent its alteration, loss, treatment, or unauthorized access, taking into account the state of technology, with the user being aware and accepting that security measures on the Internet are not impregnable.

The data provided is integrated into a duly regulated database, with its treatment organized and maintained directly by NeonFlex.pt under the General Regulation on Data Protection, which will be applicable from May 25, 2018, which replaced the previous directive 95/46/EC. Minors under 18 years of age must obtain permission from their parents or guardians before accessing or providing personal data on the site.

### 2 - DATA WE COLLECT AND ITS PURPOSE:

Name; Contact information, including email address and other relevant information for orders, offers, information requests, processing complaints, direct marketing communications (if you have consented to the processing of your personal data for this purpose), Fraud prevention and control, Conducting satisfaction surveys.

### 3- FREE PROVISION OF DATA AND ACCEPTANCE OF THIS PRIVACY POLICY

#### 3.1 - Free provision of data and acceptance of this privacy policy

Any user may freely choose to provide their data or not. The completion of the customer form is taken as a voluntary indication of data and is understood as a declaration of acceptance by the CONTRACTOR of this privacy policy, as well as the processing and storage of this data, by NeonFlex.pt, for the commercial purposes for which it is intended.

Thus, NeonFlex.pt reserves the right to store and use the data provided by the CONTRACTOR until the latter's express declaration requesting its deletion.

#### 3.2 - Data deletion

Although NeonFlex.pt does not undertake to store the CONTRACTOR's data after the deadlines for renewal of their services have expired and/or after termination of the contract without express information about it, NeonFlex.pt cannot ascertain with certainty whether the CONTRACTOR intends or not to remain registered as a NeonFlex.pt customer. Therefore, if it is in the CONTRACTOR's interest not to be contacted by NeonFlex.pt and that NeonFlex.pt no longer keeps their data, they must expressly request the deletion of their data from our databases.

### 4 - SECURITY AND USE OF YOUR INFORMATION

NeonFlex.pt undertakes not to sell, rent, or transmit, or under any other title, to third parties any personal data sent by users of our site, without prejudice to doing so with the user's authorization or when legally required. NeonFlex.pt ensures that, as far as is required and reasonable, appropriate technical measures have been adopted and organized to protect personal data against accidental or illicit, unauthorized destruction, alteration and/or dissemination of personal data. Any attempt to violate the database of this site will be subject to criminal action and prosecution, as provided for in Portuguese legislation regarding databases and may involve civil and criminal liability.

### 5- RETENTION OF PERSONAL INFORMATION

After collecting individualized personal information voluntarily transmitted by the user, NeonFlex.pt will proceed to its storage and maintenance for the period necessary for the purpose of its processing under the terms of the notification to the CNPD, until instructions to the contrary, or until the law requires its elimination. The retention of this information allows NeonFlex.pt to continue to provide personalized services without interruption, unless expressly opposed by the User. Despite this, NeonFlex.pt is not obliged to store the CONTRACTOR's data after the deadlines for renewal of all their services have expired, without these being paid.

### 6 - COOKIES

A "Cookie" is a small file that is saved on the user's computer, which serves only to identify the computer that is accessing the site in question. These files do not contain any personal information and are used exclusively for security and statistical purposes. It is possible to set most "browsers" to be notified about the receipt of a "cookie" and even to block its entry into your system. However, the refusal of cookies on the site you are visiting may result in the impossibility of accessing some areas of the site or receiving personalized information.

### 7 - RESPONSIBLE ENTITY

The entity responsible for the processing of the Database is NeonFlex.pt, Box Iluminada - Suportes Publicitarios Lda, a company with headquarters at Parque Industrial Alcopark 1, Estrada da Ribeirinha Armazem F2705-778 Tojeira, S. J. das Lampas Portugal with Tax Identification Number: PT518038920

*Anyone interested in contacting it can do so through the following contacts:*

*Email Address: [jeffersonnobre@opportunitybox.pt](mailto:jeffersonnobre@opportunitybox.pt) | [www.neonflex.pt](http://www.neonflex.pt)*