

INFORMATION CONCERNING THE PROCESSING OF PERSONAL DATA

The Controller of your personal data is **SONAE – SGPS, S.A.**, an incorporated and operating company under the Laws of Portugal, with registered office at Lugar do Espido, Via Norte, 4470-150 – Maia, with a share capital of € 2,000,000,000.00, registered at the Maia Commercial Registry Office, under the unique number of legal person and register 500 273 170.

When you submit your presentation via the current form, we will proceed to the processing of some of your personal data – **name, email address** and/or **mobile phone number**, as well as **eventual personal information concerning the contents of your presentation and / or attachments** – with the exclusive purpose of following up on your process with the Ombudsman Office. Depending on the type of presentation (such as a complaint, suggestion, compliment, information request, clarification or support request), your personal data may be forwarded to any Grupo Sonae company, in order to ensure the due processing.

Your personal data will be processed in the company's strict legitimate interest to ensure a privileged contact channel with Clients, Employees and Suppliers, being saved for the necessary time to analyse them and come to a conclusion, with a maximum limit of 3 (three) years. We are committed to processing your personal data with maximum care and safety, with all necessary technical and organisational measures being adopted for the purpose.

In case you wish to exercise your rights – **right of access, right to rectification, right to erasure, right to restriction of processing, right to data portability and right of object** – you must do it by sending an email to the following address: comunicacao@sonae.pt.

We will proceed to the careful analysis of your requests, assessing their legitimacy and pertinence, and commit to providing you with an answer within the legal deadline for the purpose. If you need to, you may contact our Data Protection Officer, through the following email address: dpo@sonae.pt . If you understand we haven't respected your rights, you can to lodge a complaint with the Portuguese Supervisory Authority – CNPD – Comissão Nacional de Protecção de Dados:

- **Address:** Av. D. Carlos I, 134 - 1.º, 1200-651 Lisboa
- **Telephone:** +351 213 928 40
- **Fax:** +351 213 976 832
- **Email address:** geral@cnpd.pt